

PSAP Grant Program Grant Ranker

View Application--36--King William Mapping Support

Grant Period: 2011

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Primary mapping servers and workstations (**MAPPING SUPPORT**)

Primary PSAP Applicants: King William County

Jurisdictions Served: King William, County of

Project Director:

Jeff Walton
Sheriff
351 Courthouse Lane
804-769-0999 (phone)
804-769-0334 (fax)
kwso@kingwilliamcounty.us

Project Description:

Total Project Cost \$18,369.00

Amount Requested: \$18,369.00

Statement of Need:

Due to the major budget cuts at both State and local levels, this PSAP has been unable to replace technically outdated mapping workstations as well as the server. This equipment has been in place since January 2005 when the King William Sheriff's Office began using mapping software. This PSAP currently has one workstation that has not received several mapping updates due to a malfunctioning CD drive.

Comprehensive Project Description:

Upon notification of the grant award, MSAG Data Consultants will be contacted to coordinate an installation schedule that will be completed in a timely manner with minimal impact on the daily operation of the PSAP. MSAG will configure the workstations and the server at their office and transport onsite to be installed by MSAG technicians. The new server will be installed on the existing server rack.

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

The PSAP will continue to have the ability to display a callers location enabling the communications officer to quickly dispatch proper personnel.

Budget and Budget Narrative:

Mapping Server \$6000.00 Three mapping workstations \$6750.00 Setup and installation \$5,619.00 Total

project cost \$18,369.00

Evaluation:

Ensure proper functionality and operation of the equipment.

Attachments

King William County VA - Hardware Configuration and Installation.pdf
--

PSAP Grant Program Grant Ranker

View Application--37--Richmond Continuity/Consolidation

Grant Period: 2011

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: CPE (CPE)

Primary PSAP Applicants: Richmond Police Communications

Jurisdictions Served: Richmond, City of

Project Director:

Lt. Thomas P. Nolan
Executive Officer
3516 N. Hopkins RD
804-646-5142 (phone)
804-646-8481 (fax)
Thomas.Nolan@richmondgov.com

Project Description:

Total Project Cost \$2,000,000.00

Amount Requested: \$150,000.00

Statement of Need:

The current E9-1-1 system now represents an excess of 16 years of technology. In addition, this equipment has been manufactured discontinued, and must be replaced with the latest Emergency Communications technology by November 2010; as our current maintenance contract with Verizon expires in December 2010. The center will not have a maintenance contract and likely will not have any replacement parts. Richmond must have a reliable network and a new phone system that is able to accept the emerging NG911 advancements in this field.

Comprehensive Project Description:

The selected carrier shall provide the furnishing of all labor, materials, equipment, drawings, engineering and services necessary, or reasonably incidental to, the installation of a complete NG9-1-1 compliant Telephone/Automatic Call Distribution (ACD) system, with Automatic Number Identification (ANI) / Automatic Location Identification (ALI) systems, including all permits, insurance and bonds.

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

In the Next Generation 9-1-1 environment, the public will be able to make voice, text, or video emergency "calls" from any communications device via Internet Protocol-based networks. The NG9-1-1 PSAP will also be able to receive data from personal safety devices such as Advanced Automatic Collision Notification

(AACN) systems, medical alert systems, and other sensing devices of various types. The new infrastructure envisioned by the NG9-1-1 project will support "long distance" 9-1-1 services, as well as transfer of emergency calls to other PSAPs - including any accompanying data. In addition, the PSAP will be able to transmit data received to field units, issue emergency alerts to wireless devices in an area via voice or text messaging, and to highway alert systems.

Budget and Budget Narrative:

The selected carrier shall provide the furnishing of all labor, materials, equipment, drawings, engineering and services necessary, or reasonably incidental to, the installation of a complete NG9-1-1 compliant Telephone/Automatic Call Distribution (ACD) system, with Automatic Number Identification (ANI) / Automatic Location Identification (ALI) systems, including all permits, insurance and bonds. This PSAP is meeting with vendors who can provide IP based phone networks. Item, Equipment or Upgrade Projected Cost NG -911 Telephone System \$ 2,000,000.00 ****NOTE** ALL EQUIPMENT AND CASE GOODS ARE ESTIMATES & WILL BE LEASED ON 4 YEAR PAYMENT SCHEDULE –**

Evaluation:

The work site shall be available for inspection at any time by the City's Project Manager. All materials and work not in conformity with the contracted specifications shall be subject to rejection. Rejected work and/or materials shall be immediately replaced to comply with the contracted specifications. The Project Manager appointed by the City shall have the authority to reject materials and work, and to order work stoppages if in his individual's judgment the work or materials are not in accordance with the contracted specifications. Such stoppage shall not in any way invalidate any terms of the contract, and no extra charges will be authorized to Verizon by reason of such stoppage.

Attachments

PSAP Grant Program Grant Ranker

View Application--38--Nottoway CPE System Upgrade

Grant Period: 2011

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: CPE (CPE)

Primary PSAP Applicants: Nottoway County

Jurisdictions Served: Blackstone, Town of
Burkeville, Town of
Crewe, Town of
Nottoway, County of

Project Director:

Steve Ferguson
County Planner
3951 Military Road
434-292-3438 (phone)
434-292-3437 (fax)
nottowayplanner@hotmail.com

Project Description:

Total Project Cost \$31,511.00

Amount Requested: \$31,511.00

Statement of Need:

Identification of Funding Priorities: The Nottoway CPE System Upgrade Project directly relates to the funding priority established by the PSAP Grant Program's Grant Committee for CPE to address technically outdated hardware and software located at the primary PSAP in Nottoway County. Our project will replace original CPE equipment and provide needed software updates that are vital for mission critical equipment. This equipment was installed in 2003 and is now technically outdated and can no longer be adequately maintained by the vendor. Also, the wireless service provider, Embarq, can no longer guarantee continued service for the outdated equipment. Embarq recently completed a regional network trunking system upgrade and the results of their upgrades have created compatibility issues with the CPE equipment located in the PSAP. The replacement of technically outdated wireless E-911 equipment will enable the primary PSAP to maintain current and future service levels to the general public. Because of budget shortfalls and the recent local and State budget cuts to the Nottoway Sheriff's Office, Nottoway County is unable to fund the needed upgrades for the PSAP. The County of Nottoway also has not been able to identify other funding sources for our project. Funding requested under the PSAP grant program will fully fund the CPE System Upgrade Project and no other funding will be required. Funding requested for the 2 station CPE system upgrades is \$31,511.00 Impact on Operational Services: The Nottoway CPE System Upgrade Project is a general and much needed upgrade to the CPE hardware and software at the Nottoway Primary PSAP. These upgrades will ensure that the PSAP will be able to accommodate changing technology along with having

continuous vendor maintenance support. If the system upgrades are not completed, equipment down-time will continue to increase and this will have an immediate and direct affect on PSAP operational services and their ability to provide life-saving emergency care. Consequences of not Receiving Funding: Nottoway County appreciates the opportunity to apply for PSAP grant funding for the Nottoway CPE System Upgrade Project and will not be able to perform the much needed upgrades if funding is not received for our project. We feel that the CPE hardware and software upgrades that are needed are critical for the safety and well being of our citizens. Nottoway County is experiencing a tremendous growth in wireless E-911 emergency calls. The current technically outdated CPE hardware and software can not be adequately maintained by vendors or by the wireless service provider for the PSAP. If the CPE upgrades are not made, the Primary PSAP will not be able to provide life saving support to the first responders and the citizens of Nottoway County. Inclusion of Project in a Long-term or a Strategic Plan: Nottoway County has worked very hard to develop both comprehensive and strategic plans that follow DHS, Virginia Statewide E-911 Comprehensive Plan, and the Commonwealth's Strategic Plan to address public safety issues. In the Nottoway County Comprehensive Plan (revised 2006) it states that the County will continue to work to provide proper resources for the safety and well-being of the ever-changing needs of its citizens. The County of Nottoway and the PSAP have also developed a strategic plan to deal with current and future wireless communication needs in the County. One of the primary goals of the Plan was to ensure that system upgrades to the CPE equipment are completed on a regular schedule to ensure that PSAP mission critical equipment is always kept operational and has maintenance support.

Comprehensive Project Description:

Goals and Objectives: The goal of the Nottoway CPE System Upgrade Project is to have the most up-to-date technology available for the CPE hardware and software equipment in the primary PSAP for Nottoway County. The primary objective of the Nottoway CPE System Upgrade Project is to upgrade technically outdated CPE hardware and software equipment located in the primary PSAP in Nottoway County. This equipment is mission critical for the continued operation of the PSAP. **Implementation Strategy-Work Plan:** The Nottoway System Upgrade Project will not be complicated to implement. Since the PSAP has multiple work stations, the work plan is to only perform the updates to one station at a time. This approach will allow the PSAP to provide continual, uninterrupted service, while the upgrades are being completed. **List of Activities to be accomplished – Timeline:** We intend to start our project as soon as grant funding is awarded. • Award received for Nottoway CPE System Upgrade Project – July 2010 • Hardware and software ordered from proposal provided by Embarq (see attached) August 2010-September 2010 • Equipment will be installed – estimated to take 73 hours to complete installation (see attachment) October 2010 – November 2010 • Hardware and software training will be completed – December 2010 **Identification of the Longevity or Sustainability of the project:** CPE system upgrades are a general and much needed upgrade to ensure continued vendor maintenance support. The outdated hardware and software versions that are currently being used in the PSAP can not be adequately maintained and Embarq can not guarantee continued service. The CPE System Upgrade Project will ensure that the PSAP will have the most up-to-date technology available for CPE equipment that will support longevity of our project. Vendor maintenance support will ensure the sustainability of our project.

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

CPE software and hardware upgrades will support future technologies by allowing the PSAP to not only maintain current levels of wireless 911 services but also allow the PSAP to keep up with rapidly changing technology and the demands placed on these services by the residents of Nottoway County and visitors to our region. The equipment upgrades will make it much easier for new technology to be incorporated into the day to day operation of the PSAP and allow for a smoother transition when changes are needed to allow the PSAP to stay on the cutting edge of technology.

Budget and Budget Narrative:

Nottoway County has received a detailed vendor prepared quote for our system upgrade project. Pricing includes upgrades to hardware and software and total estimated hours required to complete these upgrades (see attachment - price sheet and notes)

Evaluation:

The Nottoway CPE System Upgrade Project will be evaluated and measured for achievement and success once the CPE upgrades to the hardware and software have been completed. The project management team

will ensure that all aspects of the project have been completed in their entirety and on time. Compatibility issues that were present with the outdated equipment will be measured against the new upgraded equipment to ensure that equipment down-time has been eliminated and that compatibility issues have been resolved.

Attachments

Copy of E911 Nottoway County - Budgetary RescueSTAR upgrade and new equipment 9-14-09-1.xls



EMBARQ

r Legal Name: -
 Billing Name: E911 Nottoway County Sheriff's Office
 266 West Court House Road
 -
 Nottoway, VA 23955

Valid Until June 14, 2010

Description of Work to be Performed: Plant CML upgrade with new PCs.
 -
 -
 -
 -
 -
 -
 Qtt09112

Equipment pricing shown is based upon direct sale.

Description	Quantity	Unit Price	Extended Price
RescueSTAR	-	-	-
R5.8.1 UPGRADE PACK	1	-	-
REL 5.10 UPG V581	1	-	-
REL 5.10 UPG V591	1	-	-
ECS/RSTAR REL 5.11 UPG	1	-	-
-	-	-	-
SEALI	-	-	-
SEALI 2.0.0 UPGRADE KIT	1	-	-
WKST INTG HP XW4600 XP	2	2,134.75	4,269.50
GENERIC WORKSTATION FEE	2	339.50	679.00
-	-	-	-
SMART	-	-	-
WKST INTG HP XW4600 XP	1	2,134.75	2,134.75
GENERIC WORKSTATION FEE	1	339.50	339.50
Sentinel	-	-	-
SENT R5.1.1 UPGRADE PACK	2	-	-
SEN REL 5.2 UPG	2	-	-
WKST INTG HP XW4600 XP	2	2,134.75	4,269.50
4-CHANNEL, PCI SOUND CARD	2	744.18	1,488.36
CBL DELTA44 NORSTAR	2	24.44	48.88
GENERIC WORKSTATION FEE	2	339.50	679.00
CPR/SYSPREP IMAGING	1	-	-
-	-	-	-
Dual IRR Module	-	-	-
IRR MAINT REL NO CHRG	2	-	-
-	-	-	-
Stats MIS	-	-	-
SENTINEL STATS 3.4.4 UPG	1	-	-
WKST INTG HP XW4600 XP	1	2,134.75	2,134.75
GENERIC WORKSTATION FEE	1	339.50	339.50
-	-	-	-
Blackstone - Sentinel	-	-	-
SENT R5.1.1 UPGRADE PACK	1	-	-
SEN REL 5.2 UPG	1	-	-
WKST INTG HP XW4600 XP	1	2,134.75	2,134.75
4-CHANNEL, PCI SOUND CARD	1	744.18	744.18
CBL DELTA44 NORSTAR	1	24.44	24.44
GENERIC WORKSTATION FEE	1	339.50	339.50
-	-	-	-
Dual IRR Module	-	-	-
IRR MAINT REL NO CHRG	1	-	-
-	-	-	-
Misc. Equipment	-	-	-
19LCD BLK - monitors for Sentinels - Nottoway	2	346.29	692.58
19LCD BLK - monitor for Sentinel - Blackstone	1	346.29	346.29

Prices do not include charges for taxes, duties, tariffs, telecommunication services, or professional services such as Centurion Maintenance or Managed Network Services.

19LCD BLK - monitor for SMART & SEALI	1	346.29	346.29
4PORT USB SOHO KVM SWITCH	1	206.41	206.41
misc. materials; wire, blocks, equipment	1	1,629.58	1,629.58
-	-	-	-
Replacement Batteries	-	-	-
NP7-12FR YUASA BATTERY	4	52.45	209.80
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-
<p style="text-align: right;"> SUBTOTAL: Gross Material Price \$ 23,056.56 SUBTOTAL: Gross Discount \$ - <hr/> Net Material Price \$ 23,056.56 Labor (Includes Project Management if not shown separately below) \$ 7,078.81 Project Management \$ 875.64 Shipping \$ 499.99 TOTAL PRICE \$ 31,511.00 </p>			

Project Notes

September 15, 2009

-

266 West Court House Road

-

Nottoway, VA 23955

Labor Hours:

Upgrade RescueSTAR - 24 hours

Replace Sentinels; 3 @ 5 hours each = 15 hours

Install SEALI - 16 hours

Upgrade STATs - 8 hours

Replace STATs computer - 5 hours

Install 4 port KVM - 1 hour

Replace batteries - 4 hours

Total hours = 73 hours

Hours approved by Bob Gregory by phone call 9-15-09.

PSAP Grant Program Grant Ranker

View Application--39--dispatch update

Grant Period: 2011

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: Middlesex County

Jurisdictions Served: Urbana, Town of

Project Director:

Glenn Nix
E911 Coordinator
877 General Puller Hwy
804-758-8112 (phone)
804-758-0061 (fax)
g.nix@co.middlesex.va.us

Project Description:

Total Project Cost \$22,500.00

Amount Requested: \$22,500.00

Statement of Need:

We are requesting funding from the Virginia Wireless Services Board (WSB) under the Wireless E-911 Enhancement Program to fund equipment upgrades. These equipment upgrades will provide valuable storage capacity for future dispatch and gis applications. It will also replace aging ancillary equipment that is needed to provide conductivity to network servers which in turn provides higher degree of accuracy of information to aid in rural emergency response. In keeping with Middlesex County's desire to provide its citizens and visitors with adequate emergency services, we have continued to upgrade our E-911 department to accommodate increased demand. Our successful implementation of E-911, with the assistance of the WSB, greatly improved our ability to provide these services. We respectfully request the grant funding for the project described herein to help us to continue our success into the future.

Comprehensive Project Description:

1. Replacement of an aging database server that is nearing maximum capacity. 2. Replacement of two GIS workstations and then using the old equipment as ready backups. 3. Replacement of aging ancillary equipment that supports the day to day dispatch operations equipment includes: Routers, KVM switches, and UPS battery back ups.

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

These equipment upgrades will help strengthen and enhance the E911 system above the bare minimum

and keep middlesex county on the cutting edge of technology well into the future.

Budget and Budget Narrative:

Datebase Server Aberdeen nas290-series \$6,500 Two GIS workstations Dell \$6,000 two HP procurve 2520 Routers \$4,000 Two Belkin 16 port dual KVM Switch with cables \$1,300 Four UPS battery backups various \$4,700 TOTAL \$22,500

Evaluation:

Middlesex County will set a defined scope of service, schedule, and fee based upon the project goals and objectives defined above. The project will be managed by a monthly evaluation of the effort complete on the individual project tasks. The project fee will be apportioned to the individual project tasks and payment will be made to the vendor based upon approved effort complete.

Attachments

PSAP Grant Program Grant Ranker

View Application--40--Implement External Alarm Interface Exchange ANSI Standard CAD Interface

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Computer-Aided Dispatch (**CAD**)

Primary PSAP Applicants: James City County ECC

Jurisdictions Served: James City, County of

Project Director:

Julie P. McKercher
Director - Emergency Communications
3131 Forge Road
757-564-2144 (phone)
757-566-0842 (fax)
jmckercher@james-city.va.us

Project Description:

Total Project Cost \$15,000.00

Amount Requested: \$10,000.00

Statement of Need:

Interface Exchange American National Standard (ANS). James City County recognizes that alarm events can be electronically delivered by alarm monitoring companies to its 911 PSAP, by-passing the call-taker process, and permitting 911 staff to dedicate more time to citizens who call 911. The ANS is intended to reduce telephone call volumes to 911 PSAPs by alarm monitoring companies, eliminate mistakes and miscommunication between alarm company operators and 911 PSAP call-takers, and reduce alarm event processing times by as much as 2 – 3 minutes resulting in a 2 – 3 reduction in response times by First Responders. James City County's PSAP receives 5,000 telephone calls annually from alarm monitoring companies and intends to reduce its incoming telephone volumes from alarm monitoring companies significantly in the first two years of operation following implementation. The County intends to eventually reduce telephone call volumes from alarm monitoring companies in total as more alarm companies adapt to the new standard. James City County does not have a budget for the \$10,000 software license fee necessary to acquire the license necessary from the County's CAD provider. The outcome of this effort is intended to strengthen James City County's Emergency Communications capabilities in keeping the volume of telephone calls to the 911 PSAP to a manageable level with existing resources.

Comprehensive Project Description:

The project goal is to implement a CAD interface that conforms to the Alarm Monitoring Company to Public Safety Answering Point (PSAP) Computer-aided Dispatch (CAD) External Alarm Interface Exchange - APCO/CSAA 2.101.1-2008 ANSI Standard. There are three primary and measurable objectives: 1. Reduce the volume of telephone calls from alarm monitoring companies to James City County's 911 PSAP. 2. Reduce the volume of mistakes and miscommunications between the alarm company operator and James City County's PSAP call-takers. 3. Reduce alarm event processing times to result in an equivalent reduction in response times by First Responders. Upon funding award, a Statement of Work (SOW) will be mutually developed by the CAD provider and James City County that clearly outline the responsibilities of the CAD provider and James City County. The CAD provider will install the necessary software on the existing CAD System used by James City County and facilitate acceptance testing. James City County representatives will interact with each alarm monitoring company that is able to participate using the same interface to ensure that NENA addressing standards are being followed and to conduct acceptance testing of the interface. The project will be fully implemented with one or more alarm monitoring companies within 6 months of award, or by December 31, 2010. Once the interface is implemented, a James City County's E911 Coordinator will act as liaison for the alarm companies and primary point-of-contact. The interface will last indefinitely and maintenance will be covered by James City County's General Fund.

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

James City County intends to take advantage of an emerging technology that conforms to a new American National Standard. This technology is compatible with James County's CAD system, intended to reduce the volume of telephone calls from alarm companies, and will permit James City County's PSAP staff to focus more attention on 911 calls from citizens and evolving Next Generation 911 Technologies.

Budget and Budget Narrative:

The grant funds will be used to purchase a software license from James City County's Computer-Aided Dispatch (CAD) system provider that will allow the County to take advantage of the External Alarm Interface Exchange ANSI standard using its present CAD System. The one time license fee of \$10,000 is inclusive of the right-to-use software agreement and implementation of the interface by the software provider.

Evaluation:

The following performance measures will be used to focus goals and to measure implementation success:

- Number of telephone calls from alarm monitoring companies to James City County's 911 PSAP (Is there a reduction?)
- Overall processing time for alarm based calls for service (Is there a reduction?)
- Number of errors in delivery and processing of alarm and calls for service by eliminating voice delivery and PSAP call taker CAD re entry (Has the number decreased?)
- Progress toward a standard for interfaces between alarm monitoring companies and PSAPs to reduce cross agency and cross provider data exchange development time and cost (Any measurable savings of time and cost?)

Attachments

PSAP Grant Program Grant Ranker

View Application--41--Radio Consol

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Enhancement **Grant Type:** Regional Initiative

Priority: Radio consoles (**CONSOLES**)

Primary PSAP Applicants:

Dickenson County
Wise County

Jurisdictions Served:

Big Stone Gap, Town of
Clinchco, Town of
Clintwood, Town of
Coeburn, Town of
Haysi, Town of
Dickenson, County of
Pound, Town of
St. Paul, Town of
Wise, Town of

Project Director:

Mark Cvetnich
Director of Operations
5444 Dickenson HWY
276-926-6330 (phone)
276-926-8964 (fax)
markc@dc911.org

Project Description:

Total Project Cost \$406,931.00

Amount Requested: \$325,000.00

Statement of Need:

Both Dickenson and Wise Counties have identical radio consoles that have met their end of life service, in addition to being obsolete and no longer supported by their respected manufacturers. Failure to award this grant will potentially risk the lives of hundreds of responders should the vital console link be broken between dispatchers and responders. From a financial standpoint we feel that continuing to attempt repairs on obsolete equipment is a vast waste of extremely limited funds and resources.

Comprehensive Project Description:

It is the intention of this project to install like radio consoles in each PSAP, these radio consoles will be an IP based solution. With the radio consoles being IP based it allows for connectivity to the end radio unit over broadband or microwave links. The system that we are installing will give the ability to either PSAP to control radios in either or both counties via the dispatchers log in. Dickenson and Wise Counties have agreed to train dispatchers together in an effort to have more qualified personnel available at any time needed. By training these dispatchers together on the same equipment and having the equipment connected via fiber and microwave each county will be able to assist when additional personnel are needed.

The equipment that will be installed in this project is state of the art and will be sustainable for a five to eight year period or more.

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

The equipment we plan to purchase with this grant is an IP based system that will allow both Counties access to both radios systems from either PSAP or from mobile positions when necessary. In the event of an emergency dispatchers from either PSAP would be able to log in to a console from any location and with a different log in be able to control either radio system. This has been part of a regional project that we are and have been working on to consolidate and purchase the same equipment which will allow several Counties in this regional effort the ability to provide back up for each other when needed.

Budget and Budget Narrative:

The system will incorporate four computerized radio consoles for each PSAP with desk mic, headset interfaces, recall recorder, back room equipment, and outpost in racks attached to current radio equipment at tower locations. There would be 22 channels for Wise County and 14 radio channels for Dickenson County. the total costs would be as follows: Wise County system \$194,432.18 Maintenance each year \$ 18,432.00 Dickenson County System \$179,689.18 Maintenance each year \$ 14,378.00 Total \$406,931.36 Dickenson and Wise Counties are requesting \$325,000 for the regional initiative to facilitate this joint venture for our radio consoles. Both Counties are prepared to support the system with the yearly maintenance shown above and we are willing to provide information to any and all other interested parties in the future.

Evaluation:

Dickenson and Wise are committed to the region and have stepped out to become leaders for Southwest and models for all of Virginia as Counties committed to consolidation of equipment in efforts to lower cost while at the same time creating a system to back each other up in times of emergency. These radio consoles will continue to span the gaps and create one more link in providing the citizens of our combined service areas the best services possible while at the same time lowering costs. This radio project is another crucial step in bringing our Counties closer in all aspects of public safety. This radio project is as important as CPE equipment in that a citizen needs to be able to contact a 911 office to report an emergency but if the 911 office can not contact the emergency service personnel and inform them of the location and type of emergency then that citizen will not be afforded the need service that we provide.

Attachments

2011 grant attachments.pdf
--

Alfreda Mullins

From: Mark Cvetnich [markc@dc911.org]
Sent: Monday, December 14, 2009 9:49 PM
To: 'Alfreda Mullins'; 'Tigger'; 'Matt Slemp'
Subject: FW: console quotes for grant

Radios Consoles

Thanks

Mark Cvetnich
E-911 Manager and
Director of Operations
5444 Dickenson Highway
P.O. Box 2050
Clintwood, VA 24228
276-926-6330 Office
276-926-8964 Fax
markc@dc911.org

From: pagerman@verizon.net [mailto:pagerman@verizon.net]
Sent: Monday, December 14, 2009 9:27 PM
To: markc@dc911.org
Subject: console quotes for grant

Mark here is the quote, i have added a few channels in each system so we have some room for some growth, also i am giving you a price for 3 repeaters that Gene wanted to put in for to replace the oldest ones we have. They are about 12 years old and he wants to try to include them in this grant, if you think that is not a good idea just dont do it.

Thanks for everything.

Both systems are ip based Avtec with the ability for either county to access the others system and I have planned to have an intercom channel between the two counties so they have direct communications with each other without even dialing the phone.
Let me know if you have any questions.

Steve

Console #1: Wise County, VA 911:

22 radio channels
4 positions
4 door controls
Recall recorder
Headset interface
Desk mic
VP gate on stand-alone machines

12/15/2009

Outposts in rack for back room along with VP Gate machines
Total cost for Wise \$ 194,432.18 Maint plan for years 2-5 \$18,432.00 per year
Repeaters 27,168.78

Console #2: Dickenson County, VA 911:

14 radio channels
4 positions
3 door controls
Recall recorder
Headset Interface
Desk mic
VP gate on stand-alone machines
Outposts in rack for back room along with VP Gate machines

Total cost for Dickenson \$ 179,689.18 Maint plan for years 2-5 \$14,378.00 per year.

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 9.0.716 / Virus Database: 270.14.108/2565 - Release Date: 12/14/09 14:40:00



Office of County Administrator

COURTHOUSE

WISE, VIRGINIA 24293

TELEPHONE 276-328-2321
FAX 276-328-9780

P.O. BOX 570
206 E. MAIN STREET

December 16, 2009

VITA

RE: PSAP Grant Program

To Whom It May Concern:

It is the intent of the Wise County Sheriff's Office PSAP to partner with Dickenson County E-911 for the FY 2011 PSAP Grant Program as part of a regional effort.

Please feel free to contact me should you have any questions or concerns

Sincerely,

A handwritten signature in cursive script that reads "Karen T. Mullins".

Karen T. Mullins
Assistant County Administrator

Dickenson County Board of Supervisors

BOARD OF SUPERVISORS

ROGER STANLEY, CHAIRMAN
WILLIS DISTRICT

DELANO SYKES, VICE-CHAIRMAN
SANDLICK DISTRICT

TEDDY BAILEY
ERVINTON DISTRICT

SHELBY WILLIS
KENADY DISTRICT

DONNIE W. RIFE
CLINTWOOD DISTRICT



COUNTY ADMINISTRATOR
MARK S. VANOVER

P.O. Box 1098
Clintwood, Virginia 24228
Telephone: 276/926-1676
Fax: 276/926-1649
mark.vanover@bos.dcwln.org

To Whom It May Concern:

Dickenson County agrees to work with Wise County to continue our regional efforts to provide for the health, safety and welfare of our citizens by purchasing like radio consoles and voice recorders.

Thank you,

Mark Vanover
County Administrator

PSAP Grant Program Grant Ranker

View Application--42--Salem PD Non-Vendor Supported CAD

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Computer-Aided Dispatch (**CAD**)

Primary PSAP Applicants: Salem Police Communications

Jurisdictions Served: Salem, City of

Project Director:

Valerie W. Ramey
Communications Supervisor
36 E Calhoun St
540-375-3078 (phone)
540-375-4125 (fax)
vramey@salemva.gov

Project Description:

Total Project Cost \$350,000.00

Amount Requested: \$150,000.00

Statement of Need:

Listed you will find why replacing the CAD system is much needed: 1. CAD system was purchase in 1997 and is out dated 2. NetCAD is no longer supported 3. No new upgrades for the version of NetCAD 4. Can not transfer E9-1-1 data because NetCAD glitches and support will not write a program for repair because CAD is to old 5. Units will be assigned in the CAD system, once logged in, unable to clear the unit 6. When problems occur and support is notified to help with this old system there is a delay because no one at Motorola works on NetCAD. They pass the inofrmation back and forth to the tech's and hope that someone may remember it works 7. NetCad fails and shows not responding - this is officer safety issue 8. When entering a call for service, if one of the five positions enter data the position that is entering a new call for service that call for service is deleted causing causing the dispatcher to lose data, this is officer and public safety.

Comprehensive Project Description:

The goal of this grant is to assist the Police Department with funding to purchase a new CAD with mapping. This new CAD will replace the current NetCAD and provide the PSAP with newer technology that would meet the next gen-E9-1-1 requirements.

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

The future technology for the PSAP would include good vendor support, upgrades, officer and public safety, and to meet the requirements of the next gen-E9-1-1.

Budget and Budget Narrative:

The Salem Police Department will spend the entire amount of the grant funded money \$150,000 to purchase a new CAD/Mapping along with annual licensing. The fiscal year July 1 - June 30, 2010 Salem Police Department was approved by VITA for the amount of \$150,000 grant. During the budget year, the Police Department down sized budget funding. By applying for another \$150,000 grant this fiscal year it will help in completing the cost of a new CAD which is \$350,000 to implement.

Evaluation:

The CAD project will enhance call taking abilities, aid in officer safety, public safety and prepare the communications center for the next gen-E9-1-1.

Attachments

CADBudget-11-18-09.pdf
Q70984A - Salem (2).pdf

SUNGARD[®]

PUBLIC SECTOR

Budgetary Quote

Date	Quote #	Acct Mgr
11/18/09	MFGMQ1638-01	Mike Martin

Quote Prepared For:

City of Salem
 Valerie Ramey
 36 East Calhoun Street
 Salem, Va 24153
 Phone: 540-3753078

Sample Pricing

Turnkey CAD Hardware, System and Application Software, and Implementation Services Project Proposal

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
<i>Computer Aided Dispatch</i>					
1	CAD-T2	BASE COMPUTER AIDED DISPATCH SYSTEM TIER-2	\$48,100	\$48,100	\$8,658 7x24
2	CAD-CON-T2	ADDITIONAL CAD CONSOLE LICENSE (5 TOTAL CAD CONSOLE LICENSES)	\$3,900	\$7,800	\$1,404 7x24
1	CAD-MAP-T2	FIRST CAD MAP DISPLAY AND MAP MAINTENANCE SOFTWARE LICENSE	\$4,500	\$4,500	\$810 7x24
4	CAD-MAPD-T2	ADDITIONAL CAD MAP DISPLAY LICENSE	\$1,500	\$6,000	\$1,080 7x24
1	CAD-E911-T2	E911 INTERFACE MODULE	\$5,500	\$5,500	\$990 7x24
4	CAD-MRM-T2	CAD RESOURCE MONITOR DISPLAY LICENSE WITH MAPS	\$1,000	\$4,000	\$720 7x24
1	CAD-TONE-T2	STATION TONING MODULE	\$5,500	\$5,500	\$990 7x24
1	CAD-FIREHOUSE-T2	FIREHOUSE RMS INTERFACE	\$5,500	\$5,500	\$990 7x24
1	CAD-INT-PVI-T2	CAD INTERFACE TO PICTOMETRY VISUAL INTELLIGENCE	\$7,500	\$7,500	\$1,350 7x24
1	CAD-PG-T2	ALPHA NUMERIC PAGING MODULE	\$5,500	\$5,500	\$990 7x24
1	CAD-INT-PG-T2	SUNGARD OSSI'S INTERFACE TO PAGEGATE	\$1,000	\$1,000	\$180 7x24
1	CAD-RR-T2	RIP AND RUN PRINTING/FAXING MODULE	\$5,500	\$5,500	\$990 7x24
1	MAP-CONVERTER-T2	MAP CONVERTER SOFTWARE	\$3,500	\$3,500	\$630 7x24
1	MCT-SWI	STATE/NCIC MESSAGING SOFTWARE	\$20,000	\$20,000	\$3,600 7x24
5	MCT-MIS	LAN CLIENT LICENSE FOR MESSAGE SWITCH	\$300	\$1,500	\$270 7x24
1	MCT-AVL-HOST	AVL SERVER HOST LICENSE	\$35,000	\$35,000	\$6,300 7x24

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
5	MCT-AVL-CAD	CAD CLIENT AVL LICENSE	\$2,000	\$10,000	\$1,800 7x24
1	DISCOUNT	COMPETITIVE REPLACEMENT DISCOUNT	-\$35,280	-\$35,280	\$0
			SubTotal:	\$141,120	
CAD Implementation Services					
1	CAD-PROJ-MGNT	CAD PROJECT MANAGEMENT	\$16,800	\$16,800	- n/a
1	CAD-INST	BASE CAD SOFTWARE INSTALLATION	\$13,650	\$13,650	- n/a
1	CAD-IMPL	BASE CAD SOFTWARE IMPLEMENTATION	\$9,600	\$9,600	- n/a
1	CAD-MAP-CONV	MAP BASED GEOFILE GENERATION	\$20,000	\$20,000	- n/a
1	CAD-MAP-EDTRN	MAP EDITOR TRAINING	\$3,600	\$3,600	- n/a
1	CAD-MNT-TRN	CAD MAINTENANCE TRAINING	\$4,800	\$4,800	- n/a
2	CAD-USR-TRN	CAD USER TRAINING	\$4,800	\$9,600	- n/a
1	MCT-AVL-SERV	AVL INSTALLATION AND TRAINING	\$2,000	\$2,000	- n/a
3	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES	\$1,200	\$3,600	- n/a
1	CAD-TE	TRAVEL EXPENSES FOR CAD SERVICES	\$2,500	\$2,500	- n/a
1	CAD-LE	LIVING EXPENSES FOR CAD IMPLEMENTATION SERVICES	\$5,000	\$5,000	- n/a
			SubTotal:	\$91,150	
Server Rack					
1	HWR-SERV-RACKLG	Standard Server Rack	\$3,470	\$3,470	- n/a
1	HWR-UPS-APC5000	APC Smart-UPS 5000	\$3,000	\$3,000	- n/a
			SubTotal:	\$6,470	
CAD Application Server					
1	HWR-SERV-APP-LVR	Base Application Server	\$4,600	\$4,600	- n/a
1	THP-MS-WIN2003STD	Windows Server 2003 R2 Standard Edition	\$548	\$548	- n/a
1	THP-MS-SQLSTDPROC	Microsoft SQL Server 2005 Standard Edition CPU License	\$4,523	\$4,523	- n/a
1	TCH-INSTALL-SERV	Implementation Services for Application Server	\$1,400	\$1,400	- n/a
			SubTotal:	\$11,071	
Message Switch Application Server					
1	HWR-SERV-MSG-R	Message Switch Application Server	\$3,811	\$3,811	- n/a
1	THP-MS-WIN2003STD	Windows Server 2003 R2 Standard Edition	\$548	\$548	- n/a

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance	
1	THP-MS-SQLSTDPROC	Microsoft SQL Server 2005 Standard Edition CPU License	\$4,523	\$4,523	-	n/a
1	TCH-INSTALL-SWSERV	Implementation Services for Message Switch Application Server	\$1,400	\$1,400	-	n/a
				SubTotal:	\$10,283	
Call Taker / Dispatch Workstation						
5	HWR-WS-CAD	CAD Dispatch Workstation	\$1,140	\$5,700	-	n/a
5	HWR-MATROX-P690LPe	Matrox P690 Plus LP PCIe x16 Video Card	\$258	\$1,291	-	n/a
10	HWR-DELL-19FP	Dell 19 Inch UltraSharp™ 1908FP Flat Panel (VGA/DVI)	\$250	\$2,504	-	n/a
5	HWR-DELL-ES750	Dell Back-UPS ES750	\$87	\$438	-	n/a
				SubTotal:	\$9,935	
OSSI Services Workstation						
1	HWR-WS-SRVC	Application Services Workstation	\$1,080	\$1,080	-	n/a
1	THP-SYM-PCA	pcAnywhere 12.1	\$189	\$189	-	n/a
1	TCH-INSTALL-WKSTN	Implementation Services for Application Workstation	\$175	\$175	-	n/a
				SubTotal:	\$1,445	
Data Backup Solution						
1	HWR-BACKUP-RCKSM	Data Backup Kit (Small Site - Rack Mount)	\$2,646	\$2,646	-	n/a
1	THP-SYM-BKPEXEC	Symantec Backup Exec™ 12 for Windows Servers w/1yr Combo	\$622	\$622	-	n/a
1	THP-SYM-BKAGT	Symantec Backup Exec™ 12 Agent for Windows Systems with first year of support.	\$372	\$372	-	n/a
1	THP-SYM-MEDIA	Symantec Backup Exec™ 12 and Agents Media Kit	\$33	\$33	-	n/a
1	TCH-INSTALL-BKUP	Implementation Services for Data Backup Solution	\$700	\$700	-	n/a
				SubTotal:	\$4,374	
3	TCH-INSTALL-ONSITE	On-Site Installation for Application Servers	\$1,400	\$4,200	-	n/a
				SubTotal:	\$10,283	
				Total:	\$280,051	\$31,752

This quote is valid until 00/00/00



VIPER CAD
for
Salem, Virginia

The terms and conditions available at <http://www.positron911.com/legal/PositronTerms.pdf> will apply to this Quote, unless the parties have entered into a separate mutually executed agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and 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. No additional terms in Customer's purchase order will apply.

Summary

Item	Cost
VIPER CAD Software	\$ 181,150.00
VIPER CAD Interfaces	\$ 27,000.00
Map Validation & Testing	\$ 2,500.00
VIPER CAD Hardware	\$ 48,125.21
Power MIS	\$ 5,328.25
Site Survey	\$ 3,350.00
Installation Services	\$ 23,700.00
Cut Over Assistance	\$ 5,050.00
Training Services	\$ 25,400.00
Project Management	\$ 6,432.07
Total	\$ 328,035.53

Configuration Parameters

VIPER CAD

Number of VIPER CAD Positions	5
NCIC Interface	Included
Third Party RMS Interface	Included
Paging and Email	Optional
VIVID Positions	Up to 20

Model #	Description	Qty	Unit Cost	Total
VIPER CAD Software				
918800	VIPER CAD Workstation License	5		
918810	VIPER CAD Server License	1		
918880	VIVID Server License	1		
918882	VIVID Client	10		
			Subtotal \$	181,150.00
VIPER CAD Interfaces				
918830	State/National Interfaces (NCIC)	1		
G9-INTF3RM	Third Party One-Way Interface (Closed Record Downr	1		
			Subtotal \$	27,000.00
Map Validation & Testing				
919500	GIS MAP Data Validation & Testing	1		
			Subtotal \$	2,500.00
¹ VIPER CAD Hardware				
<i>Workstation Equipment</i>				
914101/NS	Positron CAD IWS G2 Workstation Computer (No M	5		
914704	LCD 19" DISPLAY	10		
914808	DUAL VIDEO CARD	5		
<i>VIPER CAD Database Server</i>				
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA F	1		
914245	160 GB Hard Disk	3		
914431	IWS SRV TAPE BACKUP SYSTEM	1		
<i>PAPI Server</i>				
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA F	1		
914245	160 GB Hard Disk	1		
<i>NCIC Server</i>				
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA F	1		
914245	160 GB Hard Disk	1		
<i>Power MIS Server</i>				
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA F	1		
914245	160 GB Hard Disk	3		

914711	FOUR POST RACK	1		
914410	IWS Workstation UPS	9		
914404	IWS 24 PORT 10/100 SWITCH	1		
914120/1	IWS Underlying System Software - Workstation	5		
914120/3	IWS OBJ.SRV.S/W & CONFIGURATION	2		
914120/2	IWS SRV S/W & CONF.PRIM/BKP	2		
			Subtotal	\$ 48,125.21

Power MIS

920100	Power MIS Server Software	1	
920101	POWER MIS CLNT ACCESS LISC	1	
920102	Power MIS Data License	5	
920100/CD	Power MIS Media and Documentation	1	
914422	Additional Backup EXEC SQL Agent	1	
			Subtotal \$ 5,328.25

² Site Survey

950100	Site Survey	1	
960575	Site Survey - Living Expense Per Day	3	
960580	Site Survey - Travel Fee	1	
			Subtotal \$ 3,350.00

Installation Services

950104	Installation Services	1	
			Subtotal \$ 23,700.00

Cut Over Assistance

950100	Cut Over Assistance	2	
960575	Living Expense Per Day	4	
960580	Travel Fee	1	
			Subtotal \$ 5,050.00

Training Services

960801	VIPER CAD - Train the Trainer User Training	5	
960801	VIPER CAD Administrator Training	8	
960575	Living expense per day/per person	17	
960580	Travel fee/per person	2	
			Subtotal \$ 25,400.00

Project Management

950510	Project Management	1	
			Subtotal \$ 6,432.07

			Total \$ 328,035.53
--	--	--	----------------------------

Maintenance Services**³ Help Desk - Yearly Cost Starting Year 2**

912800/HD1 Help Desk - Year 2	1	\$	7,848.10
912800/HD1 Help Desk - Year 3	1	\$	8,083.55
912800/HD1 Help Desk - Year 4	1	\$	8,326.05
912800/HD1 Help Desk - Year 5	1	\$	8,575.83
Subtotal			\$ 32,833.54

³ Help Desk - (Warranty Plus 4 Years Prepaid)

912800/HD1 Help Desk - (Warranty Plus 4 Years Prepaid)	1	\$	31,392.41
Subtotal			\$ 31,392.41

⁴ Software Evergreen - Yearly Cost

950999/SE1 Software Evergreen - Year 2	1	\$	25,379.63
950999/SE1 Software Evergreen - Year 3	1	\$	26,141.01
950999/SE1 Software Evergreen - Year 4	1	\$	26,925.24
950999/SE1 Software Evergreen - Year 5	1	\$	27,733.00
Subtotal			\$ 106,178.88

⁴ Software Evergreen - (Warranty Plus 4 Years Prepaid)

950999/SE5 Software Evergreen (warranty plus 4 years prepaid)	1	\$	101,518.50
Subtotal			\$ 101,518.50

Options

⁵ **XDC (Paging and Email)**

Software

913353/200	Positron XDC v2.0 Client License	5
913351/200	Positron XDC v2.0 Server License	1

Hardware

914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA F	1
914510	Serial Port Expansion board (4 port)	1
914120/3	IWS OBJ.SRV.S/W & CONFIGURATION	1
914520	IWS EXTERNAL FAX/MODEM	4

Subtotal \$ 9,409.00

Notes

- 1** Monitoring position hardware is not included and must be furnished by the customer.

 - 2** The Site Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Site Survey.

 - 3** This service is designed to provide 24X7 access to our customer call center for product support. It also provides remote diagnostics capabilities, allowing our technicians to dial in and troubleshoot remotely.

 - 4** This service is designed to protect the customer's initial Software investment by maintaining optimized system performance and functionality. The most recent versions of the purchased software product will be available during the contract period to the customer's designated maintenance personnel who will be responsible for its deployment at the site. The Software Evergreen Program includes shipment of new software versions, minor and major releases, and problem workarounds to be deployed by the customer's designated maintenance personnel. The entire amount of the software evergreen service must be prepaid at the time that the purchase order is issued. This service covers Positron developed software only, and does not include coverage for third party software such as the Windows Operating System, SQL, etc..

 - 5** All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply.

Software Evergreen, Help Desk, Installation, Training and Project Management have not been included for optional modules. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary.
-

Terms

- PRICING** All prices are in U.S. Funds.
Taxes, if applicable, are extra.
FOB Positron, Montreal. Shipping costs are prepaid and charged.
- PAYMENT** Net 30 days from invoice date.
- DELIVERY** TBD.
- VALIDITY** 90 days
-

PSAP Grant Program Grant Ranker

View Application--43--Page County PSAP Project

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: Page County EOC

Jurisdictions Served: Page, County of

Project Director:

John B. Thomas
Sheriff
108 South Court Street
540-743-6571 (phone)
540-843-4507 (fax)
grants@pagesheriff.com

Project Description:

Total Project Cost \$80,150.00

Amount Requested: \$80,150.00

Statement of Need:

The Page County PSAP is requesting \$80,150 to upgrade the back up generator and to purchase a GIS mapping software conversion for 911 dispatching. The back up generator needs to be upgraded and enhanced to increase the efficiency of the PSAP and because of safety hazards. The current back up generator was purchased in June 1996. When the electricity goes down there isn't any battery back up or any ups. Therefore, there is down time where calls have been lost and dispatch stations have been shut down until the back up generator kicks on. These minutes or seconds could be critical in an emergency or a hazard. These seconds could mean life or death. Allegheny Power supplies the PSAP with 50kw. The back up generator does not supply enough energy to run the entire PSAP when the electricity goes out. The current generator only supplies 35kw. The generator is located within the PSAP building. This room is directly behind the dispatch center. The only thing that is between the dispatchers and the generator is 2 by 4's and sheet rock. Therefore, every time the generator runs it interferes with the dispatch calls and dispatch computer screens. In addition, by interfering with the calls and the computer screens the generator noise makes it difficult for the dispatchers to hear the callers and for the callers to hear the dispatchers. In addition to the operational issues there are a couple of safety issues and concerns with the current back up generator. The first concern is that the generator is located within the PSAP building. The second concern is that there is too much resistant heat coming from the back up generator. Therefore, it imposes a fire hazard.

In addition, to the fire hazard there are concerns of carbon monoxide poisoning and gas leaking from the generator into the building. The upgrade and enhancement will be to purchase a 50kw permanent magnet generator. This back up generator will resolve the down time that the PSAP is experiencing when the electricity goes out and will supply a battery back up. To resolve the safety concerns and safety issues the back up generator will be relocated outside of the PSAP. This will resolve the concerns and safety issues for fire hazard, carbon monoxide poisoning, gas leaks, dispatch interruptions and noise interruptions. The GIS mapping software that the PSAP is utilizing is technically outdated and needs to be converted over to the latest version before it becomes obsolete. This will allow the dispatchers to utilize the latest and the best GIS tools for our PSAP. Currently, the PSAP has the GeoComm Lynx software which allows the dispatchers the capability of pulling up a map, zooming in and out. The software isn't user friendly and is time consuming for the GIS department to update the maps and roads from their system into the PSAP system. The dispatchers don't have the capability of providing routing. Which would give them the availability of providing another route if there is a hazmat or the road closed. The plotting capability that is currently available isn't always accurate. Therefore, the location of an emergency may be off. Which means that it may take longer for the first responders to locate the emergency. In addition, they don't have the capability of turning screens on or off as needed. This software conversion will give dispatchers unlimited functions and freedom. This software conversion will allow us to develop a SOP which will enable us to effectively assign addresses and have those accurate addresses reflect in the GIS data for 911 use. With this being said the consequences of not receiving this grant funding could be devastating in an emergency or even in a disaster. Page County may be a rural community within the Shenandoah Valley but this does not change the fact that we are within the "90-mile" radius of Washington DC and is considered within the "50 mile" radius of the North Anna nuclear site. Both of these locations bring fear of a possible hazards and an increase of population fleeing from Washington DC to Page County. Page County has the Norfolk & Southern Railway traveling through the center of the county and directly through the center of the county and directly through the center of the towns. The potential of a hazardous material incident is very likely in Page County. With these enhancements and upgrades it will allow us to meet the needs of our community and our future needs. Without this funding we will not be able to update the back up generator or the technically outdated GIS 911 Mapping. The back up generator and GIS 911 Mapping will continue not to meet the needs of our PSAP. Within the near future the technically outdated GIS 911 Mapping will be so outdated that it will become non-compatible. This upgrade will prevent this from happening. The Page County Sheriff's Office does not have the funds to purchase a new back up generator and to relocate it outside of the facility. FY 2009-2010 the Board of Supervisors cut our budget approximately \$250,000. FY 2009-2010 budget cuts included employee salary cuts. In addition, the Compensation Board cut our budget over \$190,000 for the FY 2009-2010. This FY 2010-2011 they will be cutting the budgets another 10%. The Compensation Board is planning another budget cut for the FY 2010-2011. Therefore, the county does not have the funds to purchase a new generator. The maintenance of the back up generator and the fuel for the generator will be in the adopted county budget. Currently, the adopted budgets allows for maintenance and fuel for the 35kw generator. This cost will be transferred to the 50kw generator. Maintenance of the GIS Mapping Software will be in the adopted county budget. Currently, the adopted budget allows for maintenance. This cost will be transferred to the upgraded software. The long-term inclusion is that we are providing upgrades and enhancements that will allow our PSAP to be effective and efficient for our community. This project will prevent our PSAP from being a safety hazard. The back up generator upgrade and enhancement is cost effective for the local sustainability of our local PSAP because it is preventing our back up generator of being a safety hazard and allowing it to meet the need of our PSAP and community. The long-term inclusion for the GIS 911 conversion software upgrades is that the benefits will be: *

- * instantaneous call plotting of wireline and wireless phase I and phase II calls on a map
- * built on ESRI's ArcGIS Engine, bringing the GIS technology advancements of the ESRI ArcGIS framework to the PSAP
- * built on Microsoft NET framework, bringing Microsoft's most current and future technology to your dispatch center
- * new modern Vista-inspired command and control style user interface to streamline 911 call taker and dispatcher workflows using GIS to speed emergency response time
- * built-in basic hazard plum modeling and advanced ALOHA chemical plume modeling
- * integrated electronic Emergency Response Guide (ERG) database which isolation protocol mapping
- * GeoLynx 911 can be configured to view Web GIS data for real-time weather maps and natural hazard maps such as wildfires and floods
- * drive time polygons and barrier routing to dispatch closest responders and concentrate search efforts based on driver time and distance

Comprehensive Project Description:

Goal #1: Increase the capabilities and longevity of the PSAP during electric outages. Objective #1: Purchase a 50kw permanent magnet back up generator Objective #2: Install the 50kw permanent magnet back up generator Goal #2: Decrease safety hazards within the PSAP. Objective #1: Purchase a 50kw permanent magnet back up generator Objective #2: Install the 50kw permanent magnet back up generator outside of the PSAP Goal #3: Decrease interference and noise from the back up generator Objective #1: Purchase a 50kw permanent magnet back up generator Objective #2: Install the 50kw permanent magnet back up generator outside of the PSAP Goal #4: Increase the GIS 911 Mapping capabilities of the PSAP Objective 1: Receive GIS Data Conversion Data Conversion Software quotes Objective #2: Purchase GIS Data Conversion Software Objective #3: Install the GIS Data Conversion Software Objective #4: Provide GIS Data Conversion Software Training Objective #5: Utilize the GIS Data Conversion Software Objective #6: Receive 911 Admin Software quotes Objective #7: Purchase 911 Admin Software Objective #8: Install 911 Admin Software Objective #9: Provide 911 Admin Training Objective #10: Utilize the 911 Admin Software Objective #11: Receive quotes for the SOP Development & Training Objective #12: Purchase the SOP Development & Training Objective #13: Utilize SOP Development & Training Objective #14: Receive quotes for the Data Report Card Objective #15: Purchase the Data Report Card Objective #16: Install the Data Report Card Objective #17: Provide Data Report Card Training Objective #18: Utilize the Data Report Card Software

The main implementation strategy will be to upgrade and enhance the back up generator. This upgrade and enhancement will allow the PSAP to run smoothly without interruptions when there is an electrical outage. There will be a battery backup and ups. Therefore, there won't be any drop calls or dispatchers computer screens to go out in the middle of an emergency. The second part of the implementation strategy will be that the back up generator will be located outside of the facility. Therefore, when the generator kicks on it will not interfere with the calls or the computer screens. In addition with locating the back up generator outside of the facility we will be addressing the safety hazards of fire, carbon monoxide poison and potential gas leak. The third part of the implementation strategy will be that we will purchase, install and utilize GIS Data Conversion Software, GIS Data 911 Admin Software, GIS Data Report Card Software and SOP Developmental and Training. This upgrade and enhancement will allow everything to run uninterrupted in an electrical outage, provide safety for the PSAP and provide safety for the dispatchers. The implementation of the project will allow us to meet the demands of our community, increase the capabilities and longevity of the PSAP during electric outages, by decreasing safety hazards within the PSAP and by decreasing the interference and noise from the back up generator. In addition, the GIS Data Mapping Conversion will give the dispatchers the capability of: *instantous call plotting of wireline and wireless phase I and phase II calls on a map *built on ESRI's ArcGIS Engine, bringing the GIS technology advancements of the ESRI ArcGIS framework to our PSAP *built Microsoft.NET framework, bringing Microsoft's most current and future technology to our PSAP *new modern Vista-inspired command and control style user interface to streamline 911 call taker and dispatcher workflows using GIS to speed emergency response time *built-in basic hazard plume modeling and advanced ALOHA chemical plume modeling *intergrated electronic Emergency Response Guide (ERG) database with isolation protocol mapping *can be configured to view Web GIS data for real-time weather maps and natural hazard maps such as wildfires and floods *drive time polygons and barrier rounting to dispatch closest responders and concentrate search efforts based on drive time and distance *intergration of Pictometry technology offers an additional location display functionality *simple navigation to all functionality options *hyperlink feature for users to reference additional information such as structure photos, floor plans, emergency preparedness documents, etc. *intelligent 911 calls aging with no user interaction to easily determine call age *easily view, print, and search GIS data *specifically developed for use in our 911 environment *sophisticated GIS engineering with simple user operations *raster and vector layer translucency in same map view *greatly enhanced cartographic map rendering capabilities *re-projects both raster and vector GIS datasets on-the-fly *directly reads many supporting GIS layers, formats, projections, and coordinate systems on-the-fly with no conversion or translation required *open API for seamless *immediate detection of GIS data and ALI errors *email or fax mapping call locations expandable to other modules in the software family to enhance dispatch mapping system specifically geared toward 911 emergencies such as emergency notification, automatic vehicle tracking, and in vehicle mapping *life-saving information is visible and easily accessible with GeoLynx 911 *will provide an executive report identifying inconsistencies in the GIS data, ALI database, and MSAG and level of record sychronization between them twice in a period of one year *reviews and comparisons will produce lists of errors and ALI database records that are not MSAG-valid, as well as a list of ALI database records that do not match the GIS data *will review road layers and ESZ layers supplied by Page County for accuracy *reviews will be made for any overlaps and address ranges where an address in the high field is lower than the one in the low field as these could be detrimental in

plotting wireline 911 calls *will geocode the address records within the ALI database to the road centerline layer *compares the ESNs assigned to the ALI database addresses to verify that addresses located within the correct boundary in the GIS data *after analyzing the components, the results will be compiled into a hard copy report and digital lists of errors will be developed The work plan will be:

- Receive quotes/bids for the 50kw permanent magnet generator and installation
- Order the 50kw permanent magnet generator
- Receive the 50kw permanent magnet generator
- Install the 50kw permanent magnet generator
- Utilize the 50kw permanent magnet generator
- * Order GIS Data Conversion Software
- * Receive GIS Data Conversion Software
- * Install GIS Data Conversion Software
- * Utilize GIS Data Conversion Software
- * Order GIS Data Admin Software
- * Install GIS Data Admin Software
- * Utilize GIS Data Admin Software
- * Order GIS Data Report Card Software
- * Install GIS Data Report Card Software
- * Utilize SOP Developmental and Training

• Emergency Operation Center Supervisor will evaluate the project monthly

- Submit Financial and Programmatic Report for closeout

The activities that will be accomplished will be that the Page County Sheriff's Office will receive quotes, order, receive, install and utilize a 50kw permanent magnet generator, GIS Data Conversion Software, GIS Data Admin., SOP Developmental, GIS Data Report Card and training. Each month the Emergency Operation Center Supervisor will evaluate the progress and performance of the project. The Page County Sheriff's Office Grant Specialist will submit the required grant reports. Timeline:

Month 1-2: Receive quotes/bids for the 50kw permanent magnet generator, GIS Data Conversion Software, GIS Data Admin. Software, SOP Developmental, GIS Data Report Card, training and installation

Month 2-3: Order the 50kw permanent magnet generator, GIS Data Conversion Software, GIS Data Admin. Software, SOP Developmental, GIS Data Report Card, training and installation

Month 4: Receive the 50kw permanent magnet generator, GIS Data Conversion Software, GIS Data Admin. Software, SOP Developmental, GIS Data Report Card, training and installation

Month 5: Install the 50kw permanent magnet generator, GIS Data Conversion Software, GIS Data Admin. Software, SOP Developmental, GIS Data Report Card, training and installation

Month 6-12: Utilize the upgrades and enhancements of the 50kw permanent magnet generator, GIS Data Conversion Software, GIS Data Admin. Software, SOP Developmental, GIS Data Report Card, training and installation

Month 6-12: Emergency Operation Center Supervisor will evaluate the project monthly

Month 12: Complete and submit Financial and Programmatic Report including invoices for closeout

The longevity of the project will be that the permanent magnet back up generator is being updated and enhanced which is assisting the PSAP with continuing to meet the needs of our community. The 50kw permanent magnet back up generator will decrease interference when there is an electrical outage and increase safety with the PSAP. The GIS Data Conversion Software, GIS Data Admin. Software, SOP Developmental, GIS Data Report Card Software, training and installation is being updated and enhanced which is converting the existing licences to the GIS 911 Mapping latest version. This will allow our mapping software from becoming obsolete.

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

The upgrade and enhancement of the 50kw permanent magnet back up generator will support the current and future technologies for PSAP readiness by enabling us to meet the demands of our community. The demands will include having the availability to run flawlessly when there is an electrical outage. The GIS Data Conversion Software, GIS Data Admin Software, SOP Developmental, GIS Data Report Software, training and installation will upgrade our mapping software that is becoming obsolete and is not meeting the needs of our PSAP. This conversion will allow the software to be utilized in the future and will meet our PSAP technology needs in the future. If the back up generator isn't replaced then we will continue to have down time. When there is an electrical outage we will continue to have computers going down, calls being dropped, noise interference, computer screen interference and safety hazards. In addition, if the mapping software isn't upgraded it will become obsolete in the future and will not meet the needs of our PSAP or community.

Budget and Budget Narrative:

(1) 50kw LP Gas Generator @ \$19,750 each Total: \$19,750 (1) Installation Materials @ \$3,555 Total: \$3,555 (1) Labor for installation @ \$3,900 Total: \$3,900 (1) Start-up and load test and instruction \$475 Total: \$475 (1) GIS Data Conversion and Software setup services @ \$1,950 Total: \$1,950 (6) GeoLynx 911 Software License(s) @ \$1,500 each Total: \$9,000 (1) GeoLynx 911 Installation and Training @ \$4,900 Total: \$4,900 (1) Annual GeoLynx 911 Software Support and Maintenance @ \$5,500 Total: \$5,500 (6) GeoLynx 911 Admin Software License(s) @ \$500 each Total: \$3,000 (1) GeoLynx 911 Admin. Installation and Training @ no charge Total: No Charge (1) Annual GeoLynx 911 Admin Software Support and Maintenance @ \$2,000 each Total: \$2,000 (1) Data Report Card @ \$3,125 Total: \$3,125 (1) SOP

Development and Training @ \$16,995 Total: \$16,995 (1) GIS Mapping Server and installation @ \$6,000
Total \$6,000 Total: \$80,150.00

Evaluation:

Each month the Emergency Operation Center Dispatch Supervisor will evaluate the project. The monthly evaluation will show the impact that the project has on the community and the PSAP by demonstrating the increase the capabilities and longevity of the PSAP during electric outages, decrease safety hazards within the PSAP

Attachments

PSAP quote

The **POWER CONNECTION, INC.**

**P.O. Box 717
Dayton, VA 22821**

**Telephone 1-800-895-9981
(540) 574-0177
Fax (540) 574-0181**

December 7, 2009

Page County 911 Center
Attention: Tina Sumpter
Luray, VA 22935
grants@pagesheriff.com

Generator Proposal

1- 50kW LP Gas Generator	\$19,750
Materials	\$3,555
Labor for installation	\$3,900
Start-up and Load test and instructions	<u>\$475</u>
Total Installed Price	\$27,680

Generator is a Baldor propane Permanent Magnet 50kW with a 200 amp main breaker, Battery, Battery Charger, Block Heater, Sound Attenuated Aluminum Enclosure, Internal Muffler, with a 3 year standby limited warranty.

The generator is to be installed on a new concrete pad between the building and the existing propane tank. The Power Connection will provide all materials, permit and labor for a completed project. TPC will also remove existing generator from 911 building.

Customer is responsible for Sales Tax if applicable and all zoning and set back issues.

Proposal is good for 90 days
Signatures change Proposal to a contract

Customer Signature

Date

Jerry Horst, President TPC

Date

PSAP Grant Program Grant Ranker

View Application--44--Amelia Co. EFD/EPD Protocols

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: EMD/ Police Dispatch/Fire Dispatch software or protocols (not funded through another grant program) (**DISPATCH**)

Primary PSAP Applicants: Amelia County

Jurisdictions Served: Amelia, County of

Project Director:

R. Jason Malloy
E 9-1-1 Coordinator
16441 Court St.
804-561-2118 (phone)
804-561-2269 (fax)
rjmalloy@ameliasheriff.org

Project Description:

Total Project Cost \$77,736.00

Amount Requested: \$77,736.00

Statement of Need:

See Section 1 - Statement of Need in attachment "Amelia County FY2011 Supporting Documents.pdf"

Comprehensive Project Description:

See Section 2 - Project Description in attachment "Amelia County FY2011 Supporting Documents.pdf"

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

It is anticipated and hoped that as NextGen 9-1-1 technologies are more widely implemented nationwide, the EFD and EPD software will interface with these technologies. Information obtained through sources such as SMS Text Messaging could be integrated directly into the EFD and EPD dispatch software. Amelia County hopes to be on the forefront of this technology and function as a test agency when the opportunity arises.

Budget and Budget Narrative:

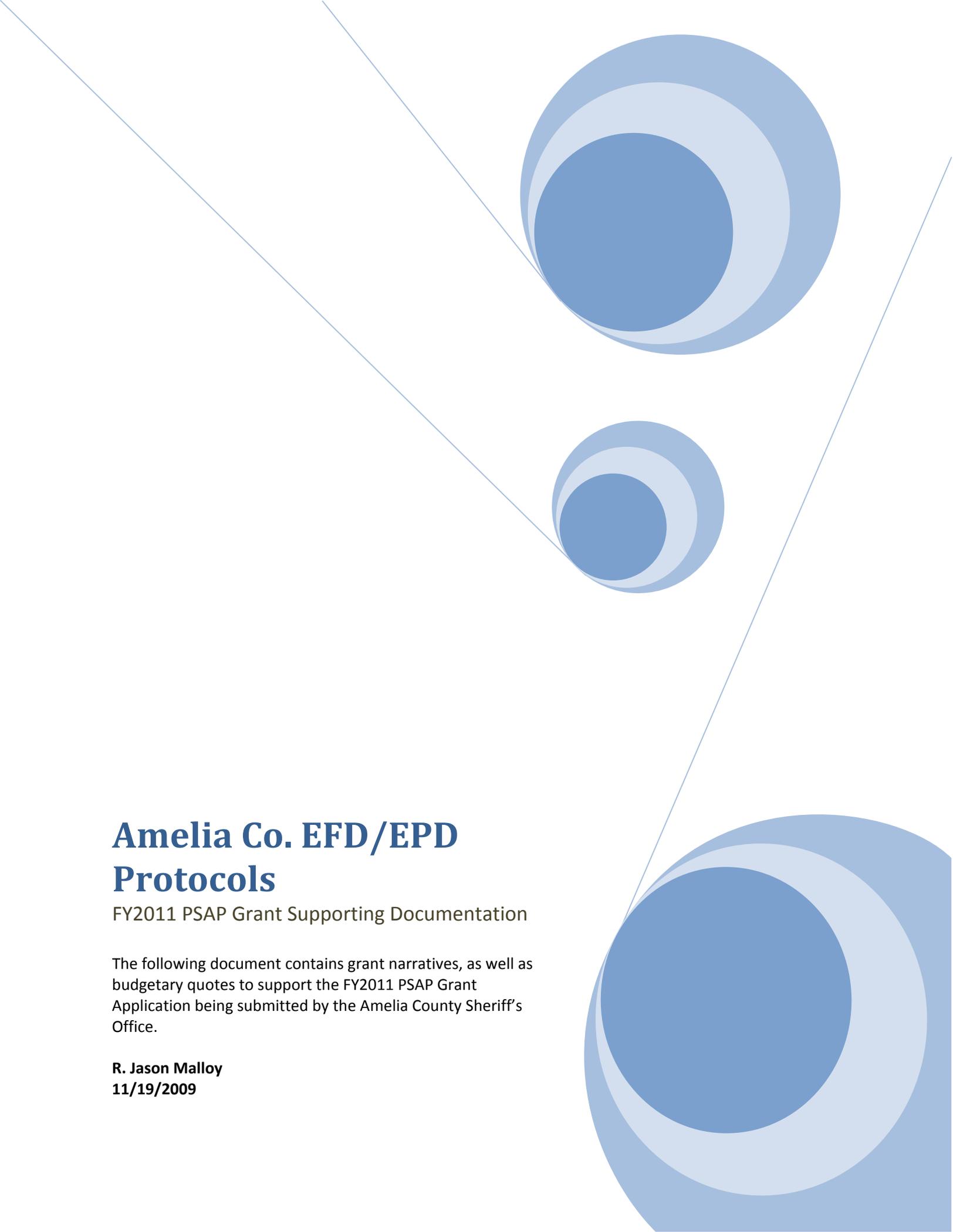
See Section 4 - Budget Narrative in attachment "Amelia County FY2011 Supporting Documents.pdf"

Evaluation:

See Section 5 - Evaluation in attachment "Amelia County FY2011 Supporting Documents.pdf"

Attachments

Amelia County FY2011 Supporting Documents.pdf

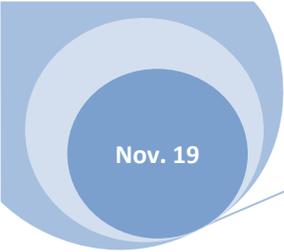


Amelia Co. EFD/EPD Protocols

FY2011 PSAP Grant Supporting Documentation

The following document contains grant narratives, as well as budgetary quotes to support the FY2011 PSAP Grant Application being submitted by the Amelia County Sheriff's Office.

R. Jason Malloy
11/19/2009



Contents

Document Definitions 3

Section 1 – Statement of Need 3

Section 2 – Project Description 4

 Section 2.1 – Goals and Objectives 4

 Section 2.2 – Implementation Strategy / Work Plan 6

 Section 2.3 – Activities Timeline 7

 Section 2.4 – Project Sustainability 7

Section 3 – Statewide E-911 Comprehensive Plan 8

Section 4 – Budget Narrative 8

Section 5 – Evaluation 9

Section 6 – Quote #1 – Priority Dispatch Corporation 10

Section 7 – Quote #2 – DaPro Systems, Inc. 11

Document Definitions

CAD – Computer Aided Dispatch

CDE – Continuing Dispatch Education

DRC – Dispatch Review Committee

DSC – Dispatch Steering Committee

EFD – Emergency Fire Dispatch

EMD – Emergency Medical Dispatch

EPD – Emergency Police Dispatch

NAED – National Academies of Emergency Dispatch

QA/QI – Quality Assurance/Quality Improvement

Section 1 – Statement of Need

The Amelia County Sheriff's Office operates the PSAP for Amelia County. Amelia County presently conducts standard caller interrogation and pre-arrival instructions for medical emergencies using the NAED EMD program. This program has been proven to save lives, as well as time for the communications officer. It also strengthens our liability as individuals, an agency and the county as a whole.

When a caller requests fire or law enforcement services however, there is no standard caller interrogation. Each individual communications officer is allowed to freelance their questions and overall simply "fly by the seat of their pants." Often times, with unfortunately frequency, the communications officers do not obtain the proper or needed information to process a call for service. This could range from issues such as scene safety, the involvement of drugs or alcohol, the presence of a weapon, etc. for law enforcement calls, and issues such as the presence of fire/smoke, presence of hazardous materials, the number of victims trapped in a burning building, etc.

Not only do the communications officers not obtain the proper information, but they are not able to provide any sort of pre-arrival instructions to callers. The lack of information able to be provided to responders is a colossal safety problem for law enforcement and fire department first responders. If the correct information is not obtained and provided to first responders, they could be walking into a deadly situation without any prior knowledge. The lack of pre-arrival instructions able to be provided to citizens, who call 911 expecting help for their emergency, is ethically and morally incorrect.

Further, standardized caller interrogation and pre-arrival instructions are the standard of care across the nation. From a legal standpoint, if we as a PSAP continue to process fire and police calls for service in different manners for each communications officer, without any sort of standardization we are opening

ourselves, the Sheriff's Office and the County of Amelia up to a great liability. It is our job as county employees and as a county agency to provide the very best level of service possible to our citizens.

With the current way of doing things, we are not able to provide that high level of service that our citizens require; providing standardized caller interrogation and pre-arrival instructions through the EFD and EPD programs would elevate our communications officers to the highest of professional standards and provide the very best for our community. The provision of these services, EFD and EPD, are also listed in the funding priorities of the Wireless Board for this grant program.

Once awarded, this project will be able to sustain itself through the normal grant process. Fees such as maintenance fees and contracts will be included each year during the budget process. Funding for Amelia County agencies has been cut by as much as 30% in some cases. Therefore, without this grant award the lump sum needed to make the initial purchase will not be possible and the public will not receive the level of service they need and require.

The EFD and EPD programs will also be sustainable through the individual efforts of the PSAP management. The implementation of EMD, EFD and EPD were planned for in a strategic plan composed by the E 911 Coordinator and provided to the Sheriff some two years ago. Working through this plan, EMD has been implemented however the Amelia County PSAP requires grant assistance from this grant program to be able to implement the EFD and EPD programs. The strategic plan should be revisited and revised over the next one to two years.

Section 2 – Project Description

The backbone to any organization is its ability to communicate. This especially true in the dispatch environment, considering communication is the primary responsibility of those in its employ. At the present time, there are “many pieces of the puzzle” that are either missing or broken in Amelia County. This has rendered the 911 center for Amelia County disabled and inefficient. This is not a helpless situation however, and with the right guidance and leadership the Communications Center can be turned in to a model PSAP for other small jurisdictions.

Amelia County would like to implement the NAED EFD and EPD protocol system. By implementing these programs, many of the inefficiencies currently experienced in the 911 center will be eliminated. By eliminating these inefficiencies we will increase our service to the public, decrease our potential for liability, etc. With these programs, Amelia County will be a model PSAP not only for other small jurisdictions but for the Commonwealth as a whole.

Section 2.1 – Goals and Objectives

Goal 1 – To provide the citizens of Amelia County and the Commonwealth of Virginia, as well as the first responders of Amelia County and the Commonwealth of Virginia, the best possible level of emergency response/care.

Goal 2 – To ultimately raise our level and quality of service to the point where Amelia County can become accredited by the NAED. Should Amelia County reach these levels, we shall become one of only a small handful of 911 centers in the world that will be ACE Accredited in EMD, EFD and EPD.

- **Objective 1 – Implement structured call taking (for fire and police calls) to provide a standard level of emergency response service to the public.**

The citizens of Amelia County deserve better than what they receive now. The level of emergency response, at times, can be described as haphazard at best. By implementing structured call taking, every 911 caller gets the same standard of service regardless of which call taker answers the call and regardless of what their emergency is. Structured call taking was implemented in April, 2009 for medical calls (EMD) and is working very well to date.

- **Objective 2 – Enable prioritized responses to eliminate the risk of vehicle crashes involving emergency apparatus/vehicles.**

Currently, emergency vehicle crashes are the second leading cause of line of duty deaths in the fire department nationwide. Prioritized responses allow fire department, as well as law enforcement, units to be dispatched non-emergency to specific call types. These “cold” responses greatly reduce the risk to the public and the first responder that is associated with responding using lights and sirens.

- **Objective 3 – Reduce potential liability associated with normal dispatch operations by implementing a standardized protocol system.**

Every day dispatch operations have an inherent liability risk. Under the current method, communications personnel in Amelia County follow whatever line of questioning they feel appropriate for the call they are receiving. This poses a great risk of liability, since not every person is asking the same questions and some questions (such as scene safety) are not being asked at all. EFD and EPD will allow Amelia County to provide the highest standard of service by reducing this variance. A well-developed and well-managed protocol system provides the best possible shield against potential liability. The EFD and EPD protocol systems are regarded worldwide as “best in class.”

- **Objective 4 – Reduce potential liability associated with normal dispatch operations by enabling a highly successful Quality Improvement program.**

Both the EFD and EPD programs have a highly detailed QA/QI program, just as EMD does. Amelia County currently does not perform any sort of QA/QI on fire or law enforcement calls. Without any sort of QA/QI, communications personnel are not made aware of what they are doing well or poorly on. This increases the agency’s liability exponentially, as bad behavior or habits are not corrected. With the EFD and EPD QA/QI programs, communications personnel would receive feedback on their calls within 72 hours. This quick turnaround will allow for ongoing education, correction of errors and identification of exemplary calls for service.

- **Objective 5 – Reduce call processing times through well-managed protocol systems.**

Currently, call processing time in Amelia County can reach and exceed five minutes or more. This is the time it takes for communications personnel to receive a 911 call, question the caller and initiate a response. Amelia County is aware that NFPA 1221, Section 7.4.2 now states that “Ninety percent of emergency alarm processing shall be completed within 60 seconds, and 99

percent of alarm processing shall be completed within 90 seconds.” The implementation of EFD and EPD protocol systems, and their accompanying software systems, will allow Amelia County to decrease our overall call processing time frames in an attempt to more closely adhere to the current NFPA 1221 guidelines.

- **Objective 6 – Position Amelia County as a regional leader in public safety.**

The Amelia County E 911 Coordinator would obtain regional instructor status for EFD and EPD through this grant program (to match already possessed EMD instructor status.) There are several jurisdictions in Virginia that currently utilize the NAED protocols, however more and more and researching these protocols in the hopes of being able to implement them in the coming years. By possessing instructor status for all three NAED programs, Amelia County could either host regional courses, or the E 911 Coordinator (as a representative of Amelia County and the Commonwealth) could travel within Virginia and the surrounding states to train additional agencies and jurisdictions. This would position the Commonwealth of Virginia as a leader in communications training throughout the region.

Section 2.2 – Implementation Strategy / Work Plan

It is the intention of the Amelia County Sheriff’s Office to purchase both the EFD and EPD protocol sets and associated training as soon as confirmation of the grant approval is received and the grant period begins. The following is a listing of items pertinent to implementing both programs successfully, and will be occurring simultaneously during the entire Activities Timeline as listed below.

Under the NAED regulations, Dispatch Review and Dispatch Steering Committees must be established for both the EFD and EPD protocols. The purpose of the DRC is to review the QA/QI program and its results on a monthly basis. This will allow for trends (both negative and positive) to be evaluated and training recommendations made for both individual communications personnel as well as for the group as a whole. The purpose of the DSC is to establish policies and procedures relating to the use of the EFD and EPD protocols. This committee meets quarterly, and will also review the results of the QA/QI program. Both the DRC and the DSC will meet in conjunction with the DRC and DSC from the EMD program already in place.

The initial job of the DSC, prior to implementation, will be to establish running assignments for both fire and law enforcement call types. The DSC will also develop any policies necessary for communications personnel which are not already in place to govern the EFD and EPD programs. The DRC will be minimally involved prior to implementation, however once the program begins the committee will meet monthly as stated.

The first half of the grant period will primarily be a logistical time frame. Materials and software will be scheduled, paperwork shall be completed, contracts signed, etc. During this time, all communications personnel will be trained on the EFD program. The EFD program shall then be instituted as close to January 1, 2011 as humanly possible. The EFD program shall be allowed to progress for approximately three months. During this time, all communications personnel shall be trained on the EPD program. The EPD program shall then be instituted as close to April 15, 2011 as humanly possible. Implementation of both programs shall be accomplished prior to the end of the grant period.

Section 2.3 – Activities Timeline

Following confirmation of grant approval, the following activities shall take place beginning July 1, 2011:

- July, 2010 – Complete all necessary paperwork, contracts, etc. to begin implementation process
- August, 2010 – Finalize all paperwork and begin purchase process
- September, 2010 thru October, 2010 – Take receipt of protocol sets, schedule training, begin software installation
- November, 2010 – Train and certify E 911 Coordinator as an EFD Instructor
- December, 2010 – Conduct EFD training and certification for all communications personnel, conduct EFD-Q training for personnel responsible for EFD QA/QI process
- January 1, 2011 – “Go Live” date for EFD program
- January, 2011 thru February, 2011 – Begin EFD QA/QI program, schedule EPD training
- Mid-March, 2011 thru April 1, 2011 – Conduct EPD training and certification for all communications personnel, conduct EPD-Q training for personnel responsible for EPD QA/QI process
- April 15, 2011 – “Go Live” date for EPD program
- April 15, 2011 thru May, 2011 – Begin EPD QA/QI program
- May, 2011 – Train and certify E 911 Coordinator as an EPD Instructor
- June, 2011 – Complete any required items to finalize the EFD and EPD programs

Section 2.4 – Project Sustainability

It is the intention of the Amelia County Sheriff’s Office to purchase both the EFD and EPD protocol sets and associated training as soon as confirmation of the grant approval is received and the grant period begins. Once the purchases have been made, training shall be scheduled with the vendor and personnel shall become certified. Following the certification process, the programs shall be implemented.

Both programs will be sustainable internally indefinitely through several methods:

- The E 911 Coordinator will attend Instructor Academies for both EFD and EPD. Once certified, the E 911 Coordinator will be able to conduct future training in-house as needed. CDE courses can also be taught in-house in this manner as well.
- The E 911 Coordinator and one other individual will be certified for QA for both EFD and EPD. This will allow in-house evaluation of a percentage of all 911 calls received. By evaluating 911 calls, suggestions for improvement and praise for a job well done can be given to communications personnel within 72 hours of receiving a call. This will facilitate continuous learning and improvement for all personnel.
- The ESP Gold (Service/Maintenance) fees will be included in the upcoming 2011 fiscal budget. Recertification fees and any potential course registration fees shall also be included in the 2011 fiscal budget.
- Courses hosted locally can be opened up to the surrounding counties (and nationally.) This will allow other jurisdictions to send their personnel to Amelia for certification, which will help to offset the cost of the program.

Section 3 – Statewide E-911 Comprehensive Plan

The Virginia Statewide E-911 Comprehensive Plan outlines several goals for providing 911 services to the citizens of the Commonwealth today and beyond. The implementation of the EFD and EPD programs will support the following Commonwealth goals in Amelia County:

- **Goal A: Provide a standard level of emergency response service to the public**
EFD and EPD, just like EMD, are a standardized set of caller interrogation protocols as well as pre-arrival instructions which can be provided to callers in the event of an emergency or crisis. By providing for a standardized system, all callers receive the same level of service and thereby emergency response. All emergency responses shall be prioritized and dispatched using a standard set of criteria established by the NAED.
- **Goal B: Position 911 centers to continuously meet the public's expectations**
The public is expecting more and more from local government, and 911 service is no exception. By providing a standardized 911 caller interrogation and pre-arrival instruction system, the public is receiving a higher standard of care which will meet or exceed their increasingly high expectations.

Section 4 – Budget Narrative

The Amelia County PSAP is solely funded by the county budget. Amelia County is a small, rural county with an approximate population of 12,500. This small population gives Amelia County a relatively small tax base to work with each year. Current funding levels for all county departments, due to the recently poor economy, are at a bare minimum. ALL county budgets have been cut by up to 30% during the last budget cycle. This includes all branches of emergency services, including the Sheriff's Office, volunteer fire department, rescue squad and Communication Center.

Without Wireless 911 Board grant assistance, Amelia County will not be able to implement an EFD or EPD program. Amelia County received grant funding from the Virginia Office of EMS to implement an EMD program last budget year, however it did not provide for the implementation of an EFD or EPD program. At this point in time, we have sought and received all available grant monies from State sources and this grant program would be our only method of implementing these programs. Given the current dispatch methods, it is but a matter of time before someone needs the information that can be provided through an EFD or EPD program and does not receive it, placing the county in a very precarious legal predicament. Not receiving this information could have very dire consequences.

This grant request is broken down into the following categories and amounts (quotes are included at the end of this document):

- Services/Equipment provided by Priority Dispatch:
 - Dispatch Software – \$35,820
Fire and Police dispatch software will be purchased to speed the caller interrogation and pre-arrival instruction process. This software, in the event of a system failure, is backed up

- by manual dispatch card sets (listed under Cards in attached quote.) There will also be a supervisor/training software station installed.
- Aqua – \$1,600
Aqua is the Quality Assurance software program. All calls which are to be put through the QA/QI program are evaluated using this software. Aqua will assign a score to each call section, show which problem areas exist for each call, etc. The software also allows for feedback to each communications officer.
 - Cards – \$3,830
Manual dispatch card sets will be purchased as a backup system to the dispatch software.
 - Training – \$32,800
Basic EFD and EPD certification courses will be taught to all communications personnel. Following the basic certification courses, QA/QI certification courses will be taught for a select group of supervisory personnel. Once the certification courses have all been taught, software training will be conducted for all appropriate software packages being purchased. During the training period, as early as physically possible, the 911 Coordinator will attend training to be certified as an in-house instructor for EFD and EPD.
 - Support – \$5,846
Annual maintenance fees will include tech support, free updates, etc. The value of this is self-evident and necessary.
 - Priority Dispatch Total – \$79,896 (minus \$11,160 discount for multiple protocols) = \$68,736.
 - DaPro Systems – \$9,000 – DaPro Systems will be creating, from scratch, a software interface for our IBR Plus CAD system. This interface will allow the seamless transfer of information to and from the EFD and EPD software products and is extremely necessary and vital in a small PSAP with limited personnel on shift.
 - **Grant Request Grand Total – \$ 77,736**

Section 5 – Evaluation

The EFD and EPD programs through the NAED have Quality Assurance requirements for each call type (just like with EMD.) Each communications officer will have a specific portion of their 911 calls processed through a QA/QI program. A QA/QI program is already in place for our EMD program and is working as intended. The QA/QI programs do/will identify areas of weakness as well as areas which are strong points for each communications officer as well as the PSAP as a whole. The EFD and EPD programs will operate using the model currently utilized for our EMD program, which includes average call scores for three month, six month and one year benchmarks. These benchmarks will not only serve to evaluate the success of the project, but also serve to drive future continuing dispatch education needs this and every future year. Final evaluation of the success of the project will come within one to two years of the grant period beginning when Academy Center of Excellence designation is sought. This is a national recognition that is only successfully received by the best of communications centers.



Priority Dispatch Corp.
 139 E. South Temple, 5th Floor
 Salt Lake City, Utah 84111
 United States of America
 800-363-9127 ext. 114

Name Amelia County Sheriffs Office
Attn: Jason Malloy
 Phone _____ Fax _____

Date 10/01/09
 By Dixon Brown
 Title Regional Account Manager
 Dept. Sales

Dispatch Software

AQUA

Cards

Training

Support

Qty	Description	Unit Price	TOTAL
1	EMD EFD EPD Back-up Supervisor ProQA Station	3,000.00	3,000.00
4	Fire Software Stations CAD NAE	3,100.00	12,400.00
4	Police Software Stations CAD NAE	4,900.00	19,600.00
1	Faircom Server Software Application	820.00	820.00
	AQUA Quality Improvement/Case Review Software	1,900.00	-
	EMD Module	800.00	-
1	EFD Module	600.00	600.00
1	EPD Module	1,000.00	1,000.00
			-
			-
4	EFD Manual Dispatch Card Sets NAE	395.00	1,580.00
3	EFD Quality Assurance Guides	45.00	135.00
			-
4	EPD Manual Dispatch Card Sets NAE	495.00	1,980.00
			-
3	EPD Quality Assurance Guides	45.00	135.00
			-
			-
10	EFD Protocol Training and Certification (3 days)	270.00	2,700.00
10	EPD Protocol Training and Certification (3 days)	270.00	2,700.00
1	ProQA Software Training (+1500.00 per trip)	1,500.00	3,000.00
1	AQUA Software Training (+1500.00 per trip)	1,500.00	3,000.00
5	Development/Install days (+1500.00 per trip)	1,500.00	9,000.00
1	Fire Instructor Kit	4,700.00	4,700.00
1	Police Instructor Kit	4,700.00	4,700.00
			-
			-
	Year 1 Annual AQUA Maintenance (ESP@15%)**		240.00
	Year 1 Annual ProQA Maintenance (ESP@15%)**		5,250.00
	Year 1 Annual Card Set Maintenance (ESP@10%)**		356.00
			-
			-
			-
	* Assumes training site with 2/1 PC training stations		
	** ESP (Extended Service Plan) adds additional technical telephone support, free updates to current version, and additional discounts on new versions (editions).		
	<i>All Amounts are in U.S. Dollars</i>		

Signature _____
 Expires 180 Days Delivery Upon Request

Year 1 Total	\$	76,896.00
Multiple Prtocol discount	\$	(11,160.00)
State Tax	0.00%	
Local Tax	0.00%	
Total	\$	65,736.00



DaProSystems
Software for Public Safety

PO BOX 20182
Roanoke, VA 24018

PROPOSAL

Date: November 17, 2009
Proposal # 2009-111705

Prepared for: Amelia County Sheriff's Office
Attn: Jason Malloy

Sales Representative	Quote Expiration	Notes/Comments
Jeff Lewis	12/31/2009	DaProSystems CAD Interface Solution

DaProSystems Public Safety Software & Professional Services & Project Hardware			
QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1	DaProSystems IBR_Plus CAD Interface Software Licensing - Expanded ProQA Interface (Police/Fire)	\$8,250.00	\$8,250.00
1	DaProSystems Professional Services - Installation, Configuration & Training for Optional Solution	\$750.00	\$750.00
Notes	Costs not to exceed \$9000.00 - exact costs may be lower in accordance with defined programming scope		
		Optional Total	\$9,000.00

Please see page 2 for Proposal Terms/Conditions

DaProSystems values the opportunity to serve your agency and appreciates your business.

PSAP Grant Program Grant Ranker

View Application--45--Norfolk CPE

Grant Period: 2011

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: CPE (CPE)

Primary PSAP Applicants: Norfolk Emergency Services

Jurisdictions Served: Norfolk, City of

Project Director:

Anthony Castillo
Deputy Director Emergency Communications
3661 E. Virginia Beach Blvd.
757-441-5599 (phone)
757-455-0752 (fax)
anthony.castillo@norfolk.gov

Project Description:

Total Project Cost \$1,000,000.00

Amount Requested: \$150,000.00

Statement of Need:

Current CPE/E911 phone system is quickly reaching the end of its life-cycle. Vendor and parts support for 10 year old analog MAARS system is decreasing while repair costs are increasing. Technically robust, more efficient, Next Generation IP/Digital systems are becoming the industry standard. City funding for projects remain scarce and need for grant funding remain high for this critical project. Severe impact on Public Safety if funding for project is not granted, as obsolete equipment continues to age. Grant funding will assist in procuring vital equipment for 18 position PSAP.

Comprehensive Project Description:

The City's Project Management Team formed a 911 Phone System Replacement Steering Committee. The Committee established a Statement of Work (SOW) with 14 Objectives with the main goal of procuring an IP based/digital capable, fault-tolerant NG911 phone system at 10 of its 18 seat primary PSAP. Additional objectives include; evaluation of upgrade to back-up site; maintaining all functionality/interoperability with CAD, ANI/ALI, TDD/TTY, logging recorder; on-going end user training; cutover to new system with zero downtime; vendor removal of all legacy equipment; contract managed services to provide 24x7 maintenance/monitoring. Major timeline events: site visits (12/2009), vendor site survey and response (3/10), vendor selection (3/10), install hardware, testing (9/10), cutover (12/10), complete legacy equipment removal (3/2011). Scope, assumptions, and deliverables are also included in SOW. The City intends to procure maintenance/managed service package for extended out-years (5 to 10 years) to ensure system longevity.

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

Vendor CPE products are positioned to support NG911 technologies (text, video, automatic call distribution, advanced management reports, etc.) with minimal changes. IP/digital phone equipment will provide robust and redundant call processing technologies, and efficient functionality for the way ahead.

Budget and Budget Narrative:

The City intends to expend the total amount of the grant award towards a replacement 911 phone system. Budgetary cost estimates for three Verizon-partnered systems range from \$585,000 to \$610,000, each which includes CPE and 1 year warranty/maintenance. The budgetary cost estimates are attached; we anticipate the actual cost quote from the selected vendor in 4th quarter FY10.

Evaluation:

The project will be deemed complete and successful when the City successfully completes system acceptance testing. Typical acceptance testing occurs after 90 days of casualty-free operations after system cutover. The City has a Project Team consisting of 911 Supervisors, 911 Telecommunicators, Technical Systems Administrators, IT Telecommunicator Analyst, IT CAD Administrators, and IT Network Analysts, and an Emergency Communications manager.

Attachments

City of Norfolk Budgetary cost for new system 032009.pdf
--



**South Inc.
Branch Sales**

13930 Minnieville Rd.
Woodbridge, Va 22193

March 20, 2009

Todd Patton
City of Norfolk
3661 East Virginia Blvd
Virginia Beach VA. 23502

Dear Mr. Patton

Verizon has two 911 vendors they are PlantCML and Positron, we currently have PlantCML systems installed in VA, Verizon has not installed any Positron system in Virginia, however we do have Positron system installed in other states. Both vendors are excellent in 911; both of them are on advisory boards for NENA and are working on several NG 911 projects. The PlantCML and the Positron system both have basic ACD systems with ring all, longest idle and circular and they can be upgraded to enhance ACD system. Before you make a decision on which type of system I would recommend that we get together and discuss in detail of all of the options you are looking for.

The following information will provide you with the **budgetary cost** for a new Plant /CML Vesta Meridian system and Plant/CML Patriot system and a Positron Viper system. All of these systems offer basic ACD functionally and are position for NG 911; however additional equipment may be required for future application.

The Vesta Meridian system is configured for ten E-911 positions and eight administrative telephones and new Magic call stats system the cost includes equipment, installation, training, on site spare equipment and warranty/maintenance for the first year. Vesta monitoring service, software and hardware support is including in the first year. The total **budgetary cost** is \$585K.

The PlantCML Sentinel Patriot is configured for ten E-911 positions and eight administrative telephones. Patriot call Stats. The cost includes equipment, installation, training, on site spare equipment and warranty/maintenance for the first year. Patriot monitoring service, software and hardware support is including in the first year. The total **budgetary cost** is \$610K.

The Position Viper system is configured for ten E-911 positions and eight administrative telephones and Viper Stats. The cost includes equipment, installation, training, on site spare equipment and warranty/maintenance for the first year. Viper monitoring service, software and hardware support is including in the first year. The total **budgetary cost** is \$610K.

Please contact me if you have any questions.

Sincerely

Tom Griffith
Client Account Manager

PSAP Grant Program Grant Ranker

View Application--46--FY11 Grant Application

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: Training of personnel (**TRAIN**)

Primary PSAP Applicants: Augusta County

Jurisdictions Served: Augusta, County of

Project Director:

DONNA GOOD

ECC Director

18 Government Center Lane

540-245-5503 (phone)

540-245-5506 (fax)

dgood@co.augusta.va.us

Project Description:

Total Project Cost \$15,000.00

Amount Requested: \$15,000.00

Statement of Need:

Augusta County is seeking funding to assist with training. We have 20 employees that received basic training at the Central Shenandoah Training academy and few have received additional training outside of the on-the job instruction. Grant funds would allow the County to training instructors that would be able to provide in-house to staff. Due to budget restrains and cuts, PSAP training program has diminished. The training will improve operational services for call handling by promoting consistency and improving the call takers knowledge of the answering of all calls for service wireless and wireline 9-1-1 calls. Additional training would help our quality assurance and time processing calls.

Comprehensive Project Description:

The comprehensive project would be to allow telecommunicators the advantage of outside training that would they could apply to their call taking and dispatching. Many speakers and training classes have been identified as beneficial for today's telecommunicator. The training plan includes classes that will be available to Supervisors, telecommunicators and administrators. Funding requested will include coordination, facilities, fees and other related items in order to support the successful completion of the training program. The classes include entry level to management level positions to include Central Shenandoah Training Academy classes, APCO, NENA, Public Safety Training Consultants, PowerPhone, Medical Priority and OSSI CAD, such as: Active Shooter Incidents for Public Safety Communications, Liabilities Issues in the 911 Center, PSAP Technology Introduction to VOIP for PSAPs, Interoperability, Next Generation 911, Emergency preparedness, EMD, EMT, CISM, Hostage Negotiations, additional NIMS

Training, advanced Fire Dispatch School, Domestic and Family Violence for Dispatch, Communication Training Officer and Supervisor training. Funding is requested for public education for promotional items for each PSAP to educate on the proper use of wireless 9-1-1 and wireline 9-1-1 that was identified in the previous study conducted by the E-911 Wireless Services Board.

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

With the additional training and instructions would allow the telecommunicators to be educated on the advancing technology and equipment. Training is a valuable tool for PSAP staff to maintain their certifications and higher quality employee.

Budget and Budget Narrative:

Budget: Training \$15000. The training project would be to allow telecommunicators the advantage of outside training that would they could apply to their call taking and dispatching. Many speakers and training classes have been identified as beneficial for today's telecommunicator. The training plan includes classes that will be available to Supervisors, telecommunicators and administrators. Funding requested will include coordination, facilities, fees and other related items in order to support the successful completion of the training program. The classes include entry level to management level positions to include Central Shenandoah Training Academy classes, APCO, NENA, Public Safety Training Consultants, PowerPhone, Medical Priority, EMT and OSSI CAD, such as: Active Shooter Incidents for Public Safety Communications, Liabilities Issues in the 911 Center, PSAP Technology Introduction to VOIP for PSAPs, Interoperability, Next Generation 911, Hostage Negotiations, Additional NIMS Training, Advanced Fire Dispatch School, Domestic and Family Violence for Dispatch, Communication Training Officer and Supervisor training. Funding is requested for public education for promotional items for each PSAP to educate on the proper use of wireless 9-1-1 and wireline 9-1-1 that was identified in the previous study conducted by the E-911 Wireless Services Board. Augusta ECC's goal is to establish a better quality assurance program and the improve the evaluation of calls and training techniques.

Evaluation:

The evaluation will consist of determining base line level of training of all 911 staff and the attendance to training sessions, student evaluations of courses and instructor evaluations. Augusta ECC will evaluate the improvements within our PSAP by comparing statistical data and call process times, quality, performance and risk management.

Attachments

PSAP Grant Program Grant Ranker

View Application--47--Wireless 911 Upgrades

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Mapping System (**MAPPING**)

Primary PSAP Applicants:

Giles County

Jurisdictions Served:

Glen Lyn, Town of
Giles, County of
Narrows, Town of
Pearisburg, Town of
Pembroke, Town of
Rich Creek, Town of

Project Director:

John Davis
911 Communications Supervisor
701 Mountain Lake Avenue
540-921-4562 (phone)
540-921-0154 (fax)
jdavis@gilessheriff.org

Project Description:

Total Project Cost \$95,850.00

Amount Requested: \$95,850.00

Statement of Need:

Giles County mapping capabilities at present are useable but technologically out dated. The current system is 5+ years old and can not be upgraded. With this grant we can update and/or replace our mapping server and workstations with the ESRI base platform. If awarded this grant, we can also provide our GIS coordinator with current equipment and software that will enable him to address structures in the field. At present, he uses a gps unit to write the coordinates down and then has to come back to the office to plot on the mapping server.

Comprehensive Project Description:

The goal for this project request is to upgrade or replace current equipment to ensure that 911 services to the community will move forward and are not diminished. Giles County is very rural and sometimes responding to wireless emergency calls for help can be challenging. This project overall is to increase the effectiveness of the wireless 911 services. We have already received bids to coordinate the purchase and installation of software and equipment. If awarded this grant, we plan to move forward as soon as possible to procure and install the mapping upgrades to receive the benefits of additional features and functionality.

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

The current equipment we have does not support any future technologies. With the ESRI base platform, the necessary upgrades can be performed when required.

Budget and Budget Narrative:

1) Replace and/or upgrade mapping server, networking switches, mapping workstations for dispatch which includes replacing old hubs with 2 CISCO 10/100/1000 24 port fast Ethernet switches. Workstations will run the GeoLynx mapping software for plotting 911 calls on the map. Touchscreen monitors for mapping workstations. Price includes equipment and installation. \$54,000. 2) The new generation of GeoLynx, G7, is more than a simple update as in past upgrades. There will be more involved with the setup and map update for G7 with a sql based configuration program and message switch. It will be necessary for the GIS to be connected to the server that dispatch is connected to. This may involve more technical services from IT. There may also need to be an upgrade to the server to Windows 2003 Server. GeoLynx DMS adds a toolbar to ESRI's ArcMap that exposes features and functions specific to maintaining public safety GIS data that are not present in the standard ArcGIS product from ESRI: address assignment, address range creation, wireless cell sector maintenance, atlas generation, MSAG and CAD geofile management, and a broad range of quality assurance and quality control (QA/QC) audits. ArcView 9.x mapping software and a Trimble GeoXH GPS unit will be purchased as part of this package. \$14,850 3) The DMS software will be used for an addressing tools. It is essential for us to be able to properly manage the addressing system and wireless data layers for the purpose of accurate data for our dispatchers. This requires a minimum of ArcGIS 9.3. Price includes installation/setup/training and 1 year warranty and extended maintenance \$27,000

Evaluation:

Giles County will work closely with the vendor during installation of all equipment and software. After testing the system, we will provide the vendor with final acceptance. Training will then be coordinated with all dispatchers. We will coordinate and monitor the upgrades with the vendor.

Attachments

PSAP Grant Program Grant Ranker

View Application--48--GIS Support

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: King George County

Jurisdictions Served: King George, County of

Project Director:

Kyle Conboy
GIS Coordinator
10459 Courthouse Dr
540-775-8558 (phone)
540-775-3139 (fax)
kylec@co.kinggeorge.state.va.us

Project Description:

Total Project Cost \$45,947.00

Amount Requested: \$45,947.00

Statement of Need:

The Trimble Geo XH GPS unit and accessories will allow King George County to increase the accuracy of the E911 data. All driveways, buildings, and roads are GPSd for use in the E911 system. The current GPS unit is around 8 years old and limited to around 3 meter accuracy (worse in cover, which are most of the houses/driveways). The Trimble Geo XH with external antenna will increase the accuracy to submeter. This will also allow King George County to use the current GPS unit as a backup. The accessories (antenna, backpack, pole, bracket, screen) are related to helping us acquire more accurate GPS data in the varying settings in which we GPS. The Designjet T1120 HD Multifunction Printer will allow the GIS to better serve the E911 staff with emergency mapping. The addition of this multifunction printer would help us meet the diverse needs that our limited GIS staff deals with on a day to day basis. In the past year, mapping projects have included pre-planning for Aqua-palooza, pre-planning for the Heritage Trail 50 K, County detective's helicopter drug raids, call/response maps, DAM inundation maps, and radiological sampling maps. We currently do not have a scanner in the GIS and have had to work around multiple requests for pre-planning maps to be scanned in to a GIS mapping operation. The current HP 800 is over 8 years old and is showing signs of wear. With the addition of the HP T1120 printer, the current HP 800 would be moved to our EOC, which has backup GIS capabilities but no plotter for any mapping. The accessories requested (ink, paper, setup, warranty) are related to the setup and out of the box operation of the printer. The authoring of the 2009 Orthophotos and hosting of the 2002-2009 Orthophotos benefits the E911 staff. Staff in the Sheriff's office, Detective's office, Emergency Services, fire/rescue, and the EOC all use the

OnlineGIS for their mapping needs. MSAG data consultants host our GIS data and need to author/resample the 2009 Orthophotos to the OnlineGIS. Due to the size of the Orthophotos MSAG has added additional hosting charges for each set of imagery that will be posted on the OnlineGIS. A Samsung 1.5 TB External Hard drive and a Kingston data traveler 101 8 GB flash drive would be used for the backup of the E911 data and transfer of E911 files from the different sites in the County.

Comprehensive Project Description:

The current GPS unit is showing signs of age and has an accuracy of around 3 meters. The current GPS unit also does not have an external antenna and does not record accurate positions in low elevations and or foliage. The requested GeoXH with antenna/accessories has a submeter accuracy and should greatly enhance the accuracy of low elevation and heavy cover driveways, roads, and building footprints. The GIS is also looking to GPS manholes and other facility related GIS layers that play an integral role in E911 related applications. The HP T1120 HD multifunction printer would provide King George County with the integrated tools needed to respond to the various mapping needs of the E911 staff. Currently the GIS staff does not have a scanner or copier for maps larger than 11 x17". There have been numerous mapping projects with E911 staff involving the need for scanning/copying of large paper maps. In the past work arrounds have been needed to complete these mapping projects, causing a delay in services to the E911 staff. The HP T1120 would allow the GIS staff to respond to these varied E911 mapping needs in a timely and efficient manner. The current HP 800 is around 8 years old and showing signs of wear after being the lone solution to all of King George County's mapping needs. If the county were to receive the Hp T1120, the HP 800 would be moved to the EOC where there currently is no printer for maps larger than 11 x17. The EOC is currently set up for backup GIS operations in case the GIS office is shut down in an emergency situation. The authoring of the 2009 orthophotos and the hosting of the 2002-2009 orthophotos to the OnlineGIS would benefit the E911 staff. The OnlineGIS is used by most E911 staff and all County departments and the orthophotos play an important part of the various mapping projects. The authoring of the 2009 orthophotos by MSAG data consultants would involve multiple re-samplings of the 2009 imagery and inclusion to the OnlineGIS website that they host. Due to the size of the orthophotos, MSAG data consultants has introduced charges for data that will be hosted on the OnlineGIS that exceed 85 GB. The Samsung 1.5 TB hard drive would be used to backup all E911 and GIS data on a quarterly basis. The E911 and GIS data currently resides on the server but data retrieval is out of the GIS staff's hands and could pose difficult if needed in a timely manner. The Kingston data traveler would be used to transfer GIS data from various PCs, buildings, and laptops, not all of which have access to a server.

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

The GeoXH GPS unit, HP T1120 printer, authoring/hosting of orthophotos, Samsung HD, and Kingston Traveler should integrate well with any future technologies associated with PSAP readiness

Budget and Budget Narrative:

Quotes are attached. Trimble GeoXH with accessories = \$11,635 HP Designjet T1120Multifunction printer with accessories = \$27,169 Orthophotos to OnlineGIS and hosting = \$6,991 Samsung HD and Kingston flashdrive = \$152

Evaluation:

Testing of the GeoXH unit will be performed on a quarterly basis to ensure proper accuracy is being met.

Attachments

[E911_Quotes.tif](#)



PRICE QUOTATION

Quote Number: 4356364-2

November 03, 2009

Provided by: Martin Cooper

Kyle Conboy
KING GEORGE COUNTY

Contract: STATE AND LOCAL PRICELIST (S&LWEB)

Product availability and product discontinuation is subject to change without notice. The prices in this quotation are valid for 30 days from quote date above. Please include the quote number and contract from this quote on the corresponding purchase order. HP CONFIDENTIAL AND PROPRIETARY INFORMATION. DO NOT SHARE.

Item	Part No.	Description	Qty.	Unit Price	Extended
Group:					
1.	CK841A#BCC	<p>HP Designjet T1120 HD multifunction printer CK841A#BCC Product - HP Designjet T1120 HD multifunction printer In the box: - Printer; printheads (3 x 2 colors each); introductory ink cartridges; 44-in stand; quick reference guide; setup poster; Serif PosterDesigner Pro poster; start-up software; scanner; touchscreen (panel PC); keyboard; scanner documentation CD Also includes: - System recovery DVD; customer service guide; USB cable; FireWire cable; Ethernet cable; power cords Energy Star® Compliant - Yes Cable included? - Yes, 1 Ethernet; 1 USB; 1 FireWire Model size - 44 inches Print Speed - 72 D prints per hour (General); 56 D prints per hour (US D Plain Paper); 30 ft²/hr (Glossy Paper); 445 ft²/hr (Coated Paper) All-in-One functions - Color copying, scanning, and printing Resolution - Up to 2400 x 1200 optimized dpi from 1200 x 1200 input dpi with maximum detail selected Line accuracy - plus/minus 0.1 percent Copier speed (black/color) - up to 2 inches per second / up to 6 inches per second Copy resolution (black/color) - Black: Up to 9600 dpi Color: Up to 9600 dpi Scan resolution, hardware - Up to 508 x 508 dpi optical resolution Scan resolution, enhanced - Up to 9600 dpi Scan speed - Color (200 dpi/400 dpi Turbo): up to 2 in/sec; black and white (200 dpi/400 dpi Turbo): up to 6 in/sec Scan size, max - 42-in wide (Imperial) Media sizes - Letter to E-size sheets, 11 to 44-in rolls Media handling - Printer: sheet feed; roll feed; automatic cutter Scanner: sheet feed</p>	1	\$19,339.00	\$19,339.00

Note: For detailed warranty information, please link to "URL" for more information www.hp.com/go/specificwarrantyinfo. Sales taxes added where applicable. Freight is FOB Destination.



PRICE QUOTATION

Quote Number: 4356364-2

November 03, 2009

Provided by: Martin Cooper

Kyle Conboy
KING GEORGE COUNTY

Contract: STATE AND LOCAL PRICELIST (S&LWEB)

Product availability and product discontinuation is subject to change without notice. The prices in this quotation are valid for 30 days from quote date above. Please include the quote number and contract from this quote on the corresponding purchase order. HP CONFIDENTIAL AND PROPRIETARY INFORMATION. DO NOT SHARE.

Item	Part No.	Description	Qty.	Unit Price	Extended
		Print languages, std. - Adobe PostScript 3; Adobe PDF 1.6; TIFF; JPEG; HP-GL/2; HP-RTL; CALS G4; HP PCL 3 GUI Memory (std/max) - Printer: 384 MB; Scanner: 1 GB / Printer: 384 MB; Scanner: 1 GB Standard paper handling accessories - Input: Printer: roll loading, single-sheet rear tray; Scanner: sheetfed Output: Basket output tray Connectivity standard - Printer: 1 Gigabit Ethernet (1000Base-T) port; 1 Hi-Speed USB 2.0 certified port; 1 EIO Jetdirect accessory slot; Scanner: 1 Gigabit Ethernet (1000Base-T) port; 1 FireWire (IEEE-1394a compliant) port Network-ready - Yes, standard Compatible Operating Systems - Windows Vista (R) (32 and 64-bit); Windows Server 2008 (32 and 64-bit); Windows XP Home and Professional (32 and 64-bit); Windows Server 2003 (32/64 bit); Mac OS X v 10.4; Mac OS X v 10.5; Novell NetWare 5.x, 6.x; Citrix XenApp; Citrix XenServer Display - Printer: 240 x 160 LCD grayscale 2 bits per pixel; Scanner: 15-in LCD touchscreen with 1024 x 768 resolution Processor - Printer: 800 MHz; Scanner: 2.8 GHz Warranty - One-year limited hardware warranty			
2.	UH471E	HP 4y 4h9x5 Designjet T1100 MFP HW Supp	1	\$6,550.00	\$6,550.00
3.	C9397A	HP 72 69-ml Photo black ink cartridge	1	\$47.00	\$47.00
4.	C9403A	HP 72 130-ml Matte black ink cartridge	1	\$69.00	\$69.00
5.	C9370A	HP 72 130-ml Photo black ink cartridge	1	\$69.00	\$69.00
6.	C9371A	HP 72 130-ml Cyan ink cartridge	1	\$69.00	\$69.00
7.	C9372A	HP 72 130-ml Magenta ink cartridge	1	\$69.00	\$69.00
8.	C9373A	HP 72 130-ml Yellow ink cartridge	1	\$69.00	\$69.00
9.	C9374A	HP 72 130-ml Gray ink cartridge	1	\$69.00	\$69.00
10.	J7961G#ABA	HP Jetdirect 635n IPv6/IPsec Print Server	1	\$423.00	\$423.00

Note: For detailed warranty information, please link to "URL" for more information www.hp.com/go/specificwarrantyinfo. Sales taxes added where applicable. Freight is FOB Destination.



PRICE QUOTATION

Page 3 of 4

Quote Number: 4356364-2

November 03, 2009

Provided by: Martin Cooper

Kyle Conboy
KING GEORGE COUNTY

Contract: STATE AND LOCAL PRICELIST (S&LWEB)

Product availability and product discontinuation is subject to change without notice. The prices in this quotation are valid for 30 days from quote date above. Please include the quote number and contract from this quote on the corresponding purchase order. HP CONFIDENTIAL AND PROPRIETARY INFORMATION. DO NOT SHARE.

Item	Part No.	Description	Qty.	Unit Price	Extended
11.	H4518E	HP Network Installation Designjet 400-6100 Service (Open Market Item)	1	\$373.00	\$373.00
12.	Q1398A	HP Universal Bond Paper-1067 mm x 45.7 m (42 in x 150 ft)	1	\$23.00	\$23.00
SUB TOTAL :					\$27,169.00

TOTAL PRICE :

\$27,169.00

GET MORE FOR YOUR MONEY

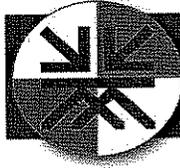
Make the most of your budget and protect against technology obsolescence. Lease these HP products with a purchase price of \$27,169.00 for 36 months for as little as \$859.08 per month. At the end of the lease, send the equipment back to HP Financial Services and upgrade to new technology or purchase the equipment at its fair market value.*

GET MORE WITH HP FINANCIAL SERVICES

For more information, call Hewlett-Packard Financial Services Company at 1-888-277-5942 and talk to a financial services representative who specializes in supporting government and education entities.

* The monthly payment amount is for a lease commencing on or before 12/3/2009 with a term of 36 months and a fair market value purchase option at the end of the lease term. This and other leasing and financing options are available through Hewlett-Packard Financial Service Company (HPFSC) or one of its affiliates to qualified education and state and local customers in the U.S. and subject to credit approval and execution of standard HPFSC documentation. Fees and other restrictions may apply. This is not a commitment to lease. Rates and payments are subject to change at any time without notice. Leasing and financing options for Federal governmental agencies (subject to a \$50,000 minimum) are available from Hewlett-Packard Company.

Note: For detailed warranty information, please link to "URL" for more information www.hp.com/go/specificwarrantyinfo.
Sales taxes added where applicable. Freight is FOB Destination.



Earth Vector Systems

GPS & Robotic Solutions For Surveying, Mapping & GIS

DATE: 11/4/2009
 QUOTE IS VALID 45 DAYS
 QUOTATION #: 911041JWO
 PAGE: 1 of 2
 SALES REP: Jim Owecke

QUOTATION FOR SOLUTIONS

CUSTOMER INFORMATION:

Kyle Conboy
 King George County
 10459 Courthouse Road
 King George, VA 22485
 540-775-8558
 kylec@co.kinggeorge.state.va.us

SEND PURCHASE ORDER TO:

Earth Vector Systems, LLC
 P.O. Box 6277
 Charlottesville, VA 22906
 PH (434) 817-5000
 FAX (434) 817-5010

Line	Qty	Product #	Description	Unit Price	Extension	
GPS SYSTEMS:						
1	1	79000-00	GeoXH 2008 Standalone System Rugged, Windows Mobile 6 device, 520 MHz Intel processor, 1 GB flash storage memory; 32 GB SDHC memory expansion slot, built-in Bluetooth and 802.11b/g wireless communications and high resolution screen. Includes an integrated 30cm (12") accuracy GPS receiver with 10cm (4") accuracy when used with the optional Tornado Antenna. The receiver is WAAS-enabled for real-time DGPS. Real-time DGPS is also available using the optional GeoBeacon receiver.	\$5,125.00	\$5,125.00	
HARDWARE WARRANTIES:						
2	1	47289-72	2-Year Hardware Warranty Extension	\$405.00	\$405.00	
SOFTWARE BUNDLES:						
3	1	50538-00	TerraSync Professional + Pathfinder Office SW Bundle TerraSync is a powerful field GPS software for GPS and attribute data collection. TerraSync Pro also enables use of raster and vector background imagery. Pathfinder Office is the multi-function desktop pc software for building data-entry templates, differential corrections, and import/export of data.	\$2,695.00	\$2,695.00	
SOFTWARE WARRANTIES:						
4	1	47288-75	2-Year Bundled Software Maintenance Extension	\$630.00	\$630.00	
ACCESSORIES:						
5	1	57972-00	GIS Tornado Antenna External antenna provides L1/L2 GPS. Enables GeoXH or ProXH receivers to achieve 20cm (8 inch) accuracy with post-processing.	\$1,912.00	\$1,912.00	
6	1	70643-07	Antenna Cable (5m)	\$70.00	\$70.00	
7	1	39870	GPS Backpack for mounting Tornado/Tempest Antenna	\$157.00	\$157.00	
8	1	31165	One Foot Pole Segment	\$22.00	\$22.00	
9	1	5125-20-YEL	GPS Rangepole, 2 meter, telescoping, aluminum, Snap-Loc	\$115.00	\$115.00	
10	1	53261	GeoExplorer Series Range Pole Bracket	\$121.00	\$121.00	
11	1	5217-04-XXX	Bipod, Thumb-Release	\$180.00	\$180.00	
12	1	P-1450	Pelican Hard Carrying Case - Small Will hold GeoXT, cradle, power supply, and small accessories.	\$125.00	\$125.00	
13	1	70948-00	Anti-Glare Screen Protectors (2-pack)	\$18.00	\$18.00	
					Sub Total	\$11,575.00
					Shipping & Handling	60.00
					TOTAL	\$11,635.00

NOTE: ** Items are on or equivalent to Virginia State Contract VA-060815-TRIM or VA-061012-TRIM

>> All major credit cards accepted. >> All accounts are NET 30. >> Past due balances subject to 2% finance charge per month.
 Returned items subject to 20% restocking fee.

"Earth Vector Systems is a certified Virginia Small Business"

Authorize purchase with signature: _____



October 15, 2009

Kyle Conboy
GIS Coordinator
King George County
10459 Courthouse Drive; Suite 104
King George, VA 22485

Quotation for authoring the 2009 VGIN Orthophotos for King George County to OnlineGIS.

Dear Kyle,

The following quotation is in response to your request for pricing relating to adding the 2009 orthophotos to OnlineGIS. Because of the amount of data currently on the King George County OnlineGIS site and our current pricing structure there may be an increase in annual reoccurring charges for the hosting of these images. This cost can be minimized however by removing older sets of imagery from the site. Pricing options are shown below. There is also a base cost for the work involved with initial authoring of the new photos to the site.

Description	Cost
Author 2009 Photos to OnlineGIS	\$2,465.00
Hosting Options	
Additional Reoccurring with 2004 and 2007 Photos	\$4,526.00
Additional Reoccurring with 2007 Photos	\$1,768.00
Only 2009 Photos	No extra charge

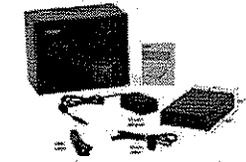
If you have any questions about the above quote, please feel free to contact me at (540) 829-5670 or by email at brian.avery@msag.com.

Sincerely,
MSAG, LLC.

Brian Avery
Account Executive

SAMSUNG STORY Station 1.5TB USB 2.0 External Hard Drive HX-DU015EB - Retail

CUSTOMER REVIEWS SPECIFICATIONS



Original Price: \$139.99
You Save: \$10.00

\$129.99

Free Shipping*

ADD TO CART

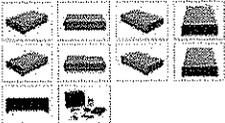
ADD TO WISH LIST

EMAIL THIS PAGE

PRINT THIS PAGE

PRICE ALERT

Image Viewer



Extended Warranty Available

EXPAND FOR DETAILS

* Free shipping not available to AK, HI and PR.

Special Offers



No interest for up to 12 months. Minimum purchase required. Subject to credit approval. [Details](#)



No Payments for up to 6 months. Minimum purchase required. Subject to credit approval. [Details](#)

Similar Items

Not the product you're looking for? We can make some suggestions to help you decide on a product that fits your needs. [view similar products](#)

COMBOS & ESSENTIALS MANUFACTURER INFO RETURNS & REBATES

Model

Brand	SAMSUNG
Series	STORY Station
Model	HX-DU015EB

Performance

Interface	USB 2.0
Capacity	1.5TB

Physical Spec

Form Factor	3.5"
Dimensions	7.59" x 4.71" x 1.65"
Weight	2.08 lbs.

Features

Features	Two ways of backup : Scheduled or in real-time SecretZone : Secure area for my private contents SafetyKey for protecting your precious contents Power Saving mode : Automatically going into standby mode if there are 5min of inactivity LED brightness control by knob switch : lighting pattern change by operation mode Smart Power On/Off Easy to set up, easy to use
----------	--

Kingston DataTraveler 101 8GB USB 2.0 Flash Drive (Cyan) Model DT101C/8GB - Retail
 (limit 100 per customer) 



Image Viewer



\$21.99

Free Shipping*

ADD TO CART 

ADD TO WISH LIST 

EMAIL THIS PAGE 

PRINT THIS PAGE 

PRICE ALERT 

* Free shipping not available to AK, HI and PR.

Special Offers



No interest for up to 12 months. Minimum purchase required.
 Subject to credit approval. [Details](#)



No Payments for up to 6 months. Minimum purchase required.
 Subject to credit approval. [Details](#)

Similar Items

Not the product you're looking for? We can make some suggestions to help you decide on a product that fits your needs.
[view similar products](#)

[CUSTOMER REVIEWS](#) [SPECIFICATIONS](#)

CUSTOMER REVIEWS		SPECIFICATIONS	
Model			
Brand	Kingston		
Series	DataTraveler 101		
Model	DT101C/8GB		
Tech Spec			
Capacity	8GB		
Windows Vista	Works with Windows Vista		
Features	Convenient – Pocket-sized for easy transportability Simple – Just plug into a USB port Practical – Capless swivel design protects USB connector; no cap to lose		
Manufacturer Warranty			
Parts	5 years limited		
Labor	5 years limited		

PSAP Grant Program Grant Ranker

View Application--49--City of Roanoke Replacement Recorder

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

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

Primary PSAP Applicants: Roanoke Communications Dept.

Jurisdictions Served: Roanoke, City of

Project Director:

Mike Crockett
Manager E-911
215 Church Ave SW
540-853-2945 (phone)
540-853-1599 (fax)
michael.crockett@roanokeva.gov

Project Description:

Total Project Cost \$168,565.00

Amount Requested: \$150,000.00

Statement of Need:

The current voice recorder system is technically obsolete and no longer vendor supported. Replacement parts are no longer available. The recording system is essential for handling wireless calls by providing an instant recall function for the call taker to verify the conversation and to record and maintain required Virginia Records Retention voice data. The system is also an integral part of our quality control system and training program allowing supervisors and trainers to review call handling and provide feedback to the call takers. Without a recording system available for these purposes the overall call handling process will be negatively impacted.

Comprehensive Project Description:

The replacement recorder will be installed in existing E-911 center equipment room. Once the new system is in place the input voice channels will be connected to the new system and it will run in parallel to the old system until acceptance testing is completed. Both old and new instant replay applications can run simultaneously on the call taker workstations. Once complete the old system can be disconnected and removed with minimal impact to operations. Training for administrators is included along with train-the-trainer approach for call taker, trainer and supervisor training.

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

The new system includes the ability to record multi-source and multimedia information so it can be used to support Nexgen 911. It also includes a scenario reconstruction feature to allow information from various sources to be combined for incident management and analysis. The new system is based on commercial off-the-shelf servers which can be upgraded as technology changes.

Budget and Budget Narrative:

Payment to the vendor is net 30 days from shipment. Vendor quote attached.

Evaluation:

After the new system is installed, recording quality and ease of access to recordings will be compared to the existing system. If at least equal to the current system then the basic requirement will be met. A test will performed to ensure all required channels are being recorded. Also at least one archive cycle will be observed to ensure the archive system performs as needed. Formal acceptance testing will be performed as defined in Statement of Work contract with vendor.

Attachments

Roanoke City E-911 Communications v3.xlsm

Company Details	
Site Name:	Roanoke City E-911 Communications Department
Site Address:	
Contact Name:	
Contact Phone:	
Contact Email:	
Partner / Integrator:	



Nice Contact	
Sales Manager:	CELLER
Sales Manager Email:	
Phone Number:	
Sales Engineer:	PMAGNEZI
Quote Number:	PM Roanoke PD
Quote Date:	10/21/2009

Required Servers
Below are the required servers.

Commercial Servers					
Server Type 2					
PS-NS-EQUIPMENT	Server 781021-41-4 HP DL360 G5 Server 1U, Windows 2003 R2 Server Standard, 2 x Quad Core Xeon® E5420 2x6MB Cache, 2.50GHz, 1333MHz, 4GB Memory PC2-5300, (2 Ethernet NIC ports) Raid 5, 3 x146 GB SAS Hard Disk, 10000 RPM, 10/100/1000 Mbps Ethernet, 56K Mod	2	11,190	22,380	Server for Inform or CLS. Max 6 Hard drives
Server Type 4					
PS-NS-EQUIPMENT	781021-13-1A HP DL180 G6 12 Bay Server (2) Intel® Xeon® processor E5520 (2.26GHz, 80W, DDR3-1066) 8MB Level 3 cache HP mart Array P410/256MB Controller (RAID 0/1/1+0/5/5+0) HP Slim SATA DVD RW Drive (2) HP 750W CS HE Gold Power Supply	1	14,700	14,700	Storage Center
PS-NS-EQUIPMENT	Tape Drive Kit 781021-14 SCSI DAT 72 Tape and 1 U Enclosure with Cable.	1	2,560	2,560	
Work Station					
PS-NS-EQUIPMENT	HP Workstation, 781021-25-1 XP Professional, 1 x Intel Core 2 Duo E8400 Dual Core 3GHz 1333MHz 6MB L2 Cache, 4GB Memory, RAID 1, 2 x 250GB Serial ATA/300 7200 rpm, DVD-RAM±R/±RW, 6-channel Serial ATA/300 Integrated RAID Controller supporting 0, 1 RAID	1	3,598	3,598	For Castle Rock SNMP manager
Ancillaries					
PS-RACK-HW1	42U Rack, Monitor, KVM 16 ports	1	7,990	7,990	
PS-RAILS-HW1	Logger Sliding Rails	1	250	250	
PS-NS-EQUIPMENT	CISCO 2960-24 24 Port Switch	1	1,324	1,324	
PS-NS-EQUIPMENT	Replay Workstation (w/Monitor, Mouse, Keyboard, Speakers)		5,570	0	
PS-NS-EQUIPMENT	SQU-EXT Cable (Contact Closure (DB25) to 66 Block Cable per 24 channels)	1	123	123	
Trunk Radio Hardware					
PS-NS-EQUIPMENT	WinRadio	1	2,100	2,100	
PS-NS-EQUIPMENT	SoundBlaster 5.1	1	110	110	
Total				US\$55,135	

Maintenance					
SP-CO-MAIN04-PS-SLA	Silver Maintenance Level Support Coverage: 5 Days, Business hours. Call back: 60 min. On Site for Priority 1: 6 Hours. Year 1	1	3,859	3,859	
SP-CO-MAIN04-PS-SLA	Silver Maintenance Level Support Coverage: 5 Days, Business hours. Call back: 60 min. On site for Priority 1: 6 Hours. Years 2 -5 per Year	0	8,270	0	
SP-CO-MAIN05-PS-SLA	Gold Maintenance Level Coverage: 24X7 for Remote Critical. Others Priority: 5 Days, Business Hours. Remote Response: 1 Hour. On site: 4 Hours Year 1	0	4,962	0	
SP-CO-MAIN05-PS-SLA	Gold Maintenance Level Coverage: 24X7 for Remote Critical. Others Priority: 5 Days, Business Hours. Remote Response: 1 Hours. On site: 4 Hours Years 2 -5 per Year	0	11,027	0	
SP-CO-MAIN06-PS-SLA	Platinum level Maintenance Support 24X7. Call back: 30 min. On site for Priority 1: 2 hours. Year 1	0	6,616	0	
SP-CO-MAIN06-PS-SLA	Platinum level Maintenance Support 24X7. Call back: 30 min. On site for Priority 1: 2 Hours. Years 2 -5 per Year	0	12,681	0	
Total				US\$3,859	

Terms & Conditions
Prices quoted exclude any and all taxes, which, if applicable, will be added. FOB New York
This Quote Is Valid For 30 Days.
Payment Terms Net 30 days upon shipment.
This quotation is project specific and does not apply to any other application.
This quotation is submitted subject to the application of the NICE standard terms and conditions of sale, licence and, where applicable, support. All terms and conditions are available upon request.

7%
15%
9%
20%
12%
23%

Company Details

Site Name: Roanoke City E-911 Communications Department
 Site Address:



Contact Name:
 Contact Phone:
 Contact Email:

Partner / Integrator:

Nice Contact

Sales Manager: CELLER
 Sales Manager Email:
 Phone Number
 Sales Engineer: PMAGNEZI

Quote Number: PM Roanoke PD
 Quote Date: 10/21/2009

Solution Summary

96 channels NL +CLS+ Over The Air Smartnet integration+SC+ standard PS applications all at the MAIN site. NO CTI, search criteria is Channel, Time and Date. Please see Servers tabs for 3rd party hardware purchasing options

Customer Supplied

Customer to provide dedicated servers and additional installation requirements as listed in the Customer Provides section of this quote. Configuration assumptions were derived from the attached Site Profile.

- One analog line to permit remote diagnostics, using PC Anywhere
- One monitor, keyboard and mouse
- 19 inch racks with shelves, audio cables, power cables, LAN cables and HUBs.
- UPS power
- NiceLog(s), NiceCLS require individual static IP address

Server requirements

Please see the "Server" tab below for details. Servers can be customer supplied or purchased through Nice Systems.

Solution Pricing

Part No.	Description	Qty	Unit Price	Total Price	Note
Audio Logger					
PS-IN3-HW-A	Hardware Platform for up to 120 Channels	1	4,500	4,500	
PSBAS-96B	96 Channel Logger - Software Bundle for Public Safety	1	22,050	22,050	
	NiceLog Bundle Includes:				
	- 34,000 Hours On Line Storage with G729A				
	- Dual Tape Drives (DAT72)				
	- Hot Swappable Dual Redundant Power Supplies				
	- On/Off Hook Detection for Analog Lines / Some				
	- Analog DTMF Detection				
	- Beep Tone Insertion on Analog Lines				
	- Tone Detection and Cancellation for Analog Lines				
	- Caller ID for Analog Lines				
	- Generic OS SNMP Agent				
	- G729A Compression				
	- User Manual CD				
ANALOG8	8 Channels - Analog Interface	12	0	0	No Charge
PSHR34000R5N	Total of 34000 Hours + RAID-5	1	2,925	2,925	
CA04	Open-leads Cable for up to 24 Extensions - 10m Long	4	117	468	
EXT-SQCH	Activity Detection by External Trigger (Squelch) -per 24	1	900	900	
LOWZ2	600 Ohm Impedance on Analog Inputs - per 24 Inputs	3	45	135	
Storage Center					
PS-SC-SRVR	Storage Center - Basic Server SW	1	1,350	1,350	
PS-SC-CHANLIC	Storage Center -per 50 NiceLog Channels Licenses	2	900	1,800	
Integrations					
CD-89-ANI/ALI	ANI-ALI Annotator	1	450	450	
Trunk Radio					
TR-89-BASINT	Radio Recording System Integration Software	1	9,000	9,000	
PS-NAPMSN-02	Motorola SmartNet Integration for up to 50 Recorder Channels	1	4,500	4,500	
Nice Inform					

PSINF3-STA-BND	NICE Inform Standard Bundle ▶ NICE Inform Server License ▶ NICE Inform Reconstruction Software License ▶ 2 x Inform Reconstruction User Licenses ▶ 5 x Inform Verify User Licenses ▶ NICE Inform Monitor Software License ▶ Single Inform Monitor User License ▶ Single Supervision User License ▶ Single NICE Administrator User License ▶ User's Manual CD	1	3,690	3,690	
INFR3-VOICE	NICE Inform Voice Channel License - Price per Voice	96	68	6,480	
INFR3-RCON-USR1	NICE Inform Reconstruction Module User Licenses Price per License	1	450	450	
INFR3-VER-USR1	NICE Inform Verify User License - Price per License	7	135	945	
INFR3-MONRCR	NICE Inform Monitor and Recent Call Replay Module Software License	1	540	540	
INFR3-MON-USR1	NICE Inform Monitor Module User Licenses - Price per	1	270	270	
INFR3-RCR-USR1	NICE Inform Recent Call Replay (for Supervisors) Price per License	1	203	203	
System Options					
CSTRCK-SNMP2	Castle Rock SNMP Solution	1	1,080	1,080	
LDB3	NiceLog Media Library Package (per site)	1	900	900	
PS-SQL-CAL	SQL Server Client Access License	15	90	1,350	
Total	Hardware and Software			US\$63,986	

Services					
PS-IN-RPI02-PS	NiceLog® Installation, 49 - 168 Channels 8 to 5 M-F Local Time	1	7,500	7,500	
Applications					
PS-IN-ASC01-PS	Installation, Setup and Configuration of Stand-Alone NiceCLS™ Server with a Single Driver, 8 to 5 M-F Local Time. Software Only or COTS. No Trunked Radio.	1	2,000	2,000	
PS-IN-ASC05-PS	NICE Storage Center Installation 8 to 5 M-F Local Time	1	5,000	5,000	
PS-IN-ASC06-PS	NICE Inform Installation. Must Add NiceLog Installation Cost. Price for first 100 channels 8 to 5 M-F Local Time	1	3,000	3,000	
Project Management					
PS-PM-PM1-PS	Remote Project Management Basic Management Fee per Site Includes: - Standard Project Plan - Standard Statement of Work - Pre-Installation Teleconference - Project Kickoff Teleconference - Mid-way Project Management Teleconference - Debriefing Teleconference	1	5,000	5,000	
PS-PM-PM03-PS	Remote Project Management Add-on for NICE Inform Implementation. Must Include Remote Project Management Basic Management Fee (PS-PM-PM1-PS)	1	2,000	2,000	
PS-PM-PM04-PS	Remote Project Management Add-on for Storage Center Implementation. Must Include Remote Project Management Basic Management Fee (PS-PM-PM1-PS)	1	2,000	2,000	
Training					
PS-TR-EU02-PS	NICE Inform Training. Maximum of 6 students. Two days. Instructor led training held at client site covering Inform Administration, Reconstruction, and Organizer.	1	6,000	6,000	
Additional Services					
PS-IN-VAR05-PS	Setup of SNMP Traps and SNMP Management Consoles - Castlerock	1	1,000	1,000	
Shipping					
Shipping	Shipping of Hardware and Software (FOB Destination)	1	2,133	2,133	

Total	Services	US\$35,633
Total Price		US\$99,618

Maintenance					
SP-CO-MAIN04-PS-SLA	Silver maintenance Level Support Coverage: 5 days, Business hours. Call back: 60 min. On site for priority 1: 6 hours. Year 1	1	9,953	9,953	
SP-CO-MAIN04-PS-SLA	Silver maintenance Level Support Coverage: 5 days, Business hours. Call back: 60 min. On site for priority 1: 6 hours. Years 2 -5 per Year	0	21,329	0	
SP-CO-MAIN05-PS-SLA	Gold Maintenance Level Coverage: 24X7 for remote critical. Others priority: 5 days, Business hours. Remote response: 1 hours. On site: 4 hours Year 1	0	12,797	0	
SP-CO-MAIN05-PS-SLA	Gold Maintenance Level Coverage: 24X7 for remote critical. Others priority: 5 days, Business hours. Remote response: 1 hours. On site: 4 hours Years 2 -5 per Year	0	28,438	0	
SP-CO-MAIN06-PS-SLA	Platinum level Maintenance Support 24X7. Call back: 30 min. On site for priority 1: 2 hours. Year 1	0	17,063	0	
SP-CO-MAIN06-PS-SLA	Platinum level Maintenance Support 24X7. Call back: 30 min. On site for priority 1: 2 hours. Years 2 -5 per Year	0	32,704	0	
Total	Maintenance			US\$9,953	

Terms & Conditions

Prices quoted exclude any and all taxes, which, if applicable, will be added. FOB New York
This Quote Is Valid For 30 Days.
Payment Terms Net 30 days upon shipment.

This quotation is project specific and does not apply to any other application.

This quotation is submitted subject to the application of the NICE standard terms and conditions of sale, licence and, where applicable, support. All terms and conditions are available upon request.

Company Details	
Site Name:	Roanoke City E-911 Communications Department
Site Address:	
Contact Name:	
Contact Phone:	
Contact Email:	
Partner / Integrator:	



Nice Contact	
Sales Manager:	CELLER
Sales Manager Email:	
Phone Number:	
Sales Engineer:	PMAGNEZI
Quote Number:	PM Roanoke PD
Quote Date:	10/21/2009

Required Servers
Below are the required servers.

Server	Location	QTY			
Commercial Servers					
Server Type 2					
PS-NS-EQUIPMENT	Server 781021-41-4 HP DL360 G5 Server 1U, Windows 2003 R2 Server Standard, 2 x Quad Core Xeon® E5420 2x6MB Cache, 2.50GHz, 1333MHz, 4GB Memory PC2-5300, (2 Ethernet NIC ports) Raid 5, 3 x146 GB SAS Hard Disk, 10000 RPM, 10/100/1000 Mbps Ethernet, 56K Modem DVD ROM Drive, (2) Hot Swap PS, Hardware 4-Hour On-site Service, 7-Day x 24-Hour Coverage, 3 Years	2	Customer Provided	Customer Provided	Server for Inform or CLS. Max 6 Hard drives
PS-NS-EQUIPMENT	Tape Drive Kit 781021-14 SCSI DAT 72 Tape and 1 U Enclosure with Cable.	1	Customer Provided	Customer Provided	
Server Type 4					
PS-NS-EQUIPMENT	781021-13-1A HP DL180 G6 12 Bay Server (2) Intel® Xeon® processor E5520 (2.26GHz, 80W, DDR3-1066) 8MB Level 3 cache HP mart Array P410/256MB Controller (RAID 0/1/1+0/5/5+0) HP Slim SATA DVD RW Drive (2) HP 750W CS HE Gold Power Supply (2) HP 1TB 3G SATA 7.2K 3.5" MDL HDD 24-Hour x 7-Day 4 Hour Coverage, 3 Years	1	Customer Provided	Customer Provided	Storage Center
PS-NS-EQUIPMENT	Tape Drive Kit 781021-14 SCSI DAT 72 Tape and 1 U Enclosure with Cable.	1	Customer Provided	Customer Provided	
Work Station					
PS-NS-EQUIPMENT	HP Workstation, 781021-25-1 XP Professional, 1 x Intel Core 2 Duo E8400 Dual Core 3GHz 1333MHz 6MB L2 Cache, 4GB Memory, RAID 1, 2 x 250GB Serial ATA/300 7200 rpm, DVD-RAM/±R/±RW, 6-channel Serial ATA/300 Integrated RAID Controller supporting 0, 1 RAID Level, Broadcom NetXtreme 10/100/1000Mbps Gigabit Ethernet IEEE 802.3ab, Graphics Card - nVIDIA Quadro FX 570 - 256MB DDR2 SDRAM, PS/2 Keyboard, Optical USB Mouse with Scrolling Wheel, 17.7" Height x 6.6" Width x 17.9" Depth, HP Flat Panel Monitor, 1280 x 1024 @ 60Hz Native Resolution, 13.8" Height x 14.9" Width x 11.9" Depth, Standard 3 year Warranty, next business day	1	Customer Provided	Customer Provided	For Castle Rock SNMP manager
Ancillaries					
PS-RACK-HW1	42U Rack, Monitor, KVM 16 ports	1	Customer Provided	Customer Provided	
PS-RAILS-HW1	Logger Sliding Rails	1	250	250	
PS-NS-EQUIPMENT	CISCO 2960-24 24 Port Switch	1	Customer Provided	Customer Provided	
PS-NS-EQUIPMENT	Replay Workstation (w/Monitor, Mouse, Keyboard, Speakers)	1	Customer Provided	Customer Provided	
PS-NS-EQUIPMENT	SQU-EXT Cable (Contact Closure (DB25) to 66 Block Cable per 24 channels)	1	123	123	
Trunk Radio Hardware					
PS-NS-EQUIPMENT	WinRadio	1	2,100	2,100	
PS-NS-EQUIPMENT	SoundBlaster 5.1	1	110	110	
Total				US\$2,583	

Maintenance					
SP-CO-MAIN04-PS-SLA	Silver Maintenance Level Support Coverage: 5 Days, Business hours. Call back: 60 min. On Site for Priority 1: 6 Hours. Year 1	1	181	181	
SP-CO-MAIN04-PS-SLA	Silver Maintenance Level Support Coverage: 5 Days, Business hours. Call back: 60 min. On site for Priority 1: 6 Hours. Years 2 -5 per Year	0	387	0	
SP-CO-MAIN05-PS-SLA	Gold Maintenance Level Coverage: 24X7 for Remote Critical. Others Priority: 5 Days, Business Hours. Remote Response: 1 Hour. On site: 4 Hours Year 1	0	232	0	
SP-CO-MAIN05-PS-SLA	Gold Maintenance Level Coverage: 24X7 for Remote Critical. Others Priority: 5 Days, Business Hours. Remote Response: 1 Hours. On site: 4 Hours Years 2 -5 per Year	0	517	0	

7%
15%
9%
20%

SP-CO-MAIN06-PS-SLA	Platinum level Maintenance Support 24X7. Call back: 30 min. On site for Priority 1: 2 hours. Year 1	0	310	0	
SP-CO-MAIN06-PS-SLA	Platinum level Maintenance Support 24X7. Call back: 30 min. On site for Priority 1: 2 Hours. Years 2-5 per Year	0	594	0	
Total Maintenance					US\$181

12%
23%

Terms & Conditions

Prices quoted exclude any and all taxes, which, if applicable, will be added. FOB New York
This Quote Is Valid For 30 Days.
Payment Terms Net 30 days upon shipment.

This quotation is project specific and does not apply to any other application.

This quotation is submitted subject to the application of the NICE standard terms and conditions of sale, licence and, where applicable, support. All terms and conditions are available upon request.

NICE Systems Assumption and Dependencies

The following document outlines basic assumptions and dependencies for the sale and installation of recording systems from NICE Systems. For a more detailed assumptions and dependencies document, please contact your NICE Project Manager for a complete Statement of Work.

This document does not constitute an agreement by NICE Systems to supply any hardware, software, labor or services in addition to those provided for in the attached proposal. It is for information purposes only. If you have any questions about what is included in the proposal or wish to add anything not already quoted, please contact your NICE Sales Manager.

General

Customer to provide detailed schematic of infrastructure, including details of all routers/switches for the data network relating to the recorder system and the mapping of phone lines in the system.

Cabinet and Rack Mounting

NiceLog recording hardware is designed for use with standard 19" four (4) post racks using a NICE supplied rail kit, if requested.

NiceCall Focus III recording hardware has no rack mount rail kit and must be shelf mounted.

All third party servers ordered directly from NICE include rail kits for rack or cabinet mounting depending on the type of server ordered.

If third party servers are sourced by the customer from a vendor other than NICE, all mounting hardware is the responsibility of the customer.

NICE does not provide any rack hardware or cabling not specifically described in the attached proposal including cables, cable management devices, power distribution units,

Any racks proposed by NICE Systems are black in color.

NICE racks have the following dimensions: 82.25" high x 23.62" wide x 39.4" deep. The maximum specified weight is 2000lbs with a maximum weight per square foot of 125 lbs.

NICE racks are supplied with a Power Distribution Unit that uses NEMA L5-30P twist lock connectors.

Facilities (Electrical, HVAC and Dimensions)

For more information regarding the electrical and space requirements of NICE proposed equipment, please see the Environmentals tab in this proposal.

Customers are responsible for providing the required power for the proposed system including all associated wiring, hardware, outlets, grounding etc.

Electrical connectors for all NICE recording systems are standard NEMA 5-15P, 3-wire, non-locking, straight blade, grounded plugs.

All electrical outlets for the proposed system should be located no more than 3 feet from the rear of the equipment location.

Customers are responsible for providing sufficient heat dissipation for the proposed system as defined in the attached environmental specifications.

If customer wishes to have parallel operation of new NICE system and legacy recording system, the customer shall provide sufficient space (floor, rack, etc) in work area.

The proposed system is not certified for seismic activity and does not include any hardware or subsystems making it more [or less] susceptible to seismic activity.

To ensure operation during a power failure, all recording equipment associated to the recording process should be protected by an Uninterruptable Power Supply (UPS).

Customer is responsible for providing UPS backup to provide enough power to associated equipment for a minimum of five (5) minutes subsequent to loss of power.

Demarcation

Customer is responsible for ensuring the availability and proper function of all audio for recording up to and including the demarcation point.

Customer is responsible for ensuring the availability and proper function of any data feeds being utilized for capture by the recording system including but not limited to ANI/ALI, Caller ID, CTI, etc. up to and including the demarcation point whether hard point or LAN based.

Customer is responsible for all wiring up to and including the demarcation point to include audio signalling, network and antennae (if required).

All audio and LAN connections should be terminated within no more than ten (10) feet of the equipment location.

All telephony audio feeds for recording must be in two-wire format.

Installation involving 4-wire audio of any kind requires further discussion with NICE Sales Engineering.

Telephony instruments must be within 1500 feet of the switch as defined by cable length. Documentation on actual distances for analog or digital telephony environments are available upon request.

Interfaces

The customer is responsible for providing ANI/ALI data to the rear of the NICE CLS Server via RS232 serial cable.

Customer is responsible for providing a data capture file for ANI/ALI prior to confirmation of ANI/ALI driver operation.

Customer is responsible for providing all necessary licensing and installation of CTI, CDR and SMDR feeds for any and all PBX's to meet the integration requirements.

Unless otherwise specifically addressed and priced in this proposal, NICE makes no implicit or explicit commitment to interface to any third party software such as CAD, GIS, etc.

Labor

Customer will ensure that all contracted union or other labor will NOT DELAY acceptance, unloading, delivery, locating and affixing system cabinets and components in designated space.

The customer is responsible for all aspects of Union or other labor negotiations, procurement, contracting, use and payment. If the customer requires the use of union or other labor for part or all work to be performed, the customer is responsible for this labor to accept, unload, deliver, locate and affix system cabinets and components, wire and otherwise "setup" system components (such as cables and wiring) under the direction of a NICE Implementation engineer. The cost of non-NICE labor is not reflected in the attached proposal.

Customer will not require union or other "non-NICE" labor after siting (placement and wiring) of equipment.

Inform

Customer supplied replay workstations must support the Microsoft .NET infrastructure.

Customer is responsible for management (backup, Data Storage Management, increases in storage capacity, etc) of the Inform server.

Network

Customer is responsible for all data network infrastructure not purchased from NICE including (but not limited to) switches, hubs, bridges, routers, firewalls, external caching devices and cabling.

NICE recorders and servers require a static IP address for each device.

The customer will provide one network connection (CAT5/RJ45 cable) for each system component requiring network access.

Customer does not employ Network Address Translation (NAT) between any of the recording system components when utilizing the Scenario Replay application.

Network utilizes Microsoft's TCP/IP protocol stack.

Network supports 100BaseT Ethernet.

Customer will provide signals from the customer network on minimum CAT 5 (RJ45 terminated).

LAN/WAN latency is assumed to be less than 30 milliseconds.

Automated system processes such as automatic installation of patches, application pushes, automated anti-virus updates, etc. are not to be run on logging system components (loggers, servers, etc), unless specifically addressed in this proposal.

Implementation and Cut-Over

Hours for implementation and training will be 8:00AM - 5:00PM Local Time Monday through Friday, excluding NICE and Customer holidays.

Customer is responsible for providing sufficient facilities to conduct all training specified in the provided quotation.

Customer is responsible for providing appropriate office space to NICE staff for duration of implementation and testing.

If customer requires a parallel operation of new NICE recording system and legacy recording system, the customer is responsible for all duplicate connectivity (audio, animal, network, etc) to both systems. NICE Sales Engineering must be contacted to discuss details of the parallel operation for approval prior to implementation as some interfaces can not be effectively duplicated.

NICE is not responsible for the moving or removal of legacy recording system.

Customer is responsible for all replay workstations unless specifically addressed in attached proposal.

Customer will identify designated internal IT/Telephony/Network staff dedicated to the implementation of the purchased recording solution, in writing, prior to the commencement of the on-site implementation.

Customer is responsible for notifying the identified NICE Point of Contact (POC) in writing at least 72 hours in advance of schedule change or cancellation of services.

Customer will provide all required site clearances for NICE staff from commencement of project (i.e. project kickoff meeting) through project completion designated by Customer signoff on Project Completion Document.

Customer will designate an authorized representative to participate in system acceptance testing in its entirety. This representative will be identified prior to start of on-site implementation.

Project Completion, Post Implementation, and Maintenance

Customer is responsible for providing a high speed network connection to the recording network for remote diagnostics.

Customer will ensure that all radio, dispatch, telephony and network systems are available and fully operational prior to the arrival of the NICE equipment.

Customer will ensure availability of designated staff to assist in commissioning/implementation issues within a reasonable time once notified by NICE staff that their assistance is required.

Customer will provide reasonable and necessary access to all required equipment upon verbal or written request by NICE Staff within a reasonable time period upon request.

Designated customer representative will sign Project Completion Document upon successful completion of all aspects of Acceptance Document.

Customer is responsible for full-time system management subsequent to completion of implementation and training of customer staff.

NICE will not provide a dedicated, full-time, on-site technical support technician subsequent to sign-off on the Project Completion Document.

Title:
Date:

Title:
Date:

CLS 9.0 Server

Server Type	Specifications
Item	Specification
CPU	1 x Dual Core Intel® Xeon® 3.00 GHz, 1333 MHz FSB - Or - 1 x Intel® Xeon® processor E5504 2.00 GHz,
System RAM	2 GB
HDD	<ul style="list-style-type: none"> Up to 6 x 146 GB 10 krpm SAS 2.5" (Depending on partitioning)
Network Interface	Ethernet TCP/IP: minimum speed 100 Mbps configured as Full Duplex
Modem (Optional)	56k Modem
Miscellaneous	<ul style="list-style-type: none"> 1 x 512 MB battery backed write cache module CD-ROM/DVD drive
Video card	XGA (1024x768 minimum)
External Backup (Optional)	A7445B (1U rack mountable enclosure) with up to 2 x Q1522B (SCSI DAT 72) + SCSI Controller
Power Supply	<ul style="list-style-type: none"> Single PSU standard Optional dual 1+1 PSU, recommended

Minimum specifications or better

Partitioning Requirements

NiceCLS 9.0 plus with NICE Inform server Platform Partitioning

Physical Drive	Array	RAID level	Partition	Size	Partition Contents
Drive 1 146GB	A	RAID 1	C:	15 GB	Operating System
Drive 2 146GB			D:	131 GB	NICE Inform Server [§] NiceCLS 8.9plus SQL Server installation files NICE Inform SQL data and log files [§] NiceCLS 8.9plus SQL data and log files [‡] NICE Inform Incident data ^{‡§}
Drive 3 146GB	B [‡]	RAID 5	E:	146 GB	NICE Inform Incident data ^{‡§} NiceCLS 8.9plus SQL data and log files [‡]
Drive 4 146GB					
Drive 5 146GB					

Standalone NiceCLS 9.0 plus Storage Center server

The NICE Storage Center server contains just the Storage Center components.

NiceCLS 9.0 plus NICE Storage Center Server Platform Partitioning

Physical Drive	Array	RAID level	Partition	Size	Partition Contents
Drive 1 146GB	A	RAID 1	C:	15 GB	Operating System
Drive 2 146GB			D:	131 GB	NiceCLS 8.9plus Storage Center Server
Drive 3 146GB	B [‡]	RAID 1	E:	146 GB	NICE Storage Center data [‡]
Drive 4 146GB					

NICE Perform VoIP Logger

Item	Specification
CPU	2 x Dual Core Intel® Xeon® 3.00 GHz, 1333 MHz FSB - Or - 2 x Intel® Xeon® processor E5504 2.00 GHz,
System RAM	4 GB
HDD	<ul style="list-style-type: none"> Up to 4 x 146 GB 10 krpm SAS 2.5" (Depending on partitioning)
Network Interface	<ul style="list-style-type: none"> DL380 G5 - Up to 6 x 10/100/1000 ports DL360 G5 - Up to 6 x 10/100/1000 ports or Up to 4 x 10/100/1000 ports + backup
Modem (Optional)	56k Modem
Miscellaneous	<ul style="list-style-type: none"> 1 x 512 MB battery backed write cache module CD-ROM/DVD drive
Video card	XGA (1024x768 minimum)
External Backup (Optional)	A7445B (1U rack mountable enclosure) with up to 2 x Q1522B (SCSI DAT 72) + SCSI Controller
Power Supply	<ul style="list-style-type: none"> Single PSU standard Optional dual 1+1 PSU, recommended

Minimum specifications or better

VoIP Logger Disk Space Limitations

Channels	Limitation
1 to 250 channels	Up to 193 GB of the unformatted partition(s)
251 to 512 channels	Up to 125 GB of the unformatted partition(s)

Logger capacity in hours for every 1GB of disk space

Compression CODEC	Capacity
PCM (G.711) 64kbps	32 hours
G.729 8kbps	256 hours
G.723.1 6.3kbps	325 hours
G.723.1 5.3kbps	384 hours

NICE VoIP Logger RAID 1 - Partitioning Requirements

Physical Drive	Array	RAID level	Partition	Size	Partition Contents
Drive 1 146GB	A	RAID 1	C:	15 GB	Operating System
Drive 2 146GB			D:	5 GB	NICE VoIP Logger
			E: Unformatted	126 GB	Voice Data
Drive 3 146GB	B	RAID 1	F: Unformatted	146 GB	Required if more space is needed for Voice Data
Drive 4 146GB					

NICE VoIP Logger RAID 5 - Partitioning Requirements

Physical Drive	Array	RAID level	Partition	Size	Partition Contents
Drive 1 146GB	A	RAID 5	C:	15 GB	Operating System
Drive 2 146GB					
Drive 3 146GB			D:	5 GB	NICE VoIP Logger
		E: Unformatted	272 GB	Voice Data	

NICE Perform VoIP Logger – For Branches up to 50 Channels

VoIP logger for branches with up to 50 channels (Passive Sniffing 50 input channels out of 100 background traffic).

NICE VoIP logger for up to 50 channels – Hardware Requirements

Item	Specification
CPU	1 x Intel® P4 3.00 GHz, Hyper threaded, 800 MHz FSB
System RAM	1 GB
HDD	250 GB SATA
Network Interface	2 x 100 Mbps dual NICs
Modem (Optional)	56k Modem
Miscellaneous	<ul style="list-style-type: none"> CD-ROM/DVD drive
Video card	XGA (1024x768 minimum)
Power Supply	<ul style="list-style-type: none"> Single PSU standard Optional dual 1+1 PSU, recommended

Minimum specifications or better

NICE Inform server

Item	Specification
CPU	2 x Dual Core Intel® Xeon® 3.00 GHz, 1333 MHz FSB - Or - 2 x Intel® Xeon® processor E5504 2.00 GHz,
System RAM	4 GB
HDD	<ul style="list-style-type: none"> Up to 6 x 146 GB 10 krpm SAS 2.5" (Depending on partitioning)
Network Interface	Ethernet TCP/IP: minimum speed 100 Mbps configured as Full Duplex
Modem (Optional)	56k Modem
Miscellaneous	<ul style="list-style-type: none"> 1 x 512 MB battery backed write cache module CD-ROM/DVD drive
Video card	XGA (1024x768 minimum)
External Backup (Optional)	A7445B (1U rack mountable enclosure) with up to 2 x Q1522B (SCSI DAT 72) + SCSI Controller
Power Supply	<ul style="list-style-type: none"> Single PSU standard Optional dual 1+1 PSU, recommended

Minimum specifications or better

NICE Inform Separate Server Platform Partitioning

Physical Drive	Array	RAID level	Partition	Size	Partition Contents
Drive 1 146GB	A	RAID 1	C:	15 GB	Operating System
Drive 2 146GB			D:	131 GB	NICE Inform Server SQL Server installation files NICE Inform SQL data and log files NICE Inform Incident data [†]
Drive 3 146GB	B [†]	RAID 5	E:	146 GB	NICE Inform Incident data [†]
Drive 4 146GB					
Drive 5 146GB					

If more space is required for the incident file storage then a separate RAID array can be configured to store the incident files. This RAID array is configured as a RAID5 with additional drives if more space is required.

Castle Rock Server

Item	Specification
CPU	Intel P4, 2 GHz or higher
System RAM	1 GB or more
HDD	80 GB (500MB free space), SATA or IDE
Network Interface	Ethernet TCP/IP: minimum speed 100 Mbps
Miscellaneous	<ul style="list-style-type: none"> DVD writer with software
Video card	1280x1024 (recommended) 1024x768 (minimum)
Audio	Windows compatible stereo sound card Loudspeaker or Headphone output

NICE Inform Application Suite Client Workstation- Hardware Requirements

NICE Inform Application Suite Client Workstation Audio - Hardware Requirements

Item	Specification
CPU	Intel P4, 2 GHz or higher
System RAM	1 GB or more
HDD	80 GB (500MB free space), SATA or IDE
Network Interface	Ethernet TCP/IP: minimum speed 100 Mbps
Miscellaneous	<ul style="list-style-type: none"> DVD writer with software
Video card	1280x1024 (recommended) 1024x768 (minimum)
Audio	Windows compatible stereo sound card Loudspeaker or Headphone output

NICE Inform Application Suite Client Workstation Video - Hardware Requirements

Item	Specification
CPU	Intel Core 2 Quad, 2.4 GHz or higher (recommended) Intel Core 2 Duo, 2 GHz or higher (minimum)
System RAM	4 GB (recommended) 2GB (minimum)
HDD	80 GB (500MB free space), 7200rpm, SATA II
Network Interface	Ethernet TCP/IP: minimum speed 100 Mbps
Miscellaneous	<ul style="list-style-type: none"> DVD writer with software
Video card	NVIDIA PX8400 GS 512 MB or higher 1280x1024 (recommended) 1024x768 (minimum)
Audio	Windows compatible stereo sound card Loudspeaker or Headphone output

NICE Inform Application Suite Client Workstation- Software Requirements

- Microsoft Windows XP Professional, Microsoft Windows Vista Business Edition, Microsoft Windows Server 2003 Standard Edition.
- Microsoft Internet Explorer 6.0 or higher, with the latest service pack certified by NICE.
- Microsoft .NET 2.0.50727.42 framework. (This will be installed as part of the client application initialization as necessary)

Purchase Agreement

- 1. Scope:** _____ ("Customer") named on the sales purchase order ("Purchase Order") to which this Purchase Agreement is attached ("Agreement") and into which this Agreement is incorporated by reference agrees to purchase from NICE Systems Inc. ("NICE") and NICE agrees to sell to Customer equipment ("Equipment"), licenses to the NICE proprietary software ("NICE Software") and licenses to third party software ("Third Party Software") (collectively referred to herein as "Products"), as more fully described in the applicable Purchase Order attached hereto. Use of any NICE Software and/or Third Party Software shall be governed by the terms of the license agreements which accompany the delivery of such NICE Software and/or Third Party Software.
- 2. Fees and Purchase Order:** The fees for the Products, which include the cost of Equipment, license fees for the NICE Software and Third Party Software, and shipping, delivery, professional and related installation services (professional and related installation services shall be collectively referred to herein as the "Professional Services") and any other charges applicable thereto (collectively, "Fees") shall be set forth on the Purchase Order and payable to NICE in accordance with Section 3 below. The Purchase Order shall be governed by this Agreement and, if any terms on a Purchase Order conflict with this Agreement, this Agreement shall prevail. The Purchase Order shall be subject to final approval by NICE within ten (10) business days of receipt of such Purchase Order. If Customer submits a Purchase Order with no requested delivery date, then the requested delivery date shall be deemed no later than one hundred eighty (180) days from the date of the purchase order.
- 3. Payment Terms:** Customer shall pay any Fees or other costs due hereunder in U.S. dollars, in full within thirty (30) days of Customer's receipt of invoice. NICE is not obligated to extend any credit to Customer and reserves the right, in NICE's sole discretion, to revoke any credit extended. Any amount due to NICE which is not paid within thirty (30) days of the date of receipt shall accrue interest at one and one-half percent (1½%) per month, or such lesser amount required by law, assessed from the date of the receipt of invoice through the date of payment. Payment of Fees shall be made in accordance with the following: NICE shall invoice Customer:
- (i) For Products, including, but not limited to, shipping and delivery charges, upon shipment by NICE to Customer; and
 - (ii) For Professional Services, upon the Professional Services having been rendered.
- 4. Taxes:** Customer shall, in addition to the other amounts payable under this Agreement, pay all sales and other taxes, federal, state or otherwise, however designated, but excluding taxes on NICE's income, which are levied or imposed by reason of the transactions contemplated by the Purchase Order. Without limiting the foregoing, Customer shall promptly pay to NICE an amount equal to any such taxes actually paid, or required to be collected or paid by NICE. If Customer, at any time, claims that its purchase is exempt from any taxes, including without limitation sales taxes, it shall be Customer's responsibility to provide NICE with the appropriate tax exemption certificate(s). NICE reserves the right to charge Customer for the taxes required to be paid until proof of exemption acceptable to NICE is provided to NICE by Customer.
- 5. Delivery and Title to Products:** After receipt of the Purchase Order executed by both parties hereto, on the date set forth in such Order, NICE shall deliver the Products purchased in such Purchase Order to the site designated in such Purchase Order ("Customer Site"). Customer shall be responsible for all shipping and insurance costs regardless of which method of shipment is chosen by NICE. The price shown on the Purchase Order and all transportation provided hereunder are F.O.B. NICE's premises in New Jersey ("F.O.B. Site"). Title and risk of loss to the Products shall pass to Customer immediately upon the Products leaving the F.O.B. Site. If NICE pre-pays any of the foregoing Shipping Costs, NICE shall invoice Customer for all such Shipping Costs incurred by NICE or its agents, and Customer shall promptly pay such invoice pursuant to the provisions set forth in Section 3 herein. Customer agrees to indemnify, defend and hold NICE harmless for any damages, caused by the carrier or otherwise, to the Products, which occur after the Products leave the F.O.B. Site, including without limitation during any period prior to Customer's receipt of title to the System pursuant to this Section 5 herein; provided that such damages are not the direct result of gross negligence or intentional misconduct of NICE or its employees. If NICE secures insurance for any Products during shipment of the Products to any site designated by Customer, including without limitation the Customer Site, Customer agrees to pay all charges for any such insurance.
- 6. Installation:** Prior to the date agreed by the parties for installation, Customer shall provide NICE or NICE's designated installer with reasonable access to the installation site for purposes of determining site readiness for installation and shall designate an individual on Customer's staff to serve as a contact person for all site preparation and installation issues. Customer shall undertake, at its own expense, to prepare and make available the installation site for the Products according to NICE's instructions, which may include specific instructions for each Product.
- Customer also shall provide at its own expense all labor, equipment and other materials required to move the Products from the entrance of Customer's premises at the Customer Site to the installation site, including without limitation any lifting gear, carpentry, piping, electrical power supply as specified by NICE, power cable access points, telephone access in close proximity to where the Products will be installed, and working conditions as in the opinion of NICE are necessary for the installation of the Products. Prior to and during installation of the Products, Customer shall provide suitable and safe space for storage of the Products and any materials incident to installation, and shall assume all risk of loss in connection therewith.
- CUSTOMER SHALL INDEMNIFY NICE AGAINST ANY LOSS, DAMAGE OR CLAIM ARISING OUT OF THE CONDITION OF THE STORAGE SITE AND INSTALLATION SITE FOR THE PRODUCTS, UNLESS SUCH LOSS, DAMAGE OR CLAIM IS DIRECTLY CAUSED BY NICE'S INTENTIONAL MISCONDUCT. Customer shall obtain at its cost and keep effective all permissions, licenses and permits, if any, whenever required in connection with the installation and/or use of the Products and the site where the Products will be situated.
- 7. Warranty:** 7.1 - NICE warrants that the Products will be free from defects in material and workmanship under conditions of normal use for a period of ninety (90) days after the date of Installation ("Warranty Period"). Should the Products or part thereof fail, at NICE's sole discretion, to be free from defects in materials or workmanship or fail to operate substantially in accordance with NICE's applicable functional specifications, at any time during the Warranty Period, Customer's sole and exclusive remedy shall be, and NICE's sole obligation shall be to, in NICE's sole discretion, repair or replace, or cause to be repaired or replaced, the Products or part thereof at no additional charge to Customer; provided that Customer has promptly reported same to NICE and NICE has, upon inspection, found such Products or part thereof actually to be defective. All replaced parts will become the property of NICE.
- Any warranty applicable to NICE Software or Third Party Software shall be set forth in the licenses therefor. If the Products or any part thereof is subject to warranty pursuant to Section 7.1 herein, NICE shall at its cost pay for on-site inspection and labor ("Warranty Service"), if such Warranty Service is deemed by NICE to be commercially practicable, and for the costs of any necessary shipment and handling to ship the Equipment or part thereof from Customer to NICE and from NICE to Customer. If any Products or part thereof:

- (i) is excluded from warranty pursuant to Section 7.2 immediately below;
- (ii) is returned after the Warranty Period; or
- (iii) is found by NICE, in its sole discretion, not to be defective, Customer shall pay NICE for any costs incurred for shipping and handling and for any Warranty Service at NICE's then prevailing rates or such other rates as may be agreed by the parties in writing in a maintenance agreement.

The warranty provided in this Section 7.1 does not include damage to the Products resulting from a cause other than part defect or malfunction, including without limitation:

- (i) improper storage, misuse or unreasonable use;
 - (ii) neglect, accident, fire, lightning, power or air conditioning failure, unusual physical or electrical stress caused by forces or elements external to the Products, or other hazard; or
 - (iii) installation, testing, operation, maintenance, servicing or modification of the Products or part thereof by anyone other than NICE.
- The above warranty also does not apply if the original identification marks on such Products or part thereof have been removed or altered.

7.2 - THE WARRANTY SET FORTH IN SECTION 7.1 ABOVE IS THE ONLY WARRANTY MADE BY NICE. NICE MAKES AND CUSTOMER RECEIVES FROM NICE NO OTHER WARRANTY EXPRESSED OR IMPLIED, AND THERE ARE EXPRESSLY EXCLUDED ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE. THE REMEDY SET FORTH IN SECTION 7.2 HEREIN IS CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY HEREUNDER.

8. NICE Software and Third Party Software:

Any use by Customer of any and all software and user documentation provided by NICE in connection with the Products or otherwise shall be subject to and in compliance with any restrictions or other provisions set forth in the license agreement for the applicable software, regardless of whether such license is granted by NICE or a third party. Without limitation of the foregoing, Customer acknowledges and agrees that the license of any software to Customer is a limited right to use such software and does not constitute a sale of such software to Customer, and that all right, title, interest in and to any and all intellectual property therein is and shall remain at all times the property of NICE or the applicable software manufacturer. Customer shall not assign, sublicense, transfer, pledge, lease, rent or share rights under any license agreement provided hereunder, unless expressly permitted under such license agreement. Customer shall treat the software licensed hereunder as Confidential Information (as defined herein), subject to the provisions regarding Confidential Information set forth herein.

9. Cancellations of Purchase Order:

Customer may cancel the Purchase Order by delivering to NICE a written cancellation notice ("Cancellation Notice"). Upon cancellation pursuant to a Cancellation Notice, Customer shall be subject to a restocking fee ("Cancellation Restocking Fee") as follows: (i) a fee to Customer of fifteen percent (15%) of the Fees if NICE receives a Cancellation Notice more than fifteen (15) days prior to the confirmed date of shipment; (ii) a fee to Customer of thirty percent (30%) of the Fees if NICE receives a Cancellation Notice between fifteen (15) and ten (10) days prior to the confirmed date of shipment; and (iii) a fee to Customer of eighty percent (80%) of the Fees if NICE receives a Cancellation Notice less than ten (10) days prior to the confirmed date of shipment. After receiving a Cancellation Notice and canceling the Purchase Order, NICE promptly shall submit a written invoice to Customer specifying the applicable Cancellation Restocking Fees.

10. Confidential Information

Customer shall treat as confidential all information designated by NICE verbally or in writing as confidential, and any other information provided by NICE that in good conscience ought to be kept confidential (collectively, "Confidential Information"), shall not use Confidential Information except as set forth in this Agreement, and shall not disclose such Confidential Information to any third party. Confidential Information shall not include information that is required to be disclosed by court order.

11. Indemnity by NICE:

NICE shall defend or, at its option, settle any claim, suit or proceeding ("Claim") brought by a third party against Customer insofar as such Claim is based on a claim that any Equipment or NICE Software sold hereunder constitutes a direct infringement of any duly issued U.S. patent or copyright, and NICE will only pay the cost and damages finally awarded by a court of competent jurisdiction in any such Claim after exhaustion of all permissible appeals; provided that NICE is promptly informed in writing within five (5) business days after Customer's receipt of such notice, is furnished a copy of each communication, notice or other action relating to the alleged infringement, and is given all authority, information and assistance from Customer as NICE may require to defend or settle said Claim.

NICE shall have sole control of any defence and shall not be responsible for any compromise or settlement made without the prior written consent of NICE. If Customer participates in the defence or settlement of any matter, Customer shall be responsible for its own costs and expenses, including without limitation all legal fees and costs. If any Claim which NICE is obligated to defend has occurred, or in NICE's opinion is likely to occur, Customer agrees to permit NICE, at NICE's option and expense:

- (i) to procure for Customer the right to continue using the relevant Equipment or NICE Software;
- (ii) to replace with non-infringing alternates or modify the relevant Equipment or NICE Software so that it becomes non-infringing but its functionality after modification is substantially equivalent; or
- (iii) to terminate the Purchase Order with respect to the Equipment or NICE Software in question, to accept the return of such Equipment or NICE Software and to reimburse Customer for the Fees for such Equipment or NICE Software, less an amount equal to the Fees therefor as depreciated or amortized by an equal annual amount over a three (3) year period beginning from Installation.

THE FOREGOING STATES THE SOLE AND EXCLUSIVE LIABILITY OF NICE, AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY, WITH RESPECT TO INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHTS BY THE EQUIPMENT OR NICE SOFTWARE OR ANY PARTS THEREOF. The foregoing indemnity shall not apply if the infringement or alleged infringement arises out of

- (i) NICE's compliance with specifications or designs of Customer or of a purchaser from Customer;
- (ii) the Equipment or NICE Software being modified by, combined with, added to, interconnected with and/or used with any equipment, apparatus, device or software not supplied by NICE;
- (iii) the modification to the Equipment or NICE Software by any person or entity other than NICE; or
- (iv) misuse of the Equipment or NICE Software.

In addition to the foregoing, Customer shall promptly notify NICE in writing of any actual, suspected or apparent infringement of NICE's proprietary rights that may come to Customer's attention.

12. Indemnity by Customer:

12.1 - Customer shall indemnify, defend and hold harmless NICE and its affiliates, and their officers, directors, agents, employees, legal representatives, successors and assigns, and each of them from and against any and all Claims, liabilities, losses, penalties, damages, costs or expenses (including without limitation reasonable legal fees and expenses) (collectively, "Losses") arising out of, in connection with or based upon patent and/or copyright infringement:

- (i) relating to the use or sale by Customer of any Products or part thereof in any combination, method, process or programming application;
- (ii) arising out of compliance by NICE or NICE certified technicians with modification specifications furnished by Customer;
- (iii) based on a Claim that the manufacture or sale of any Products hereunder as modified by, combined with, added to, interconnected with or used with any equipment, apparatus, device or software not supplied by NICE hereunder constitutes such an infringement; and/or
- (iv) arising out of misuse of the Products.

12.2 - Except for infringement claims subject to Section 12.1 above, Customer shall indemnify and hold harmless NICE and its affiliates, and their officers, directors, agents, employees, legal representatives, successors and assigns, and each of them from and against any and all Losses arising out of, in connection with or based upon: (i) Customer's breach of this Agreement; (ii) Customer's possession, operation or use of the Products; or (iii) the intentional misconduct or negligence of Customer, its employees or agents. NICE shall provide Customer with prompt notice of any such claim.

13. Limitation of Liability:

EXCEPT AS EXPRESSLY PROVIDED IN THESE TERMS AND CONDITIONS, NICE SHALL NOT BE LIABLE FOR ANY LOSSES TO PERSONS OR PROPERTY CLAIMED TO HAVE RESULTED FROM THE USE OF THE PRODUCTS PROVIDED HEREUNDER OR TO BE RELATED IN ANY WAY TO THE ACQUISITION OF SUCH PRODUCTS. IN NO EVENT SHALL NICE BE LIABLE TO CUSTOMER, ITS EMPLOYEES, AGENTS OR ANY OTHER PERSONS FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES OR LOSSES, INCLUDING WITHOUT LIMITATION LOSS OF USE, LOSS OF OR DAMAGE TO RECORDS OR DATA, COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY, REVENUE AND/OR PROFITS, SUSTAINED OR INCURRED REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR OTHERWISE, INCLUDING WITHOUT LIMITATION NEGLIGENCE, STRICT LIABILITY, INDEMNITY OR OTHERWISE, AND WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN AND REGARDLESS OF WHETHER NICE HAD RECEIVED NOTICE OR HAD BEEN ADVISED, OR KNEW OR SHOULD HAVE KNOWN, OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES.

IN ANY EVENT, THE MAXIMUM EXTENT OF NICE'S LIABILITY TO CUSTOMER HEREUNDER FOR ANY PRODUCT HEREUNDER, SHALL NOT IN ANY CIRCUMSTANCES EXCEED THE FEES ACTUALLY PAID BY CUSTOMER TO NICE FOR SUCH PRODUCT ACTUALLY GIVING RISE TO SUCH LIABILITY. IN NO EVENT SHALL NICE BE LIABLE FOR ANY CLAIM THAT AROSE MORE THAN ONE (1) YEAR PRIOR TO THE INSTITUTION OF SUIT THEREON.

14. Independent Contractors:

It is expressly agreed that NICE and Customer are acting hereunder as independent contractors and under no circumstances shall any of the employees of one party be deemed the employees of the other for any purpose. This Agreement and/or the Purchase Order shall not be construed as authority for either party to act for the other party in any agency or other capacity, or to make commitments of any kind for the account of or on behalf of the other except to the extent and for the purposes expressly provided for and set forth herein.

15. Force Majeure:

A party hereunder shall not be liable for, nor be deemed to be in default by reason of, any delay or failure in the performance of its tasks (or any part thereof) under this Agreement or the Purchase Order, when such delay or failure is caused, in whole or in part, by circumstances constituting force majeure, including without limitation, an act of god, war, riot, strike, fire, flood or failure or delay on the part of subcontractors, suppliers or carriers, change in governmental regulations, or any other cause or circumstance, direct or indirect, beyond such party's reasonable control. Such failure or delay, to the extent it retards such party's performance or any other undertaking under this Agreement or the Purchase Order, will extend the time for performing the same for as many days beyond the applicable performance date as is required to correct the effects of such force majeure event.

16. General:

This Agreement, the Purchase Order hereunder and any performance related thereto shall be governed by and construed in accordance with the laws of the State of New Jersey, except for its conflict of law principles. The parties hereby consent to jurisdiction and venue in the federal and state courts of the State of New Jersey. It is expressly agreed by the parties hereto that this Agreement and the Purchase Order hereunder shall not be governed by the provisions of the Convention on International Sale of Goods. Customer may not assign, without the prior written consent of NICE, its rights, duties or obligations under this Agreement or the Purchase Order to any person or entity, in whole or in part.

Customer agrees that NICE shall have the right to assign its rights, duties or obligations under this Agreement or the Purchase Order to any person or entity, in whole or in part, as long as the assignee is capable of adequately performing the rights and duties so assigned, as provided for herein. The waiver or failure of either party to exercise any right in any respect provided for herein shall not be deemed a waiver of any other right hereunder. If any provision of this Agreement is determined to be invalid under any applicable statute or rule of law, the balance of the Agreement shall remain enforceable. The section headings used herein are for reference and convenience only and shall not enter into the interpretation hereof. This Agreement and attached Schedules constitutes the entire agreement between Customer and NICE with respect to the subject matter hereof and there are no representations, understandings or agreements which are not fully expressed in this Agreement.

No amendment, change, waiver, or discharge hereof shall be valid unless in writing and signed by an authorized representative of the party against which such amendment, change, waiver, or discharge is sought to be enforced. In the event of any conflict or difference between this Agreement and the Purchase Order attached hereto and incorporated herein, or any other documentation provided to Customer by NICE, this Agreement shall prevail. Sections 3, 5 (solely with respect to risk of loss passing to Customer and indemnification by Customer), 7.2, 12, 13, 14, 15 and this Section 16 shall survive cancellation of this Agreement or the Purchase Order.

Customer: _____

Title:
Date:

NICE Rep: _____

Title:
Date:

Maintenance Level Descriptions

Level	Support Coverage	Call Back Response Time	On-Site Response Time for Priority 1 Service Issues
Silver	Eight (8) hours, five (5) days per week. (8 to 5)	Sixty (60) minutes after receipt of call from authorized representative	Six (6) hours
Gold Lite	<u>Phone Support</u> - Twenty-four (24) hours, seven (7) days per week <u>On-Site Support</u> - Eight (8) hours, five (5) days per week. (8 to 5)	Sixty (60) minutes after receipt of call from authorized representative	Six (6) hours
Gold	Twenty-four (24) hours, seven (7) days per week * This option is available to customers where the location of the equipment is within a 4-hour drive time to most major metropolitan areas (identified at time of purchase). Authorization of Call Center Director required	Sixty (60) minutes after receipt of call from authorized representative	Four (4) hours
Platinum	Twenty-four (24) hours, seven (7) days per week * This option is available to customers where the location of the equipment is within a 2-hour drive time to most major metropolitan areas (identified at time of purchase). Authorization of Call Center Director required. * In addition to the fastest response times offered, the following items are also included with this level: <ul style="list-style-type: none"> • Dedicated 800 dial in number • Periodic Maintenance, up to 4 per year, scheduled at the customers request • Disaster Preparation (backups, documentation) • Spare parts on site 	Thirty (30) minutes after receipt of call from authorized representative	Two (2) hours

PSAP Grant Program Grant Ranker

View Application--50--Lunenburg County CAD Replacement

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Computer-Aided Dispatch (**CAD**)

Primary PSAP Applicants: Lunenburg County

Jurisdictions Served: Kenbridge, Town of
Victoria, Town of

Project Director:

Donald R. Penland, Jr.
Coordinator
160 Courthouse Square
434-696-4452 (phone)
434-696-2531 (fax)
djpenland@lunenburgva.net

Project Description:

Total Project Cost \$60,250.00

Amount Requested: \$60,250.00

Statement of Need:

Lunenburg County is a rural county with an estimated population of 12,000 and is comprised of 434 square miles. This PSAP provides all dispatching of Police, Fire and Rescue for Lunenburg County as well as the Towns of Victoria and Kenbridge. The current CADSTAR system in place is no longer supported by the vendor and is in need of replacement. All current warranties and maintenance contracts have expired on the existing hardware and software. Operational service will be impacted by downtime of the aging equipment and the safety of citizens due to increased dispatch times due to failing equipment. This current system is experiencing problems with its built in mapping system and requires periodic reloading during a dispatch shift to avoid system lock-ups which occur at ever increasing intervals. Not receiving funding would impact the ability of the Lunenburg Sheriff's Office to provide the current level of services to it's citizens and impact the safety of units in the field.

Comprehensive Project Description:

The goals and objectives for this project are to replace aging CAD equipment to ensure the continued efficient handling of 911 calls. It provides for DaPro Systems IBR_Plus CAD Software for two dispatch positions and replacement of our aged CAD server and two dispatch workstation. Also provides for the interface of the new DaPro CAD system with our current mapping system and covers all installation and conversion of equipment and current data. The new DaPro System will enhance service to county citizens

and units in the field. The DaPro system will fully intergrate with current MSAG mapping system and RMS system and will have the ability to share information to/from surrounding counties. Project completion is estimated to be completed within 90 days of funds becoming available.

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

This equipment is fully upgradeable to support any future technologies in PSAP readiness.

Budget and Budget Narrative:

See Attachment. Equipment, software, and setup cost, \$46,750.00. Annual maintenance for years 2-5 @ \$3,375.00 per year totaling \$13,500.00. Total project cost, \$60,250.00.

Evaluation:

The success of the project will be measured by having the equipment purchased, installed, and personnel trained and operating properly.

Attachments

Dapro grant quote.pdf



PO BOX 20182
Roanoke, VA 24018

PROPOSAL

Date: October 7, 2009
Proposal # 2009-100801

Prepared for: Lunenburg County Sheriff's Office
Attn: Major Jimmy Moses

Sales Representative	Quote Expiration	Notes/Comments
Jeff Lewis	12/31/2009	Public Safety System Proposal - reduced scope

DaProSystems IBR_Plus Public Safety System			
QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
2	DaProSystems IBR_Plus Computer Aided Dispatch (CAD) Software Licensing - 1 dispatch position	\$7,500.00	\$15,000.00
1	DaProSystems Interface Software Licensing MSAG Eagle Mapping System Interface - Site License	\$4,500.00	\$4,500.00
1	DaProSystems Interface Software Licensing E-911 Interface - Site License	\$3,000.00	\$3,000.00
1	DaProSystems Professional Services System Installation & Configuration	\$1,500.00	\$1,500.00
1	DaProSystems Professional Services System Training: User and Administration	\$1,500.00	\$1,500.00
1	DaProSystems Professional Services Project Management including Codes/Table Setup	\$1,500.00	\$1,500.00
1	DaProSystems Professional Services Data Conversion Programming - Courtesy Discount	\$6,500.00	\$6,500.00
4	Hardware / Equipment - Dell OptiPlex Workstations w/ 19" FP Monitor, MS Office Standard,	\$1,475.00	\$5,900.00
1 optional	Hardware / Equipment - Network Firewall Appliance	\$850.00	\$850.00
1	Hardware/Equipment: Dell PowerEdge File Server CAD/RMS File Server	\$6,500.00	\$6,500.00
Total			\$46,750.00

Please See Page 2 for Proposal Terms and Conditions

DaProSystems Official Proposal

Proposal #: 2009-061901

Prepared for: Lunenburg County Sheriff's Office

DaProSystems Annual Maintenance Agreement

The Technical Support Agreement assures that DaProSystems software will remain current and that expert technical assistance is always a phone call away. DaProSystems software licensing is subject to applicable annual maintenance fees. Software licenses are provided with the first 12 months of standard software support included. Annual maintenance fees for the second 12 months of software support is 15% of the retail price for the software licensing (20% for CNet_Plus State/NCIC Interface Software). 24X7X365 Technical Support is available at an additional charge. For existing clients on a current Technical Support Agreement contract, the applicable annual maintenance increase for the additional software will be added to the next applicable annual maintenance invoice. For new clients, the DaProSystems Technical Support Agreement will be executed upon live system implementation and annual maintenance fees will be due on the anniversary date of system implementation.

Estimated Annual Maintenance Fees for this Project:
Estimated DaProSystems Annual Maintenance Fees: \$ 3,375.00

Standard Terms & Conditions

1. Payment terms are Net 30 Days.
2. Purchase Orders shall be made to DaProSystems and mailed to: PO BOX 20182 Roanoke, VA 24018 or faxed to: 540.774.2893
3. Proposal totals assume no additional network wiring, switches, or equipment will be required for system operation.
4. Proposal assumes all existing network equipment and hardware meets or exceeds current DaProSystems minimum requirements.
5. For proposals including hardware/equipment, DaProSystems reserves the right to:
 - a: Bill for Hardware/Equipment Items prior to system installation and hold order/delivery of said items until receipt of payment; and/or
 - b: To substitute hardware products of equal or better value in the event proposed product is discontinued, or improved at same cost.
6. All products delivered, which are not manufactured or authored by DaProSystems, Inc. will be covered by applicable manufacturer's warranty and/or software licensing agreement. The product manufacturer will be responsible for product updates, warranty replacements, etc. DaProSystems will assist with its best efforts to expedite the delivery of said updates, replacements, etc. but assumes no liability for performance or support of the products in any manner.
7. For projects totalling more than \$10,000.00, DaProSystems reserves the right to invoice for project related items (software licensing, professional services, etc.) prior to project completion according to the completion of applicable project milestones. Specific project payment milestones will be agreed upon by project agency(s) and DaProSystems and listed in applicable project documentation (Statement of Work, Software and Service Agreement, RFP Response, Proposal, etc.).

Proposal Acceptance

Accepted for Lunenburg County Sheriff's Office:

Authorized Signature

Date

Printed Name/Title

PSAP Grant Program Grant Ranker

View Application--51--ESRI 9.x Conversion to support E 9-1-1

Grant Period: 2011

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: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: Greene County

Jurisdictions Served: Greene, County of

Project Director:

Ms. Stephanie Golon
County Planner
40 Celt Road
434-985-1462 (phone)
434-985-1459 (fax)
sgolon@gcva.us

Project Description:

Total Project Cost \$65,000.00

Amount Requested: \$65,000.00

Statement of Need:

Greene County is seeking to create an up to date and sustainable GIS database to support their 9-1-1 address locating and map display. Currently, the County has an out of date system that needs to be migrated to an ESRI GIS environment. The County lacks the technical in-house resources to perform data migration and setup of the on-demand data transfer to the PSAP (Addressing, roads, etc.). Completion of this project will enable efficient data maintenance and support of the E 9-1-1 PSAP mapping system. The County does not currently have the budget funds to complete this project without grant funding.

Comprehensive Project Description:

In this three phase project, the County will acquire the services of a qualified consultant to: 1) assess its current system data and E-911 mapping requirements then develop a migration plan, 2) migrate to an ESRI 9.x environment and develop the E 9-1-1 data transfer work process, 3) purchase GIS and GPS field tools that will enable the County to maintain addressing and roadways. Phase 1 - Assess its current CAD data and E-911 mapping requirements then develop a migration plan. The County will work with a consultant to identify the data to be converted and develop a plan to successfully migrate it from the existing system, design an ESRI 9.x GIS database schema, and define the detailed E-911 mapping data requirements and format. The result of this phase will be an identification of the data required to update the E 9-1-1 mapping

system, development of the ESRI 9.x GIS to support data conversion, and development of an implementation plan to successfully complete this project. Phase 2 - Migrate to an ESRI 9.x environment and develop the E 9-1-1 data transfer work process. Data necessary to support E-911 mapping and addressing will be migrated from the current system to an ESRI 9.x geodatabase environment. The resulting GIS data will be QC checked to insure that all data was successfully migrated and can support the addressing maintenance requirements. Once the migration is complete, the work processes and tools will be developed and implemented to support on demand transfer of the data update from the GIS to the E 9-1-1 mapping system. Phase 3 - GIS and GPS addressing maintenance tools. The County will purchase the tools (equipment and software) to enable address and centerline maintenance in the field. The County does not currently have the ability to collect data and import/export directly into GIS and consequently the PSAP. The selected vendor will provide on-site training for the equipment and software.

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

GIS and GPS tools will be used in the future to maintain the 9-1-1 critical data required by the PSAP. The tools purchased through this project will be maintained annually by the County will in the future be funded from its own budget.

Budget and Budget Narrative:

Phase 1 - Existing Data Assessment/Plan Development, cost \$9,500.00 Phase 2 - Existing Data Migration / Data Transfer Setup, cost \$40,500.00 Phase 3 - GIS Data Maintenance Tools, Training, cost \$15,000.00
Total Grant Project Request \$65,000.00

Evaluation:

Overall, this project's success will be measured by the amount of improvement in location and provision of emergency services resulting from improved local data. Milestones for measuring project progression and success include: 1. Existing Data Assessment 2. ESRI 9.x GIS Database Setup 3. Existing Data Migration 4. Implementation of GIS to PSAP data transfer tools 5. Acquisition of addressing maintenance tools 6. Deployment and training of addressing maintenance tools.

Attachments

PSAP Grant Program Grant Ranker

View Application--52--GIS Enhancement Priority and Continuity

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: Waynesboro 9-1-1 Communications

Jurisdictions Served: Waynesboro, City of

Project Director:

Keith Pultz
GIS Coordinator
503 West Main St
540-942-6500 (phone)
540-942-6671 (fax)
PULTZKD@CI.WAYNESBORO.VA.US

Project Description:

Total Project Cost \$152,500.00

Amount Requested: \$150,000.00

Statement of Need:

Statement of Need This grant request is related to the GIS Enhancement Priorities and Continuity as stated the Grant Guidelines for 2010. This grant request will provide the funding needed to perform the data collection, verification, and development work necessary to support site address and address access geocoding in the PSAP and GIS. In addition, the City intends to collect additional updated information on City road centerlines and driveways that are discovered as a result of developing the address data. The City does not have the human resources necessary to complete this work and intends to hire a qualified consultant with experience in developing this data.

Comprehensive Project Description:

Geospatial data to be developed for the grant will include site addresses, access points, remediated driveway centerlines, and remediated road way centerlines, according to the following specifications:

- Site Addresses — These features will be placed as points within the polygonal representation of the addressed structure. Where multiple addresses reside within a single feature, address points will be placed within the appropriate polygon relative to their location within the structure and/or along the path of the associated roadway. For each address, a digital photograph of the associated structure is to be obtained and hyperlinked. Attributes to be captured for each structure include, but are not limited to: o House Number o

Street Pre Direction (e.g., N, S, E, W) o Street Name o Street Type (e.g., RD, ST, LN, AVE) o Street Post Direction (e.g., N, S, E, W) o Unit / Apartment Number o Full Street Address (e.g., 500 East Main St) o Structure Type (e.g., house, apartment, industrial) o Address Rank o Address Status • Access Points — These features represent the primary location by which to access the property containing the site address. Typically, this will be represented by a driveway, curb cut, parking lot entrance, or similar roadway feature. These locations will coincide with the intersection of the associated driveway and roadway centerlines and are to be captured in a heads up environment or using field verified GPS locations. • Road Centerlines — Road centerlines represent public access roadways with one or more addressable structures on the segment. High quality road centerline data for the City already exists so road data collected as part of this project will remediate or improve existing road centerlines in the City. The existing road network will be verified in terms of road name attribution as well as completeness of the roadway network. In order to enhance the usefulness and flexibility of the city's addressing data and enable use of geocoding tools, address ranges will be attributed on the centerline. In addition to attributing and verifying road name information as previously specified, attribution of road centerlines will include address Left From, Left To, Right From, Right To fields and establish cardinal directionality consistent with addresses. • Driveway Centerlines — These represent private drive and parking lot centerlines that provide access to addressed structures. Driveway data already existing for the City and as part of the ancillary data in the VMP dataset, so road data collected as part of this project will remediate or improve this existing data. Data changes are to be captured using heads up orthophoto interpretation techniques against the latest VBMP aerial photography and are to precisely intersect but not split road centerlines. • Metadata — All data will be delivered in ESRI geodatabase format, along with embedded FGDC compliant metadata. • Field Verification — All site addresses, access points and roadways are to be GPS field verified for locational accuracy and attribution. For site addresses, this will include visual verification of structures as well as capture and linking of structure photographs. Road centerlines are to be verified for completeness and accuracy of the network as well as road names.

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

The data collected as part of this project will provide critical information about the location of addressable structures, address access points, address driveways and the road network the connects these addresses together. This is critical information for all aspects of PSAP readiness in the City, including computer aided dispatch, drive-time analysis, and emergency management readiness.

Budget and Budget Narrative:

The following is a budget breakdown for each of the field verified data development task items identified in the project description: Task Item Cost Estimate • Site Addresses Development \$33,000 • Access Points Development \$18,000 • Road Centerline Remediation \$16,000 • Driveway Centerlines Remediation \$11,500 • Metadata \$1,500 • Field Verification / Digital Building Photos \$59,000

Evaluation:

Evaluation data will be collected throughout the project as specific milestones are achieved. The data sources will include regular project status reports, milestone testing and acceptance documents, and final project acceptance documents. Project milestones and status reports will be dictated by the following project objectives: 1. Secure the services of a qualified consultant 2. Consultant will perform the office tasks necessary to develop the core datasets. 3. Consultant will perform the field work necessary to verify and validate addresses. 4. Data will be implemented, tested and validated by the PSAP and the City GIS office. 5. Data will be deployed to the computer aided dispatch software and the City's enterprise GIS database As part of the overall project, a Technical Plan of Operations will be developed that incorporates each stage of the project, and provides an audit trail associated with final outcomes, final project metrics, and achievement of specific project deliverables.

Attachments

PSAP Grant Application - City of Waynesboro 2009 GIS.doc
--

PSAP GRANT APPLICATION – GIS ENHANCEMENT PRIORITIES AND CONTINUITY

Statement of Need

This grant request is related to the GIS Enhancement Priorities and Continuity as stated the Grant Guidelines for 2010. This grant request will provide the funding needed to perform the data collection, verification, and development work necessary to support site address and address access geocoding in the PSAP and GIS. In addition, the City intends to collect additional updated information on City road centerlines and driveways that are discovered as a result of developing the address data. The City does not have the human resources necessary to complete this work and intends to hire a qualified consultant with experience in developing this data.

Impact on Operational Services

The PSAP and GIS have the software tools necessary to perform and maintain automated geocoding using the improved site address, access point and other data layers but lack the actually data to perform these tasks. This data provides critical information for the day to day operation of the City's PSAP.

Consequences of not receiving funding

This project is reliant upon the award of the grant funding. The City does not have the funding necessary to perform this work without the grant award. Development of these data layers is part of the continuous plan for increasing efficiencies and improving services to City citizens and businesses.

Comprehensive Project Description

Geospatial data to be developed for the grant will include site addresses, access points, remediated driveway centerlines, and remediated road way centerlines, according to the following specifications:

- **Site Addresses** — These features will be placed as points within the polygonal representation of the addressed structure. Where multiple addresses reside within a single feature, address points will be placed within the appropriate polygon relative to their location within the structure and/or along the path of the associated roadway. For each address, a digital photograph of the associated structure is to be obtained and hyperlinked. Attributes to be captured for each structure include, but are not limited to:
 - House Number
 - Street Pre Direction (e.g., N, S, E, W)
 - Street Name
 - Street Type (e.g., RD, ST, LN, AVE)
 - Street Post Direction (e.g., N, S, E, W)
 - Unit / Apartment Number
 - Full Street Address (e.g., 500 East Main St)
 - Structure Type (e.g., house, apartment, industrial)
 - Address Rank
 - Address Status
- **Access Points** — These features represent the primary location by which to access the property containing the site address. Typically, this will be represented by a driveway, curb cut, parking lot entrance, or similar roadway feature. These locations will coincide with the intersection of

the associated driveway and roadway centerlines and are to be captured in a heads up environment or using field verified GPS locations.

- **Road Centerlines** — Road centerlines represent public access roadways with one or more addressable structures on the segment. High quality road centerline data for the City already exists so road data collected as part of this project will remediate or improve existing road centerlines in the City. The existing road network will be verified in terms of road name attribution as well as completeness of the roadway network. In order to enhance the usefulness and flexibility of the city's addressing data and enable use of geocoding tools, address ranges will be attributed on the centerline. In addition to attributing and verifying road name information as previously specified, attribution of road centerlines will include address Left From, Left To, Right From, Right To fields and establish cardinal directionality consistent with addresses.
- **Driveway Centerlines** — These represent private drive and parking lot centerlines that provide access to addressed structures. Driveway data already existing for the City and as part of the ancillary data in the VMP dataset, so road data collected as part of this project will remediate or improve this existing data. Data changes are to be captured using heads up orthophoto interpretation techniques against the latest VBMP aerial photography and are to precisely intersect but not split road centerlines.
- **Metadata** — All data will be delivered in ESRI geodatabase format, along with embedded FGDC compliant metadata.
- **Field Verification** — All site addresses, access points and roadways are to be GPS field verified for locational accuracy and attribution. For site addresses, this will include visual verification of structures as well as capture and linking of structure photographs. Road centerlines are to be verified for completeness and accuracy of the network as well as road names.

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

The data collected as part of this project will provide critical information about the location of addressable structures, address access points, address driveways and the road network the connects these addresses together. This is critical information for all aspects of PSAP readiness in the City, including computer aided dispatch, drive-time analysis, and emergency management readiness.

Budget and Budget Narrative

The following is a budget breakdown for each of the field verified data development task items identified in the project description:

<u>Task Item</u>	<u>Cost Estimate</u>
• Site Addresses Development	\$33,000
• Access Points Development	\$18,000
• Road Centerline Remediation	\$16,000
• Driveway Centerlines Remediation	\$11,500
• Metadata	\$1,500
• Field Verification / Digital Building Photos	\$59,000

Evaluation: (How will project be evaluated and measured for achievement and success)

Evaluation data will be collected throughout the project as specific milestones are achieved. The data sources will include regular project status reports, milestone testing and acceptance documents, and final project acceptance documents. Project milestones and status reports will be dictated by the following project objectives:

1. Secure the services of a qualified consultant
2. Consultant will perform the office tasks necessary to develop the core datasets.
3. Consultant will perform the field work necessary to verify and validate addresses.
4. Data will be implemented, tested and validated by the PSAP and the City GIS office.
5. Data will be deployed to the computer aided dispatch software and the City's enterprise GIS database

As part of the overall project, a Technical Plan of Operations will be developed that incorporates each stage of the project, and provides an audit trail associated with final outcomes, final project metrics, and achievement of specific project deliverables.

PSAP Grant Program Grant Ranker

View Application--53--E911 GIS data and PSAP mapping system

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: GIS: high priority (refer to GIS-related Grant Request Prioritization Matrix for a description of GIS projects that would have a high funding priority) (**GIS HIGH PRIORITY**)

Primary PSAP Applicants: Southampton County

Jurisdictions Served: Southampton, County of

Project Director:

Jerry Smith
CCO
22336 Main Street
(757) 653-2100 (phone)
(757) 653-9452 (fax)
JSmith@shso.org

Project Description:

Total Project Cost \$141,750.00

Amount Requested: \$141,750.00

Statement of Need:

Southampton County is seeking to create an up to date and sustainable GIS database to support their 9-1-1 address locating and map display. Currently, the County has an out of date GIS addressing base and PSAP Mapping software, is lacking tools to maintain data, and cannot maintain addressing without new equipment. The County does not currently have the budget funds to complete this project without grant funding and does not currently have tools necessary to complete this work and maintenance without support and tool purchases.

Comprehensive Project Description:

In this five phase project, the County will assess its current position with a consultant, re-establish its base 9-1-1 layers, implement GIS and GPS tools that will enable it to maintain the data in the future, and implement the PSAP mapping software that will be used by the call takers and dispatchers. Phase 1 - Existing Data Assessment. The County will work with a consultant to determine what data can be successfully migrated from existing CAD, coverage, and shapefile structures to a database, design a database schema, and ensure that current GIS infrastructure can support GIS data and tools. Any resulting inadequacies in infrastructure/equipment resulting from this assessment will not be addressed in the grant project funding as the grant is only be utilized for High Priority data. Phase 2 - Existing Data Migration. 9-1-

1 data in CAD, coverage, and shapefile identified in Phase 1 will be migrated into the new database format. Data migration will include the ESRI GDB development, transformation of data format to the GDB format, QA/QC of the resulting data, incorporation of attributes necessary to support E-911 mapping, and data maintenance work process setup. Phase 3 - GIS Data Maintenance Tools, Training. Southampton select and purchase off the shelf GIS data maintenance tools. The County does not currently have tools in house that enable the addressing or centerline maintenance. The selected vendor will provide on-site training for 3 seats/individuals using addressing tools. Phase 4 - GPS Data Maintenance Tools, Training. Southampton select and purchase off the shelf GPS equipment and software to enable address and centerline maintenance in the field. The County does not currently have the ability to collect data and import/export directly into GIS and consequently the PSAP. The selected vendor will provide on-site training for the equipment and software. Phase 5 - PSAP Mapping Software Implementation. Southampton will select and purchase dispatch mapping software that specifically supports and interfaces with the ESRI GIS geodatabase implemented in phases 1 - 4 above. The software will enable the GIS data (addressing, roads, etc..) to flow from the GIS to the PSAP and be easily used by the call takers in an easy-to-use mapping system. The selected vendor will provide 3 software licenses, implementation services, and training necessary to successfully implement the system.

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

GIS and GPS tools will be used in the future to maintain the 9-1-1 critical data required by the PSAP. The tools purchased through this project will be maintained annually by the County will in the future be funded from its own budget. With the maintenance tools, the County will be able to maintain its own addressing and centerline data from within the office as well as GPS addressing and centerline creation/ranging in the field which it currently cannot complete.

Budget and Budget Narrative:

Phase 1 - Existing Data Assessment - \$4,000.00 Phase 2 - Existing Data Migration to ESRI geodatabase - \$36,500.00 Phase 3 - GIS Data Maintenance Tools, Training - \$12,000.00 Phase 4 - GPS Data Maintenance Tools, Training - \$13,250.00 Phase 5 - PSAP Mapping Software - \$76,000.00 Project total - \$141,750.00

Evaluation:

Overall, this project's success will be measured by the amount of improvement in location and provision of emergency services resulting from improved local data. Milestones for measuring project progression and success include: 1. Existing Data Assessment 1a.CAD, Coverage, and Shapefile 1b.Database Design 2. Existing Data Migration 2a.Data Migration 2b.Migration QA/QC 3. GIS Maintenance Tools 3a.Evaluate Potential Tools 3b.Select and Purchase Tools 3c.On-Site Training and Implementation 4. GPS Maintenance Tools and Equipment 4a.Evaluate Potential Tools 4b.Select and Purchase Tools 4c.On-Site Training and Implementation 5. PSAP Mapping Software 5a.Evaluate Potential software 5b.Select and Purchase software 5c.On-Site Training and Implementation

Attachments

PSAP Grant Program Grant Ranker

View Application--54--Mecklenburg CPE

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: CPE (CPE)

Primary PSAP Applicants: Mecklenburg County
Jurisdictions Served: Boydton, Town of
Chase City, Town of
Clarksville, Town of
Lacrosse, Town of
Mecklenburg, County of
South Hill, Town of

Project Director:

Linda W. Cage
Director of Communications
405 Madison St.
434-738-0029 (phone)
434-738-6002 (fax)
lindawcage.912@vameck911.com

Project Description:

Total Project Cost \$46,044.00

Amount Requested: \$46,044.00

Statement of Need:

Due to non-vendor support our equipment needs to be replaced due to a lightning strike and we had to replace many different pieces to the CPE and these parts were very difficult to locate for replacement. Without CPE replacement will not allow us to process 911 calls more efficiently with modern technology and function.

Comprehensive Project Description:

Our goal is to have equipment that is reliable. The work plan is to replace the equipment as soon as possible so we do not have any failure of equipment. This will give us sustainability for the Center and the public.

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

Knowing the equipment can handle NexGen911 capabilities and having the ability to repair the CPE, if necessary. This will give the PSAP readiness for new technologies.

Budget and Budget Narrative:

This Budget item is to complete Vesta Pallas replacement. Received grant amount of \$150,000. Balance left to complete \$46,044. This will complete this project and give Mecklenburg the 4th Pallas position.

Evaluation:

Evaluation will be made when reliable equipment is installed and all positions are answering wireless and

wireline calls.

Attachments

scan0001.pdf



Site Level Title/Description:

Maintenance Payment Option: Prepaid

Site ID: 1-1KG7OA

Site Address:

E911 MECKLENBURG COUNTY
405 MADISON ST

Bill To:

E911 MECKLENBURG COUNTY
PO BOX 307

Ship To:

E911 MECKLENBURG COUNTY
405 MADISON ST

BOYTON, VA, 23917
USA

BOYDTON, VA, 239170307
USA

BOYTON, VA, 23917
USA

<u>Part Number</u>	<u>Material Code</u>	<u>Description</u>	<u>Qty</u>	<u>Unit Sale Price</u>	<u>Extended Sales Price</u>
--------------------	----------------------	--------------------	------------	------------------------	-----------------------------

Site 1-1KG7OA Sub Totals

Equipment:	\$137,380.07
Labor:	\$27,740.00
PlantCML S/W Support & Remote Monitoring:	\$24,424.05
Minor Materials:	\$6,500.00
Trade In:	\$0.00
Site Total:	\$196,044.12
Shipping & Handling Total:	\$2,357.95
Site Total with Shipping & Handling:	\$198,402.07

Quote # 1-1KG7MP

ALL PRICING IS VALID UNTIL: 07/20/2009
PRICES DO NOT INCLUDE TAXES
VERIZON PROPRIETARY INFORMATION

PSAP Grant Program Grant Ranker

View Application--55--Mecklenburg Recorder

Grant Period: 2011

Tier: Replacement of non-vendor supported wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**NON-VENDOR SUPPORTED**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

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

Primary PSAP Applicants: Mecklenburg County

Jurisdictions Served: Boydton, Town of
Chase City, Town of
Clarksville, Town of
Lacrosse, Town of
South Hill, Town of

Project Director:

Linda W. Cage
Director of Communications
405 Madison St.
434-738-0029 (phone)
434-738-6002 (fax)
lindawcage.912@vameck911.com

Project Description:

Total Project Cost \$95,046.00

Amount Requested: \$95,046.00

Statement of Need:

Mecklenburg is currently uses an anitquated Dictaphone Freedom recorder. Nice is no longer support this and parts are very difficult to locate. WE continue to have problem with recorder losing information. We have replaced the hard drive three times. Replace is needed.

Comprehensive Project Description:

We provide recorded information to all to the entire County. We would like to continue to provide quality recording of incidents and not keep losing information. As soon as we are notified of grant approval we will begin action to replace the recorder.

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

Knowing the equipment can handle NexGen911 capabilities. This will give the PSAP readiness for new technologies.

Budget and Budget Narrative:

Budgetary Pricing \$59500 Maintenance 2 years 35546 Total \$95046

Evaluation:

Evaluation will be achieved by having information recorder and be ready to provide recordings during everyday operation.

Attachments

[scan0002.pdf](#)



APPLIED DIGITAL SOLUTIONS

Custom Recording & Analytic Technology

210 Townepark Circle, Suite 102
Louisville, KY 40243
Tel: 502-253-0134
Toll Free: 866-389-0911
Fax: 480-247-5270

BUDGETARY PROPOSAL

Date: 09/14/2009

Quote #: 1358

Sales Rep: Lisa Board

Prepared For: Linda Cage
Mecklenburg County 911
405 Madison Street
Boydton, VA 23917
Phone:

Ship To: Linda Cage
Mecklenburg County 911
405 Madison Street
Boydton, VA 23917
Phone:

Proposed Work: BUDGETARY PROPOSAL for 48 channel recording solution with RAID-1 resiliency, redundant hot swappable power supplies, lightning protection and Basic Public Safety Application Bundle.

PRODUCTS

Item #	Description	Price
BUDGET-48CH	BUDGETARY PRICING includes Implementation services, 1st year extended warranty, ADS Alert, and shipping/handling charges included in pricing.	\$59,500.00
	Project SubTotal	\$59,500.00

Prepaid Maintenance Options

Years 2 through 5 - 8x5	\$28,437.00
Years 2 through 5 - 24x7	\$35,546.25

Pricing on this proposal is for budgetary purposes only. Final configuration and pricing will be based on site survey.

We appreciate your business and we look forward to serving you!

Terms and Conditions:

- Budgetary proposals are valid for 180 days.
- Payment Terms: Due Upon Receipt
- New installations automatically include a 90 day labor and 1 year parts warranty.
- Applicable taxes will be charged extra.
- Delivery: CFR-Factory
- Estimated Delivery: 4 weeks ARO
- Physical location must be provided at time of quotation.
- Customer must supply and maintain the proper audio, AC, and data inputs to the system's physical location.
- Customer is responsible for supplying the necessary LAN and telephony switch components to interface with the recording system.
- Customer is responsible for maintenance of all cable and wiring up to the 66 block (telco connector block).

PSAP Grant Program Grant Ranker

View Application--56--Greensville Recorder

Grant Period: 2011

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: Greensville Sheriff's Communications

Jurisdictions Served: Jarratt, Town of

Project Director:

Charles M. Veliky
Building/Fire Official
1781 Greensville County Circle
434-348-4232 (phone)
434-348-0696 (fax)
mveliky@greensvillecountyva.gov

Project Description:

Total Project Cost \$24,590.00

Amount Requested: \$24,590.00

Statement of Need:

Greensville County's current Pyxis Recorder is no longer functioning at an acceptable level. It is seven (7) years old and has had multiple failures, including some for which replacement parts are no longer available because of the age of the system.

Comprehensive Project Description:

This request is to replace an out of service voice recording system to ensure proper levels of operation of the Dispatch Center by recording all telephony and radio calls taken by the center.

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

The quoted system includes state of the art digital recording capabilities, which allow searching, burning, emailing and saving calls by date, call, call taker or incident.

Budget and Budget Narrative:

Attached is a Vendor supplied quote. Please note that the quote includes a \$2,000 trade up discount since Greensville is currently using the same manufacturer's equipment. The promotional period for the discount will expire prior to award of contract, if successful, so the amount requested exceeds the quote by \$2,000.

Evaluation:

This project will be considered a success when it is properly installed, tested, and in working order.

Attachments

PSAP Grant Program Grant Ranker

View Application--57--Wireless E-911 Enhancement Grant Program

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: Fixed back-up for primary PSAP operational items (**FIXED BACKUP**)

Primary PSAP Applicants: Virginia Beach Communications Division

Jurisdictions Served: Virginia Beach, City of

Project Director:

Angela Anderson

Ms

2508 Princess Anne Rd

757-385-8872 (phone)

757-385-1810 (fax)

aanderso@vbgov.com

Project Description:

Total Project Cost \$150,000.00

Amount Requested: \$150,000.00

Statement of Need:

Virginia Beach Emergency Communications and Citizen Services has established a Back-Up Center for PSAP operations in a room located in the Department of Human Resources Building 18. During the operating life of the current ECCS Back-Up Center, the site has lacked the necessary computerized systems and components to maintain required service levels to the general public in a timely manner or longer than 1 to 2 hours of activation. Significant improvements and upgrades are required that no current funding exists for. This grant would strengthen our ability to continue to respond to E911 calls and is well within the grant guidelines as fixed back-ups are an identified project for funding.

Comprehensive Project Description:

The overall goal of this project is to provide equipment and functionality that would allow our Back-Up Center to function more on the same level as current primary ECCS PSAP, providing the CAD functionality and adequate level of redundancy in equipment to carry out core functions. This project involves software license and equipment acquisitions, however, the products and services are readily available and we anticipate being able to acquire and install all software and equipment within 12 months from grant award. This project is not currently funded.

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

This project will ensure PSAP readiness for future technologies by more closely replicating functionality at our primary PSAP, to include CAD and MSAG Mapping licensing at Back-Up positions. As the Back-Up Center doubles as a training lab for emergency events, this will allow us to familiarize our personnel through training on activation and response to the Back-Up Center during unusual/critical events.

Budget and Budget Narrative:

An itemized breakdown of costs is attached that lists all hardware and peripherals to include costs and reason.

Evaluation:

As hardware, software, and peripherals are installed, they will be tested for functionality. This will include testing each individual piece of equipment and an already established once a month check for functionality of equipment at the Back-Up Center by a member of the ECCS Emergency Response Team.

Attachments

GRANT_ECCS_EnhancementBudgetSheet_20091208.xlsx
CityManagerApprovalOfGrantApplication_20091215.pdf

Question**Answer****Notes**

General (Part 1)		
Grant Title	WIRELESS E-911 ENHANCEMENT GRANT PROGRAM	
Grant Fiscal Year (July 1 - June 30)	Yes	
Tier	E	

General (Part 2)		
Grant Program	<i>Enhancement</i>	
Grant Type	<i>Individual PSAP</i>	

General (Part 3)		
Project Focus	<i>E</i>	<u>Replacement of Technically Outdated wireless 911 equipment to enable BackUp Center to maintain level of service equal to the primary PSAP.</u>
Priority	2	During the operating life of the current ECCS back-up center, the site has lacked the necessary computerized systems and components to maintain required service levels to the general public for longer than 1 to 2 hour activation. Significant improvements and upgrades are required that no current funding exists for. This grant would strengthen our ability to continue to respond to E911 calls and well within the grant guidelines as fixed back-ups are an identified project for funding.

General (Part 4)		
Host Applicant	N/A	Required only if Regional Initiative
Primary PSAP Applicant(s)	Virginia Beach Emergency Communications & Citizen Services	Separate multiple entries by commas
Primary PSAP(s) serve the following Jurisdiction(s)	City of Virginia Beach	Separate multiple entries by commas

Project Director	Athena Plummer - ECCS Director	
Project Contact	Angela Anderson	
Title	Operations Supervisor	
Address	Emergency Communications & Citizen Services 2508 Princess Anne Road Building 30 Virginia Beach, VA 23456-	
Phone	757-385-8872	
Fax	757-385-1810	
Email	aanderso@vbgov.com	

Regional Initiative		
The relationship of the initiative to the participating PSAPs	N/A	Required only if Regional Initiative
Intended Collaborative Efforts	N/A	Required only if Regional Initiative
Resource Sharing	N/A	Required only if Regional Initiative
How the initiative impacts the operational or strategic plans of the participating agencies:	N/A	Required only if Regional Initiative

Consolidation Project		
How would a consolidation take place and provide improved service:	N/A	Required only if Consolidation Project
How should it be organized and staffed:	N/A	Required only if Consolidation Project
What services should it perform:	N/A	Required only if Consolidation Project

How should policies be made and changed?:	N/A	Required only if Consolidation Project
How should it be funded:	N/A	Required only if Consolidation Project
What communication changes or improvements should be made in order to better support operations:	N/A	Required only if Consolidation Project

Financial Data		
Amount Requested	\$150,000	
Total Project Cost	\$150,000	

Statement of Need		
Statement of Need	<p>Virginia Beach ECCS has established a Back Up Center for its primary PSAP operations in a room in the Department of Human Resources Building known as Building 18. During the operating life of the current ECCS back-up center, the site has lacked the necessary computerized systems and components to maintain required service levels to the general public in a timely manner or longer than 1 to 2 hour activation. Significant improvements and upgrades are required that no current funding exists for. This grant would strengthen our ability to continue to respond to E911 calls and well within the grant guidelines as fixed back-ups are an identified project for funding.</p>	
How will the grant be maintained and supported in the future, if necessary?	<p>The improvements and upgrades requested have minimal on-going costs (maintenance), but those will be absorbed within the Department operational budget.</p>	

Project Description		
Comprehensive Project Description	The overall goal of this project is to provide equipment and functionality that would allow our Back Up Center to function more on the same level as current primary ECCS PSAP, providing the CAD functionality and adequate level of redundancy in equipment to carry out core functions. This project involves software license and equipment acquisitions, however, the products and services are readily available and we anticipate being able to acquire and install all software and equipment within 12 months from grant award. This project is currently not funded.	
How will the equipment purchased support future technologies for PSAP readiness?	This project will ensure PSAP readiness for future technologies by more closely replicating functionality at our primary PSAP, to include CAD and MSAG Mapping licensing at Back Up positions. As the Back Up Center doubles as a training lab for emergency events, this will allow us to familiarize our personnel through training on activation and response to the back-up center during unusual/critical events.	

Budget and Budget Narrative		
Budget and Budget Narrative	An itemized breakdown of costs is attached which list all software and equipment requested, to include cost and reason required.	

Evaluation		
Evaluation: (How will project be evaluated and measured for achievement and success)	As software and equipment are installed, they will be tested for functionality. This will include testing of each individual piece of equipment and already established once a <u>month</u> check of functionality of equipment at Back Up Center by a member of the ECCS Emergency Response Team.	

ECCS Back Up Center Enhancement

December 2009

Phase I - ECCS BackUp Center Enhancement				
Description	Quantity	Unit Price	Extended Price	Justification
Project Management				
Project Manager	1	\$10,000.00	\$10,000.00	Will be assigned when Grant is approved
Computer Hardware				
Laptops (4-Yr Warranty inclusive)	10	\$2,500.00	\$25,000.00	Add laptops and remove handwritten process
Air Cards	10	\$50.00	\$500.00	Required functionality for continuity and portability
Air Cards	10	\$50.00	\$500.00	Provide back-up inventory in case of failure of cards
Air Card Monthly Access Fee	10	\$45.00	\$450.00	Required monthly fees
Desktop Radio Dispatch Workstations (Full BackUp Redundancy)	2	\$40,000.00	\$80,000.00	Back Up to be utilized when local radio system failure occurs; will provide connectivity with other local public safety agencies
Printer/Fax	1	\$950.00	\$950.00	Current printer is outdated
Peripherals and Gateways				
Network Access and Hardware	10 dual drops	\$122.00	\$1,220.00	No such City Network Access currently installed; (1 dual drop consists of phone and data)
Back Up Network Access and Hardware	10 dual drops	\$122.00	\$1,220.00	Provide redundancy in event one or more network access portals fails
Telephony Equipment/Accessories				
Telephone Headset Adapters	10	\$75.00	\$750.00	Back Up Center telephony system for "hands-free" operations; none currently installed
Telephone Headset Adapters	10	\$75.00	\$750.00	Provide supply for back-up center in case of adapter failure
Telephone Headset Adapters	10	\$75.00	\$750.00	Provide inventory for back-up phones in primary center; no current inventory available
Radio Equipment and Accessories				
Radio Headsets	5	\$385.05	\$1,925.25	Provide a "hands-free" operation of base stations
Radio Headset Replacements	5	\$385.05	\$1,925.25	Provide supply for back-up center in case of headset failure
Training				

**ECCS Back Up Center Enhancement
December 2009**

Tactical/Unusual Event Training	96.00	\$40.00	\$3,840.00	Conduct In-Service Tactical/Unusual Event Training for all ECCS personnel
Miscellaneous Expenses			\$2,767.50	Contingency for unforeseen labor expenses
Total Phase 1		\$54,874.10	\$132,548.00	

ECCS Back Up Center Enhancement

December 2009

Phase 2 - ECCS Back Up Center Enhancement

Description	Quantity	Unit Price	Extended Price	Justification
Computer Hardware				
Laptop	1	\$2,500.00	\$2,500.00	Stand-a-lone to monitor alarms during back-up center operations and to activate station alerting
Peripherals and Gateways				
Internet Access (Laptop)	1	\$122.00	\$122.00	MOSCAD Alarm Monitoring/Bank Robbery Tracking/Station Alerting
Virtual Private Network		\$1,000.00	\$1,000.00	Not currently available in back-up center
Software				
3SI - Bank Robbery Tracking System License	1	\$3,500.00	\$3,500.00	Not currently available in back-up center
Radio Equipment				
Station Alerting Equipment	1	\$10,330.00	\$10,330.00	Install manual "station alerting" equipment for Fire/EMS
Total Phase 2		\$17,452.00	\$17,452.00	
Total Phase 1 and 2		\$72,326.10	\$150,000.00	
TOTAL GRANT FUNDING REQUESTED:			\$150,000.00	

Back Up Center Annual Costs

Description	Quantity	Unit Price	Extended Price	Justification
Computer Hardware/Peripherals				
Air Cards Monthly Access Fee	10	\$45.00	\$5,400.00	Required to insure continuity of operations and applications
Radio Equipment/Peripherals				
Radio Headsets	5	\$385.00	\$1,925.00	As Required due to failure
Telephone Equipment/Peripherals				
Telephone Headset Adapters	5	\$75.00	\$375.00	As Required due to failure
		\$505.00	\$7,700.00	

**Replacement Costs
After FY14-15**



City of Virginia Beach

DEPARTMENT OF MANAGEMENT SERVICES
(757) 385-8234
FAX (757) 385-1857
TTY: 711

VBgov.com
MUNICIPAL CENTER
BUILDING 1
2401 COURTHOUSE DRIVE
VIRGINIA BEACH, VA 23546-9012

INTER-OFFICE MEMORANDUM

DATE: December 14, 2009
TO: James K. Spore, City Manager
FROM: Jonathan Hobbs, Management and Budget Analyst *JH*
SUBJECT: Virginia Wireless E-911 Services Board PSAP Grant Program

Attached is a grant application from the Virginia Beach Emergency Communications and Citizen Services (ECCS) Department of \$150,000 for the Virginia Wireless E-911 Services Board PSAP Grant Program.

If awarded, this grant will allow for needed upgrades to the existing ECCS backup center. The current ECCS backup center lacks the necessary computerized systems and components to maintain required service levels to the general public during an activation for longer than one or two hours. Significant improvements and upgrades are required at the backup site for which no funding currently exists. This grant would strengthen the department's ability to continue responding to E911 calls during an event that causes the primary E911 center to be inoperable.

The grant requires no local match, and there is no expectation that the City will continue to fund this program after the grant period. There are minimal ongoing costs associated with the grant, and these costs can easily be absorbed in the department's operating budget.

Management Services recommends submission of this grant application. Please indicate your approval/disapproval by signing the corresponding line below. Please return the grant application to the Management Services Department by Wednesday December 16th.

Approved for Submission *James K. Spore* Date 12/14/09

Not Approved for Submission _____ Date _____

PSAP Grant Program Grant Ranker

View Application--58--King William Mapping Software Upgrade

Grant Period: 2011

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: GIS: medium priority (**GIS MEDIUM**)

Primary PSAP Applicants: King William County

Jurisdictions Served: King William, County of

Project Director:

Jeff Walton
Sheriff
351 Courthouse Lane
804-769-0999 (phone)
804-769-0334 (fax)
kwso@kingwilliamcounty.us

Project Description:

Total Project Cost \$21,474.00

Amount Requested: \$21,474.00

Statement of Need:

Due to the current state of the economy, budget cuts at the state and local levels have dramatically hindered the ability to replace and update vital equipment within the PSAP. This PSAP is currently using Eagle mapping version 6.4. This grant will allow the PSAP to purchase Eagle version 7.0. This new version will have the ability to easily display and query regional data sets for mutual aid. It will also have improved CAD interface functionality. The Eagle product will have a full back-end overhaul to help it take advantage of the new technology that has been released since Eagle 6.0 was first written.

Comprehensive Project Description:

Upon notification of the grant award, MSAG Data Consultants will be contacted to coordinate an installation schedule that will be completed in a timely manner with minimal impact on the daily operation of the PSAP. MSAG will setup, configure, train and provide any data conversion necessary to use with the new software. Training will be conducted on-site at the PSAP.

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

Continue to allow 911 callers to be located by mapping their location.

Budget and Budget Narrative:

Eagle 7.0 Server \$7995.00 Eagle 7.0 Workstations (3) \$7485.00 Data setup and configuration \$3800.00
Onsite Training \$2195.00 Total \$21,475.00

Evaluation:

Product will be evaluated on daily basis by normal usage.

Attachments

King William County VA - Eagle 7.0.pdf
--



September 23, 2009

Loretta Collier
King William 911
PO Box 215
King William, VA 23086

RE: Pricing for Eagle 7.0 software and associated services.

Dear Loretta:

The following is a quote for the upgraded version of Eagle 7.0 dispatch mapping software. This quote includes setup, configuration, training and any data conversion necessary for use with the new software.

The new version of Eagle will be completely compatible with the existing OfficeGIS and TabletGIS software products. Training will be conducted on-site in King William County. Technical support will continue at the normal rate unless notified in writing.

#	Description	Price
1	Eagle 7.0 Server	\$7,995.00
3	Eagle 7.0 Workstations	\$7,485.00
1	Data Setup and Configuration	\$3,800.00
1	Onsite Training	\$2,195.00
	Total	\$21,474.00

Please feel free to contact me with any questions or if you require further details. I can be reached by phone at (540) 829-5670.

Sincerely,

A handwritten signature in blue ink that reads "Brian Avery".

Brian Avery
Account Representative
brian.avery@msag.com

PSAP Grant Program Grant Ranker

View Application--59--Disp WorkStation Upgrade

Grant Period: 2011

Tier: Replacement of technically outdated wireless E-911 equipment or service to enable primary PSAP to maintain current service levels to the general public (**TECHNICALLY OUTDATED**)

Grant Program: Enhancement **Grant Type:** Individual PSAP

Priority: Radio consoles (**CONSOLES**)

Primary PSAP Applicants: Bristol 9-1-1 Communications

Jurisdictions Served: Bristol, City of

Project Director:

Milo Brunson

Sgt.

501 Scott St.

276-645-3777 (phone)

276-645-7405 (fax)

brunsonbvdpd@bristolva.org

Project Description:

Total Project Cost \$78,308.00

Amount Requested: \$78,308.00

Statement of Need:

The computers that run our CAD/Mapping system and radio consoles are out dated and are using an Operating System (Windows 2000) That is not compatible with some of the newest software releases. This puts us in a situation where we will not be able to get support for these critical products because they will be out of their supported life cycle. With these new computers we will be able to keep our Vendor supplied Software upgraded and running at there peak performance. When the Radio consoles are replaced the equipment in the backroom needs upgrading to match the new console equipment. After the initial purchase of these the department has the budget to maintain the new systems is just the financial burden of buying them initially that our current budget will not support.

Comprehensive Project Description:

The target for this project is to maintain the current level of service to our wireless 911 customers by keeping our Dispatch console technology as current as possible based on available funding. We will accomplish this by using the funding received form this grant offering to update and add to our current Dispatch consoles. Based on a time line of 12 months we will choice and procure all the equipment and supporting software. Have the previously mentioned items installed and working during that time. Since we are now funding the support for our currently outdated technology we will be able to continue that funding to support this new updated technology.

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

The equipment that has been reviewed for possible purchase is at the forefront in there respective areas. This means that it should have a productive life cycle for the next four to five years barring any unforeseen shifts in Dispatch technology field.

Budget and Budget Narrative:

Attached are two vendor quotes for the new items we need to purchase to make this project work. The Dell Quote is to replace our old CAD/Mapping workstations that are reaching the end of their life cycle. These are top of the line Dell workstations with the latest in hardware and dual monitor capabilities. The quote includes 2 monitors, keyboards, mice and a battery back up for each. The Two Way Radio quote is to replace the Dispatch Radio Stations and to replace the back room cards which are reaching the end of their usable life cycle. These two items must go hand in hand to keep the system running at peak performance. The quotes are for four stations which will actually increase our number of stations by one (we have three now). The addition of the new station will give us a position which can be manned for extreme emergencies, EOC support, or as a back up to the other three should one fail. With in the next two years we will be replacing our CPE equipment and will move to four answering positions at that time to fill out this fourth station.

Evaluation:

This project will be evaluated by functionality. Radio functionality and CAD/Mapping functionality. Each of those will be broken down into 4 steps. Selection of the equipment to purchase. Procuring the equipment. Installation of the equipment/software. Finally the testing. When all four steps are done for each functionality group the project will be complete.

Attachments

CADWrkStations.html
Quote BRISTOL VA PD ZETRON 4 TH UPGRADE DEC 16 09.pdf



QUOTATION

QUOTE #: 521241385

Customer #: 87826936

Contract #: 09ABP

Customer Agreement #: VA-090202-Dell

Quote Date: 12/17/09

Date: 12/17/09 2:36:30 PM

Customer Name: BRISTOL VIRGINIA POLICE DEPT

TOTAL QUOTE AMOUNT:		\$12,244.36	
Product Subtotal:	\$12,244.36		
Tax:	\$0.00		
Shipping & Handling:	\$0.00		
Shipping Method:	Ground	Total Number of System Groups:	1

GROUP: 1	QUANTITY: 4	SYSTEM PRICE: \$2,560.60	GROUP TOTAL: \$10,242.40
Base Unit:	Dell Precision T3500,CMT, Standard Power Supply (224-4422)		
Processor:	Dual Core Processor W3503 2.40GHz,4M,L2, 4.8GT/s,Dell Precision T3500 (317-0892)		
Memory:	4GB, DDR3 ECC SDRAM Memory 1067MHz, 2X2GB Dell Precision T3500 (317-0108)		
Keyboard:	Dell, USB, Quiet KYBD, No Hot Keys, PWS, Black (330-3203)		
Monitor:	Monitor Option-None (320-3316)		
Video Card:	1GB PCIe x16 nVidia Quadro FX3800, DisplayPort,DVI Capable,Dell Precision T3500 (320-8041)		
Hard Drive:	250GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache, Dell Precision TX500 (341-8664)		
Hard Drive Controller:	C1 All SATA Hard Drives Non- RAID for 1or 2 Hard Drive, Dell Precision T3500 (341-8562)		
Floppy Disk Drive:	No Floppy Drive, Dell Precision (341-5255)		
Operating System:	Windows 7 Pro 64bit Downgrade to XP Pro 64bit, SP2, No Media, Fixed Precision,English (421-2397)		
Operating System:	Windows 7 Downgrade RLOB (421-1993)		
Mouse:	Dell USB 2 Button Optical Mouse,Precision T3500 (330-3945)		
TBU:	Mini-Tower Chassis Configuration, Dell Precision T3400 (311-7463)		
CD-ROM or DVD-ROM Drive:	16X DVD+/-RW Data Only Dell Precision TX500 (313-7457)		
CD-ROM or DVD-ROM Drive:	Cyberlink Power DVD 8.3,with Media, Dell Relationship LOB (421-0536)		
CD-ROM or DVD-ROM Drive:	Roxio Creator Dell Edition 10.3, Media, Dell RLOB (421-1189)		
Speakers:	Dell AX510 black Sound Bar forUltraSharp Flat Panel DisplaysDell Optiplex/Precision/ Latitude (313-6414)		
Documentation Diskette:	Documentation,English,Dell Precision (330-3156)		
Documentation Diskette:	Power Cord,125V,2M,C13,Dell Precision (330-3157)		
Controller Option:	Integrated Intel chipset SATA 3.0Gb/s controller,Dell Precision T3500 and T5500 (341-9289)		
Factory Installed Software:	Energy Smart Not Selected Precision T3500 (330-3201)		
Feature	Resource DVD contains Diagnostics and Drivers,Dell Precision T3500 (330-4025)		
Service:	Dell Hardware Limited Warranty Plus Onsite Service Initial Year (993-9027)		
Service:	Dell Hardware Limited Warranty Plus Onsite Service Extended Year(s) (993-9018)		
Service:	ProSupport for IT: Next Business Day Parts and Labor Onsite Response Initial Year (993-3100)		
Service:	ProSupport for IT: Next Business Day Parts and Labor Onsite Response 2 Year Extended (992-9002)		
Service:	ProSupport for IT: 7x24 Technical Support for certified IT Staff, Initial (984-5800)		
Service:	ProSupport for IT: 7x24 Technical Support for certified IT Staff, 2 Year Extended (983-9152)		
Service:	Thank you choosing Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-866-516-31 (989-3449)		
Misc:	Quick Reference Guide,English Dell Precision T3500 (330-4020)		
Misc:	Shipping Material for System Dell Precision T3500 (330-3209)		
	Dell Professional 19 Inch Monitor P190S,HAS,USB,OptiPlex,Precision,Latitude,Enterprise (320-		

	1090)
	Dell Professional 19 Inch Monitor P190S,HAS,USB,OptiPlex,Precision,Latitude,Enterprise (320-1090)

SOFTWARE & ACCESSORIES

Product	Quantity	Unit Price	Total
Smart-UPS 1000 VA USB and Serial 120 V (A0048500)	4	\$500.49	\$2,001.96

Number of S & A Items: 1

S&A Total Amount: \$2,001.96

SALES REP:	Clifton Poff	PHONE:	1.512.725.0294
Email Address:	Clifton_Poff@Dell.com	Phone Ext:	7250294

Please review this quote carefully. If complete and accurate, you may place your order online at www.dell.com/qto (use quote number above). POs and payments should be made to *Dell Marketing L.P.*

If you do not have a separate agreement with Dell that applies to your order, please refer to www.dell.com/terms as follows:

If purchasing for your internal use, your order will be subject to *Dell's Terms and Conditions of Sale-Direct* including Dell's U.S. Return Policy, at www.dell.com/returnpolicy#total. If purchasing for resale, your order will be subject to *Dell's Terms and Condition of Sale for Persons or Entities Purchasing to Resell*, and other terms of Dell's PartnerDirect program at www.dell.com/partner. If your order includes services, visit www.dell.com/servicecontracts for service descriptions and terms.

Quote information is valid for U.S. customers and U.S. addresses only, and is subject to change. Sales tax on products shipped is based on "Ship To" address, and for downloads is based on "Bill To" address. Please indicate any tax-exempt status on your PO, and fax your exemption certificate, with seller listed as *Dell Marketing L.P.*, to Dell's Tax Department at 800-433-9023. Please include your Customer Number.

For certain products shipped to end-users in California, a [State Environmental Fee](#) will be applied. For Asset Recovery/Recycling Services, visit www.dell.com/assetrecovery.

PSAP Grant Program Grant Ranker

View Application--60--Voice recorder upgrade

Grant Period: 2011

Tier: The initial, primary, or first consolidation of two or more primary PSAPs. (**INITIAL CONSOLIDATION**)

Grant Program: Continuity and Consolidation **Grant Type:** Consolidation Project

Priority: Physical Consolidation (**PHYS CONS**)

Primary PSAP Applicants: Christiansburg Police Communications

Jurisdictions Served: Christiansburg, Town of

Project Director:

Martha Cox
Communications Supervisor
10 East Main Street
540-382-3131 (phone)
540-382-0877 (fax)
mcox@christiansburg.org

Project Description:

Total Project Cost \$22,286.00

Amount Requested: \$22,286.00

Statement of Need:

Our voice print recorder is not functioning properly, and has not been for some time. Even with the replacement of 2 motherboards at our cost of over \$4000.00, it continues to falter. There are missed phone calls or radio traffic, sometimes for days, until we can get it up and running. This could cause a liability should we need for court purposes, and have to explain how some calls were recorded while others were not.

Comprehensive Project Description:

The police departments main goal is the have equipment that is up to date and fully functional in order to provide service to the citizens. In addition it is imperative that we have a recorder that will record all calls, and radio traffic of incidents. Timeline: In July replace the Voiceprint recorder, and have this up and running in the communications center by the end of July with training for users and administrators. Each year the police departments budget will cover the costs after the initial set up.

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

The police departments communications center needs to have a fully operational recording system. Currently we do not have this type of system, with our current break downs, system repairs having to be done on a continual basis. If we receive grant funding we would be able to purchase a system that will be upgraded and limit the downtime and technology failures.

Budget and Budget Narrative:

Total cost of this project is \$22286.00 The project includes an upgrade of our Voice Recorder System to replace our currently failed system This will include an upgrade to record our 32 channels, and upgrade our platform that is over 5 years old. On site installation and on-site training.

Evaluation:

This project will be measured after it is installed, to see if all the channels have been recorded. We will also evaluate for system failures. We have 32 channels that are recorded, and we will make sure that all the channels are being recorded.

Attachments

Copy of City of Christiansburg PD Budgetary Proposal 120309.xls
VPI CAPTURE - Incident Recreation Fact Sheet1.pdf
VPI CAPTURE - Instant Recall Fact Sheet1.pdf
VPI CAPTURE - Voice Logging Recorder Fact Sheet1.pdf
VPI CAPTURE PRO - Intelligent Recording Fact Sheet1 (2).pdf
VPI COACHING - eLearning and Messaging Fact Sheet1 (2).pdf
VPI EMPOWER 911 - Product Suite Fact Sheet1 (2).pdf
VPI QUALITY - Call Taker Quality Assurance Fact Sheet1.pdf

Emergency Call Taker Quality Assessment Made Easy

Today's emergency service call takers and dispatchers are required to handle an increased volume of calls with improved speed and accuracy – despite growing complexities resulting from changing legislation and PSAP consolidation. Regular quality assessment of call taker and dispatcher performance and their adherence to established communication center goals and procedures is vital for your liability protection, accreditation, and funding. You can quickly address these needs with **VPI QUALITY** – today's most advanced solution for objective assessment of call taker and dispatcher performance and the effectiveness of working processes. The solution is invaluable for helping public safety and security organizations dramatically increase effectiveness and operational efficiency, create more focused training programs, and reduce personnel turnover.

Improve Efficiency and Consistency with Automated Selection of Calls for Evaluation

VPI QUALITY will automate the process of selecting a random, objective sampling of call, radio and screen recordings for evaluation, based on schedules and rules that you define, such as frequency and timing of evaluations for your new and veteran call takers.

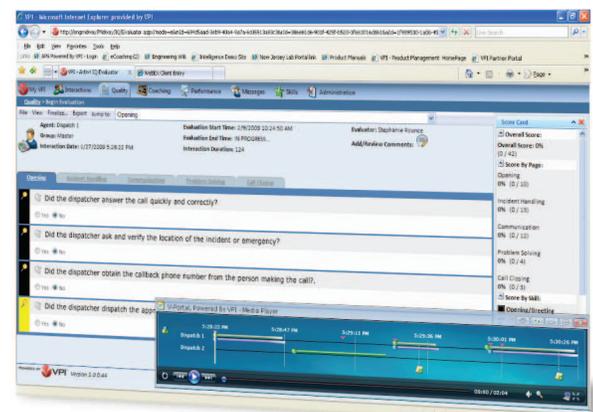
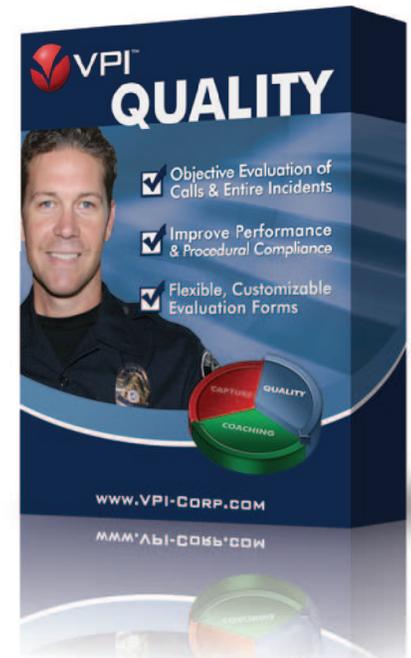
- **Easily tag critical calls and entire incidents consisting of multiple calls and radio transmissions for evaluation** – evaluate for performance reviews, training, and to maintain your certifications. Now you can schedule high-value calls and incidents for evaluation directly from call search results and multiple dynamic reports.
- **Automatically manage the evaluation schedule** – evaluators receive “to-do” lists organized by assignment dates and due dates, with the appropriate evaluation form already associated with the call/screen recordings.

Maximize the Value of your Evaluations with Customized Evaluation Forms

Your quality assurance reviewer or 911 center supervisor can easily customize the evaluation forms and score for compliance and other criteria. You can tailor a set of evaluation forms to different job responsibilities, seniority, types of incidents, and anything else that reflects your priorities. In addition to measuring individual performance, use the reviews to determine whether the processes used by the dispatchers and call takers are functionally efficient on a regular basis.

- **Streamline the evaluation process** with Web-based access to a unified interface for evaluation and playback of synchronized call and screen recordings.
- **Easily design, organize and categorize evaluation forms via an intuitive graphical interface**, without IT assistance. Focus on call flow or specific types of skills, while rating any number of competencies and adding comments that pertain to the evaluation or other issues requiring attention. Rate call takers on any number of standards, such as:

- Answers the telephone quickly and correctly (within 10 seconds of the call, 90% of the time)
- Asks and verifies the location of the incident or emergency.
- Obtains the callback phone number from the person making the call.
- Determines the nature of the incident or emergency and selects and assigns the appropriate response to the incident.
- Accomplishes the above tasks quickly and effectively (within 60 seconds of the receipt of the phone call, 90% of the time)
- Obtains all pertinent information and makes updates accordingly and keeps the caller on the line until all required information is obtained.



Efficiently playback and evaluate individual call taker calls or entire incidents from VPI QUALITY's secure Web-based interface.

- Demonstrates proper documentation of all information received on call-taker screens.
- Exhibits a calm and professional demeanor at all times and acts in a courteous and tactful manner.
- Dispatches the appropriate police, fire, or EMS units within the prescribed time frame established by the 911 emergency communication center's or remote dispatch point's standard operating procedures.
- Controls the conversation with the caller, explains all possible emergency action and employs calming techniques when required.
- Provides all pertinent information to the responding police, fire, and/or EMS units and relays updated information about the incident or emergency to the responding units.

Objectively Analyze Individual and Team Performance with Comprehensive Reports, Dashboards and Desktop Tickers

VPI QUALITY collects evaluation results in a centralized database, where they are automatically analyzed. Management can use the resulting information to view performance metrics of individual call takers or your entire communication center, choosing from a wide array of graphs and charts to determine whether a call taker requires more training, qualifies for a promotion, or is in line for termination. Determine whether any process of the 911 communications center or remote dispatch point requires modification or change. Gain unprecedented insight into productivity and service levels of your center, quality of service to the public, and effectiveness of training programs. The reports and graphs can be saved, printed or exported to standard file types for delivering feedback to call takers or other purposes.

Score	Secret		Last 30 Days			Last 30 Day Skill Scores					Coaching
	Score	Coaching	# Calls	# Evals	Score	Call Handling	Time to Dispatch	Listening	Compliance	Empathy	QA
A Henderson	98.3%	4	365	18	92.3%	100%	71.6%	87.4%	96.5%	100%	Scorecard

VPI Instant Impact Tickers™ proactively deliver important quality scores to call takers, dispatchers and supervisors to drive immediate performance improvements.

- **Conveniently and efficiently access interaction recordings, evaluation forms, and reports** via a centralized Web Portal, customizable for each user based on roles, privileges, and responsibilities.
- **Analyze your Quality feedback and trends using comprehensive reports** Visualize data in dynamic, easy to understand heat maps, charts, and reports that allow for easy navigation through layers of information. Customize your interface for instant access to the most important charts.
- **Drive ongoing quality improvements – provide prompt, personalized feedback** by providing exported evaluations with related communication recording for review, or by using Web-based scorecards and employee desktop tickers that link to additional information.

Establish a Foundation for Performance Optimization

Align your Quality Assurance program with your strategic goals in order to maximize its value and return on your investment.

- **Immediately gain valuable insights** and intelligence from your contact center operations! Benefit from instant, automated delivery of key performance indicators, coaching and notifications to the right employees at the right time for analysis by leveraging **VPI COACHING** – VPI's unique call taker training and eCoaching module that integrates seamlessly with **VPI QUALITY**.
- **Easily mix and match to expand** with integrated modules for screen recording and analytics, electronic coaching, centralized messaging, performance management, contact center analytics and more.



Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development



1.800.200.5430 INFO@VPI-CORP.COM WWW.VPI-CORP.COM

VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.

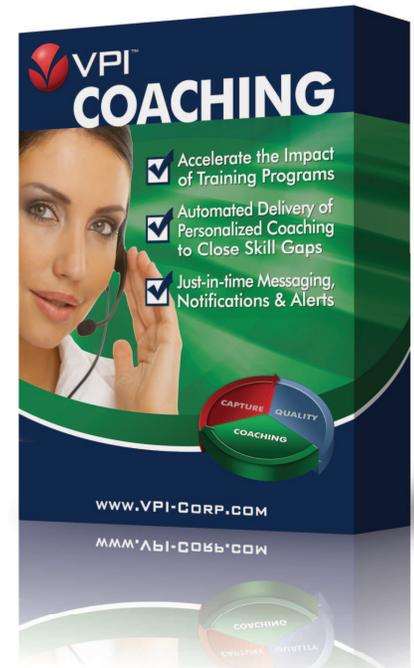
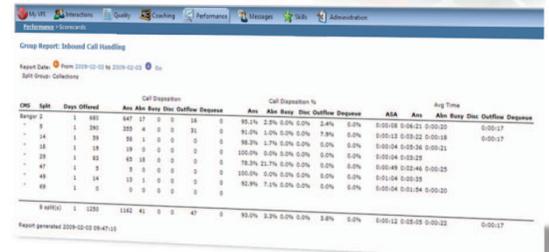
Automated Coaching and Messaging for Emergency Communication Centers

Proper on-going training is necessary to obtain and maintain certifications, funding, and maximize success of emergency dispatchers, call takers, and supervisors who work for emergency communications centers or dispatch points. When the amount of time available for training is scarce, it must be used as efficiently as possible. **VPI COACHING**, a highly effective electronic supplement to traditional learning is tightly integrated with VPI's quality assessment and recording systems. It delivers personalized training content for each user, closely matched to his or her individual needs. Emergency Communication Centers that use **VPI COACHING** have better trained, motivated, and efficient personnel, which invariably results in improved satisfaction of their constituents and governing agencies.

Maximize Adherence to Procedures

Since different types of procedures are required for handling different types of calls, it is necessary to match appropriate training content to evaluation of each type of incident. Whether initial, on-going, or remedial training is involved, **VPI COACHING** is designed for maximum relevancy and speed of response to your needs.

- **Import, link, customize and organize content relevant to each type of incident** that originates from a variety of approved sources, such as APCO, to cover all required knowledge, including safety issues, terminology, dispatching protocols, procedures and record requirement, 911 center requirements, dispatching incident process, and any other training content.
- **Track Learning Progress** – Assessment tool enables quizzes to be easily embedded or linked to course material.

Call	Split	Days Offered	Call Disposition				Call Disposition %				ASA	Ave	Avg Time					
			Ans	Abn	Busy	Disq	Ans	Abn	Busy	Disq								
Target	2	1	680	647	17	0	16	0	0	81.2%	2.2%	0.2%	0.2%	0.4%	0.0%	0:00:08	0:00:12	0:00:22
-	14	1	280	255	4	0	21	0	0	91.2%	1.2%	0.2%	0.2%	7.8%	0.0%	0:00:13	0:00:22	0:00:18
-	18	1	19	18	0	0	0	0	0	90.2%	2.2%	0.2%	0.2%	0.0%	0.0%	0:00:04	0:00:26	0:00:21
-	28	1	482	465	16	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:00:04	0:00:23	0:00:23
-	47	1	0	0	0	0	0	0	0	78.2%	21.7%	0.2%	0.2%	0.0%	0.0%	0:00:48	0:02:46	0:00:25
-	49	1	14	13	1	0	0	0	0	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0:01:04	0:00:28	0:00:28
-	68	1	0	0	0	0	0	0	0	90.8%	7.2%	0.2%	0.2%	0.0%	0.0%	0:00:04	0:01:04	0:00:20
RPT001	1	1200	1162	41	0	0	47	0	0	93.0%	3.2%	0.2%	0.2%	3.8%	0.0%	0:00:12	0:00:18	0:00:22

VPI COACHING Web-based performance reports enable you to track the impact of your training programs and identify critical skill gaps.

Accelerate Training Impact with Personalized Course Delivery

With **VPI COACHING**, you can respond to evolving needs quickly and automatically deliver feedback and training content that addresses the needs of each call taker, dispatcher and supervisor. Training content, as well as reports on results of training can be accessed via customized Web dashboards or desktop tickers.

- **Ensure progressive, skills based employee development** – from basic to advanced skills, each trainee's needs are assessed with quality evaluations and matched with the most appropriate learning content that may be either associated with evaluations based on event type, or assigned via supervisor's ad-hoc selection.
- **Automate training assignments** by defining rules that trigger the delivery of training materials based on thresholds of performance metrics.
 - **Coordinate delivery and progress of training across groups and sites** – rules-based, thin-client distribution system manages the delivery of training content to any number of centers and locations in a centralized manner.
 - **Decrease call taker and dispatcher turnover** as a result of their increased confidence and improved performance.



Improve Response to New Emergency Situations

Speed of distribution of information on new events, such as a new fire across major highways, will impact accuracy & efficiency of call taker's response to influx of related calls. With embedded messaging, you manage delivery of critical information to call takers in a centralized manner.

- **Provide just-in-time notifications** via network pop-ups or by using desktop tickers.
- **Request acknowledgement or read receipts** to track response of each call taker.

Gain Significant, Measurable Improvements in Your Emergency Communications

In order to save more lives, better protect property and help prevent crimes, emergency communication centers strive to provide the highest level of service possible. The next-generation **VPI EMPOWER 911** suite, built on proven platform with an acclaimed 15-year history, provides latest-generation tools to record, analyze, evaluate, and improve the quality of emergency call taker and dispatcher communications, while also reducing costs and personnel turnover.

VPI EMPOWER 911 combines and enhances the benefits of **VPI CAPTURE PRO**, **VPI QUALITY** and **VPI COACHING**. Individually, each solution is robust and powerful, but they are exponentially more valuable when integrated.



VPI CAPTURE PRO™

- Reliable, Unified Recording of Analog, Digital and VoIP Phones and Radios
- Automated Capture of Incident Data from CAD Screens for Call Search, Categorization and Analysis
- Incident Recreation and Instant Recall
- Maximum Security with Strong Access Rights Management, Encryption, Watermarking, and Audit Trail Reporting
- Open Standards Technology

VPI QUALITY™

- Automated Selection of Your Most Important Recordings for Evaluation Based on Incident Type and Other Criteria
- Evaluate Individual Calls or Entire Emergency Incidents
- Flexible, Objective Web-based Evaluation Tools for Each Type of Incident
- Comprehensive, Dynamic Reports and Real-time Alerts for Actionable Insights

VPI COACHING™

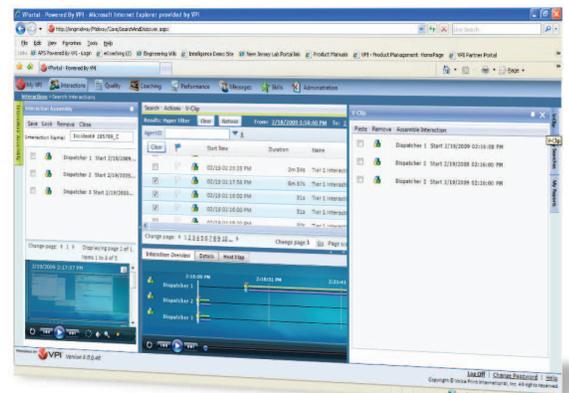
- Personalized Coaching Assignments for Each Type of Skill and Incident
- Adoption of Any Standards Based Content Assessment of Comprehension and Retention via Quizzes and Tests
- In-depth Reports for Tracking of Learning Progress

VPI EMPOWER 911™ – The Integrated Solution for Optimization of Public Safety and Security Communication Centers

VPI EMPOWER 911 enables public safety organizations to proactively improve the effectiveness and speed of their call taker and dispatcher communications, while delivering additional performance and cost benefits. Now you can easily locate and evaluate all recordings of the most serious types of incidents, in order to comply with specific requirements of local government and to ensure that emergency response personnel can communicate swiftly, accurately, and as authorized, across wide spectrum of channels and disciplines. Integrated learning system will help you to quickly bridge the knowledge or performance gaps identified.

The solution can be successfully applied to the development and reinforcement of best practices and attitudes, which results in improved turnover rates and raised competence of entire groups. As employee retention improves, you will save on recruitment and training costs associated with getting new hires up-to-speed.

With **VPI EMPOWER 911**, you will be able to develop a framework for the continuous improvement of the overall operation of your center and consistently provide citizens with the highest standards in quality emergency communications service.



VPI EMPOWER 911, powered by VPI Fact Finder™, tags valuable incident data from console screens to help automatically assemble incidents.

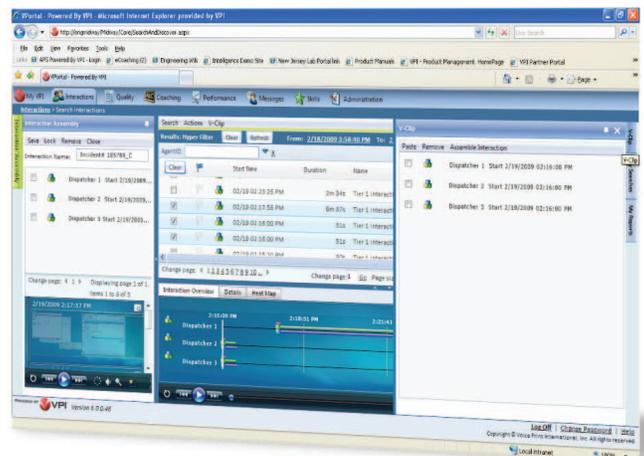
Overview

Standard with **VPI CAPTURE**, a powerful **Incident Recreation** tool enables you to easily find, visualize, assemble and playback any recorded call and radio communications in just seconds! Whether for investigative, quality management, or training purposes, it's vital for any public safety organization to be able to quickly and easily recreate an entire incident from beginning to end. VPI's **Incident Recreation** was designed specifically for this purpose. By leveraging advanced discovery tools and automatic collection of incident data from your phone, radio and CAD systems, you can search for interactions across any number of channels, recording systems and sites to construct an accurate, sequential recreation of events.

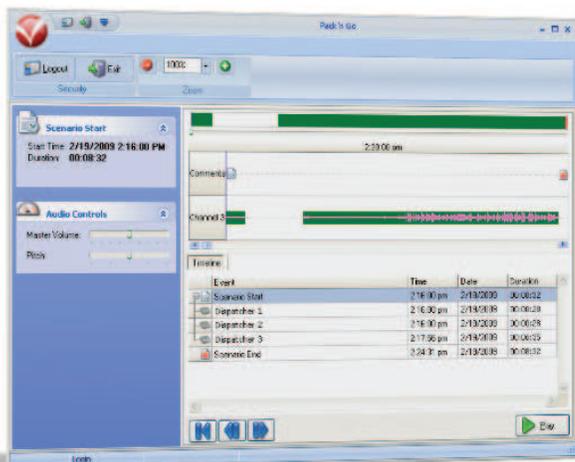
Incident Interaction Assembly and Management Made Easy

- Easily find, assemble, save and deliver incident evidence using a wealth of criteria tagged to your interactions. Leverage **VPI CAPTURE PRO** with **VPI FACT FINDER™** to tag Incident Number, Incident Type and other incident data from your CAD screens to your recorded interactions to recreate incidents even faster – with no need for back-end integration to your CAD system!
- Search results displayed via configurable views, including dynamic graphical displays, ad-hoc reports and charts.
- Save scenarios under custom names and email for playback via self-contained media player - the recipient reviews both, the audio and graphical representation of recordings and events during the incident as they occurred.
- Evaluate and score entire saved incidents via **VPI QUALITY**, an optional add-on that seamlessly integrates with **VPI CAPTURE**.
- Highly intuitive interface requires minimal training.

Searches may be conducted by any data available, including incident number and type, user group, user ID, radio ID, alias, time, date, duration, ANI/ALI and channel, to name just a few. Results are displayed via graphical representation, which can be saved and easily accessed for future evaluation. Significant events are graphically marked along the timeline of the incident, which enables you to jump directly to relevant sections of the incident, such as initial 9-1-1 call, ambulance dispatch, etc.



Easily reconstruct and playback entire emergency incidents consisting of multi-channel telephone and radio interactions.



VPI's Pack 'n Go enables you to securely export, share, playback and analyze entire incidents from anywhere with access rights.

VPI Public Safety Solutions

Trusted and proven reliable for over a decade, VPI's solutions allow public safety, government, and security organizations to securely capture, retrieve, evaluate, and improve mission-critical voice and data interactions. VPI's robust, feature-rich solutions enable seamless, efficient capture, assessment, assembly and sharing of crucial interactions, captured from a combination of radio, CAD and phone systems - traditional and VoIP. Now you can improve the quality of your center's interactions and effectiveness of your training program with individualized, rules-based delivery of the most appropriate content for each call taker.

The Most Reliable, Robust Voice Logging Recorder Available Today

Trusted and proven reliable for over a decade, **VPI CAPTURE** is the most secure and feature-rich audio and data recording solution available today. Government agencies, emergency service providers, first responders, security companies, and many other organizations worldwide rely on VPI's award-winning recording solutions to seamlessly capture, assess, assemble, and share their recorded communications from a combination of radio, CAD and telephone systems – traditional and VoIP. In addition to risk management and evidentiary purposes, **VPI CAPTURE** enables federal, state, local, and private organizations to improve the quality of their mission-critical voice and data interactions and deliver first-rate public safety services.

Reliably and Securely Record Call, Radio and Data Communications

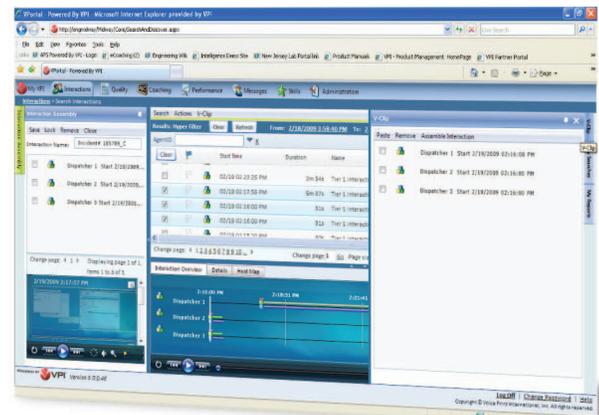
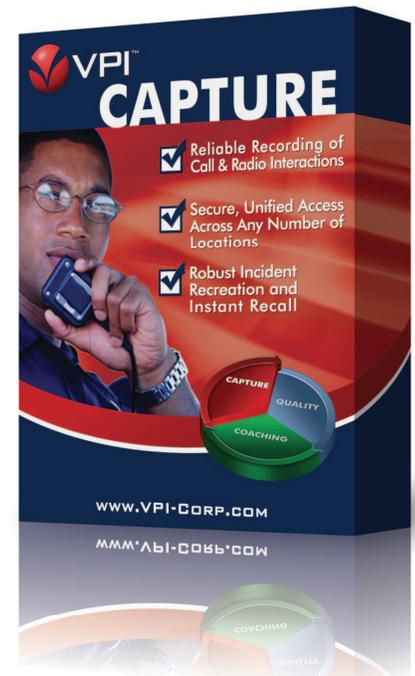
Robust, resilient and configurable for any degree of redundancy, **VPI CAPTURE** has been designed for high-volume recording of mission-critical telephone and radio communications. The system tirelessly collects, processes and safeguards critical evidence without exposing your data to unauthorized access.

- **Record 100 percent of call, radio and data communications, unified across any number of locations** – you can now capture audio and data from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems, while automatically capturing available data. Centralized storage configurations are available for seamless access to recordings that originate from any number of locations. Optionally record one or multiple console screens to evaluate synchronized audio and screen playback.
- **Guard your data from unauthorized access** – with strong user authentication management, comprehensive audit trails, granular definitions of user access rules down to specific functions and channels, and end-to-end AES 256 encryption of the application and data with key management. Every call record within the VPI application is watermarked in real time to ensure authenticity and preserve the integrity of your evidence.

Easily Find, Assemble and Analyze Interactions

VPI CAPTURE enables you to find, retrieve, and playback all of your recorded call and radio communications in just seconds! Whether for investigative or training purposes, it's vital to be able to quickly and accurately recreate an entire incident from beginning to end. By leveraging **VPI CAPTURE**'s advanced search interface, you can easily retrieve, visualize and reconstruct events, regardless of the number of channels, recording servers, or sites

- **Freely search, locate, playback and share** – with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters. Authorized users can share recordings via email or export onto removable media.
- **Easily reconstruct and analyze incidents** – search by any captured data and graphically visualize call and radio recordings to rapidly assemble, save and deliver incident evidence. Whether saved scenarios are accessed within the application or exported, you review both the audio and graphical representation of recordings and events as they occurred during the incident.
- **Rapidly playback the most recent calls or radio transmissions via software-based Instant Recall** – even those that are still in progress! Configure Instant Recall for access to any number of recordings.
- **Quickly recognize and analyze call patterns** – assess your center's capacity and call volumes, compare the call handling patterns of your operators, and much more! Visualize data in dynamic, easy to understand heat maps, charts, and reports that allow for easy navigation through layers of information.



With VPI CAPTURE, telephone and radio communication recordings can be quickly found and retrieved, assembled, and securely exported as individual calls or entire incidents.

Rapidly Improve Service Quality and Citizen Experience

Whether or not you use a formalized quality evaluation process, **VPI CAPTURE** allows you to monitor and improve the quality of service delivered by your call takers or dispatchers.

- **Monitor live calls across multiple locations** with VPI's real-time streaming technology.
- **Conveniently locate and playback coachable call or radio recordings** – either by using Search and Discover interface, or directly from a variety of standard reports, or even by navigation through graphical Heat-Maps!
- **Leverage best practice calls for training** – recordings are highly portable in small file sizes and can be delivered as files embedded with convenient self-contained graphical player interface.



Use VPI CAPTURE's Instant Recall application to quickly playback your most recent calls.

Achieve Future-Ready Efficiency

- **Easily adapt to changing emergency communication technologies and legislation** – with open standards and service oriented architecture, **VPI CAPTURE** is designed to adapt, evolve, and expand as your needs change, while protecting your initial investment.
- **Attain hassle-free transition from recording traditional to IP-based communications.** **VPI CAPTURE** supports both types of interactions, even co-existing in the same system as a hybrid recording solution. Regardless of the source, all recordings are consolidated and stored in the same file format and can be accessed and analyzed in a unified fashion via the single interface. open standards and service oriented architecture, **VPI CAPTURE** is designed to adapt, evolve, and expand as your needs change, while protecting your initial investment.
- **VPI CAPTURE leverages open architecture and is platform independent** service oriented architecture, **VPI CAPTURE** is designed to adapt, evolve, and expand as your needs change, while protecting your initial investment.

Establish a Foundation for Quality Assurance and Coaching

When an emergency call goes unanswered or is poorly handled, it may mean the difference between life and death. In order to maximize service quality and comply with the latest state and local standards, today's progressive emergency service providers objectively assess and improve the skills and attitude of their call takers and dispatchers through the periodic, form-based evaluation of recorded calls and targeted training.



- **With the VPI QUALITY** module, you can accelerate quality improvements, while gaining objectivity and efficiency in the quality evaluation process. **VPI QUALITY** automatically delivers call or radio recordings for evaluation, based on rules defined by your organization. When implemented with **VPI CAPTURE PRO** – a solution that automatically collects and appends CAD data such as incident number and incident type from call taker screens to call recordings – your quality evaluation system can be focused on specific types of incidents based on their frequency, categorization, outcomes, or other objectives.
- **VPI COACHING** enables the automated delivery of personalized, electronic coaching and training assignments, that maximize each call taker's potential.

Count on a True Partnership with VPI

- Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development

1.800.200.5430 INFO@VPI-CORP.COM WWW.VPI-CORP.COM



VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.

Overview

When speed of playback is important, no other software solution is as reliable as VPI's **Instant Recall**. With VPI's **Instant Recall**, public safety call takers, dispatchers and their supervisors can instantly playback the most recent calls or radio transmissions with the click of a mouse. While conducting a live conversation or live monitoring, users can rewind and fast-forward to listen to portions of the call through their PC speakers – even while continuing with the actual live call.

“Our communications officers are extremely pleased with it. They’ve been able to pull up calls without problems... it’s extremely easy to use. We highly recommend VPI.”



- Captain Danny
Giles
Eden Police Department
North Carolina



Quickly and Easily Replay Your Recent Interactions

- Easily navigate playback - listen to portions of a call even while it is still in progress.
- Simple to use and configure - no built-in limits for the amount of recordings that can be configured for access via **Instant Recall**.
- Rapidly access your most recent calls - upon login, users automatically receive a list of the most recent recordings with associated attributes, up to the extent of this user's rights. You can set up this view for periodic, automatic refresh.
- Features large, easy-to-use rewind and fast forward buttons.
- User-friendly volume, speed and pitch controls.
- Securely access recordings - each call taker may be configured to only access his or her channels, while supervisors may have instant access to recordings of multiple call takers.

VPI Public Safety Solutions

Trusted and proven reliable for over a decade, VPI's solutions allow public safety, government, and security organizations to securely capture, retrieve, evaluate, and improve mission-critical voice and data interactions. VPI's robust, feature-rich solutions enable seamless, efficient capture, assessment, assembly and sharing of crucial interactions, captured from a combination of radio, CAD and phone systems - traditional and VoIP. Now you can easily recreate, visualize, evaluate and email entire events based on automatically collected case numbers or any other data. You can improve the efficiency and effectiveness of your training program with individualized, rules-based delivery of the most appropriate content for each call taker. VPI's solutions can make a significant impact on an organization's effectiveness – mitigating risk, ensuring regulatory compliance, optimizing processes, and boosting productivity. VPI's award-winning suite of voice logging and quality management solutions safeguard mission-critical data and help organizations focus on their core objectives and responsibilities. Designed with reliability, adaptability, and expandability in mind, VPI solutions accommodate changing technologies, customer needs, and legislation.

The Next Generation of Public Safety Recording

Trusted and proven reliable for over a decade, **VPI CAPTURE PRO™** is the most secure and feature-rich audio and data recording solution available today. Government agencies, emergency service providers, security companies, first responders, and many other organizations worldwide rely on VPI's award-winning recording solutions to seamlessly capture, assess, assemble, and share their recorded communications from a combination of radio, CAD and telephone systems – traditional and VoIP. In addition to risk management and evidentiary purposes, **VPI CAPTURE PRO** enables federal, state, local, and private organizations to improve the quality of their mission-critical voice and data interactions and deliver first-rate public safety services.

Reliably and Securely Record Call, Radio and Data Communications

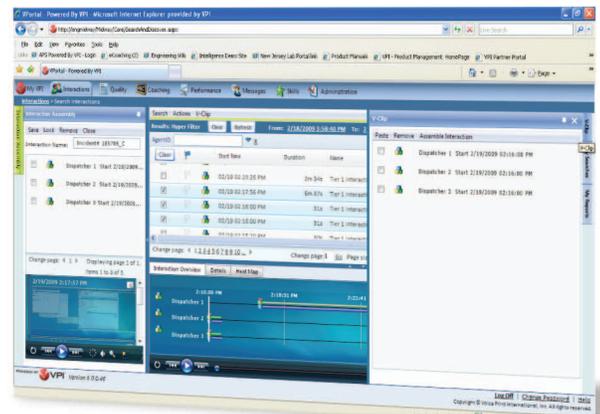
Robust, resilient and configurable for any degree of redundancy, **VPI CAPTURE PRO** has been designed specifically for high-volume recording of mission-critical telephone, radio, and CAD screen communications. The system tirelessly collects, processes and safeguards critical evidence without exposing your data to unauthorized access.

- **Record 100 percent of call and radio communications enhanced with CAD data, across any number of locations** – you can now capture audio and data from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems, while automatically collecting and appending CAD data from call taker console screens to voice recordings via **VPI Fact Finder™**. Centralized storage configurations are available for seamless access to recordings that originate from any number of locations. Optionally record one or multiple console screens to evaluate synchronized audio and screen playback.
- **Guard your data from unauthorized access** – with strong user authentication management, comprehensive audit trails, granular definitions of user access rules down to specific functions and channels, and end-to-end AES 256 encryption of the application and data with key management. Every call record within the VPI application is watermarked in real time to ensure authenticity and preserve the integrity of your evidence.

Rapidly Find, Assemble and Analyze High-Value Recordings for More Accurate

Enhanced with **VPI Fact Finder**, **VPI CAPTURE PRO** enables you to improve precision of search and retrieval of your recorded call and radio communications. Whether for investigative or training purposes, it's vital to be able to quickly and accurately recreate an entire incident from beginning to end. By leveraging **VPI CAPTURE PRO's** advanced search interface and automated call categorization by case numbers, incident IDs, and other valuable CAD parameters, you can easily find and visualize high-value recordings and reconstruct incidents, regardless of the number of channels, recording servers, or sites involved.

- **Freely search, locate, playback and share** – with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters. Authorized users can share recordings via email or export onto removable media.
- **Easily reconstruct and analyze incidents** – search by any captured data and graphically visualize call and radio recordings to rapidly assemble, save and deliver incident evidence. Whether saved scenarios are accessed within the application or exported, you review both the audio and graphical representation of recordings and events as they occurred during the incident.
- **Rapidly playback the most recent calls or radio transmissions via software-based Instant Recall** – even those that are still in progress! Configure Instant Recall for access to any number of recordings.



VPI CAPTURE PRO, powered by VPI Fact Finder™, tags valuable incident data from console screens to help automatically assemble incidents.

- **Quickly recognize and analyze call patterns** – assess your center’s capacity and call volumes, compare the call handling patterns of your operators, analyze frequency and outcomes of different types of incidents, and much more! Visualize data in dynamic, easy to understand heat maps, charts, and reports that allow for easy navigation through layers of information. Customize your interface for instant access to the most important charts.

Proactively Improve Service Quality and Citizen Experience

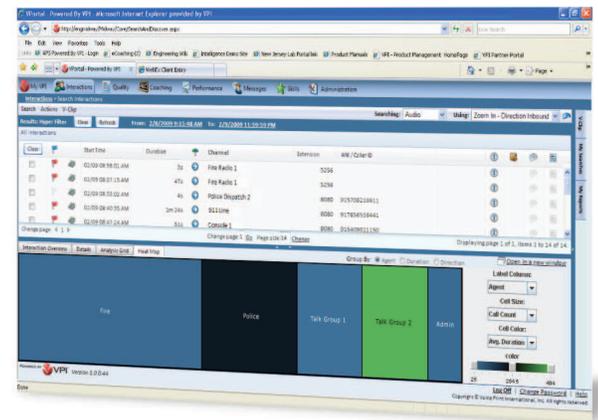
Whether or not you use a formalized quality evaluation process, **VPI CAPTURE PRO** allows you to monitor and improve the quality of service delivered by your call takers or dispatchers, focusing on the most important types of calls.

- **Monitor live calls across multiple locations** – with VPI’s real-time streaming technology.
- **Conveniently locate and playback coachable call or radio recordings** – either by using Search and Discover interface, or directly from a variety of standard reports, or even by navigation through graphical Heat-Maps!
- **Leverage best practice calls for training** – recordings are highly portable in small file sizes and can be delivered as files embedded with convenient self-contained graphical player interface.

Achieve Future-Ready Efficiency

Currently, there is a growing emphasis upon the adoption of flexible, adaptable, enabling technologies. Some of the reasons for this trend towards truly open, non-proprietary solutions include advances in technology, changes to the legal and regulatory environment, changing government funding programs, and growing pressures on emergency service providers to be more effective and reduce costs. VPI’s open standards recording technology comes with many options for fast and cost-effective reconfiguration that will satisfy your evolving needs and requirements.

- **Attain hassle-free transition from recording traditional to IP-based communications.** **VPI CAPTURE PRO** supports both types of interactions, even co-existing in the same system as a hybrid recording solution. Regardless of the source, all recordings are consolidated and stored in the same file format and can be accessed and analyzed in a unified fashion via the single interface.
- **VPI CAPTURE PRO leverages open architecture and is platform independent** – it can reside securely behind your firewall and work in harmony with your network operations. Choose from a variety of standards-based hardware platforms that leverage off-the-shelf components. This design equips your center for the greatest degree of cost-effective growth in both functionality and capacity, allows for archiving onto any standards-based devices, and supports the ease of prompt component-level service.



VPI CAPTURE PRO enables you to quickly identify and listen to the most important calls via interactive Heat Map reports.



Establish a Foundation for Focused Quality Assurance

When an emergency call goes unanswered or is poorly handled, it may mean the difference between life and death. In order to maximize service quality and comply with the latest state and local standards, today’s progressive emergency service providers objectively assess and improve the skills and attitude of their call takers and dispatchers through the periodic, form-based evaluation of recorded calls and targeted training.

- With the **VPI QUALITY** module, you can accelerate quality improvements, while gaining objectivity and efficiency in the quality evaluation process. **VPI QUALITY** automatically delivers call or radio recordings for evaluation, based on rules defined by your organization.
- Enhanced **VPI CAPTURE PRO** with **VPI COACHING** for automated delivery of personalized, electronic training assignments that maximize each call taker’s potential.

Count on a True Partnership with VPI

- Project Management
- Training and Certification
- Business Consulting and Workshops
- Technical Consulting and Custom Development



1.800.200.5430 INFO@VPI-CORP.COM WWW.VPI-CORP.COM

VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI’s award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.

VPI™ Preliminary Proposal

IMMEDIATE RESULTS. UNMATCHED VALUE.™

Voice Print International, Inc. 160 Camino Ruiz, Camarillo, CA 93012 Phone: 800.200-5430 Fax: 805.389.5202 Email: Sales@VPI-Corp.com

Rev: 11032009

Customer: City of Christiansburg Police Department
Contact: Martha Cox
Phone: (540)382-3131 x107
Job Location: 10 East Main Street
 Christiansburg, VA 24073
Country: USA

VPI Rep: Maggie Miller

SW Version: Version 5.x: Empower Suite

Proposal Date: 12/3/2009
Proposal Valid Through: 3/3/2010

SOFTWARE:

QTY	PART NUMBER	DESCRIPTION	UNIT LIST	EXT. LIST	UNIT NET	EXT. NET
1	VPI-VersionUpgrade	Upgrade current version of owned VPI licenses (call recording) to latest version. Upgrade is for 32 channels that are currently under 8 x 5 standard software support & maintenance. Current version and platform are approximately 5 years old. 60% DISCOUNT applied to this item.	\$14,400	\$14,400	\$5,760	\$5,760
1	VP-VPS	V-Portal Server Activation (CPU) License. Includes Media Services (archive mgt.), Reporting Engine and Rules Engine. Sized to support between 1 and 50 recorded channels or agent positions. Systems over 1,000 seats may require multiple CPUs and licenses.	\$1,200	\$1,200	\$600	\$600

VPI Software SUBTOTAL:	\$15,600	(\$9,240)	\$6,360
Software Discount on New Licenses:	50.0%		

SUPPORT & MAINTENANCE:

1st Year Support & Maintenance: STANDARD Level 8 x 5 (All Tiers):	\$1,880
--	----------------

HARDWARE & 3rd PARTY SOFTWARE:

QTY	PART NUMBER	DESCRIPTION	UNIT LIST	EXT. LIST	UNIT NET	EXT. NET
1	VP-4U	4U Chassis - Win2008 Server (Raid 1: Dual 500 GB Drives). Internal DVD archiving drive. Dual Power Supplies. 5 PCI slots available.	\$4,000	\$4,000	\$4,000	\$4,000
1	VP-SSU	V-Portal version 5.x single server upgrade. Adds a 2nd RAID 1 configuration (500 GB Drives) to base server. 1 for OS and recording; 1 for DB and V-Portal.	\$340	\$340	\$340	\$340
1	VP-Analog-8	8 Port Analog Interface Card.	\$940	\$940	\$940	\$940
1	VP-Analog-24	24 Port Analog Interface Card.	\$2,300	\$2,300	\$2,300	\$2,300

Hardware (includes 12 months of Priority Replacement warranty) SUBTOTAL:	\$7,580
---	----------------

IMPLEMENTATION & PROFESSIONAL SERVICES:

Project Management, Configuration & Implementation Services: \$800 (\$80) \$720
 On-Site Installation: \$3,000 (\$300) \$2,700
 Training (Remote by Corporate Trainer or On-Site by Installer): \$1,440 (\$144) \$1,296

Professional Services SUBTOTAL:	\$5,240	(\$524)	\$4,716
Professional Services Discount:	10.0%		

FIXED BID EXPENSES:

1 person on site for a total of 2 day(s) - (flights required): \$1,350
 Shipping and Production Services: \$400

Fixed Bid SUBTOTAL:	\$1,750
----------------------------	----------------

TOTAL PROPOSAL:	\$32,050	(\$9,764)	\$22,286
------------------------	-----------------	------------------	-----------------

Additional Notes:

For Budgetary purposes only, excluding site survey, site diagram and complete analysis from Sales Engineering. Replace End of Life server and voice cards and upgrade software. Recording 14 analog lines of Magnasync, 2 analog 911 positions and 10 analog channels of Radio. Transfer of PSAP Enhanced Package, includes migration of data

All prices are in US dollars.

Pricing is for VPI software and services only and does not include any 3rd party product or services that may apply, if applicable.

Price does not include applicable taxes. Customer will be invoiced separately for these costs.

System does not include computer peripherals (monitor, keyboard, mouse, etc...). To be provided by the customer

On site installation to be completed by customer. VPI will provide remote phone and technical support to facilitate in the installation.

On site installation to be completed by VPI Partner. See services above for any remote phone and technical support VPI will provide to facilitate.

If reseller does not have a reseller's certificate for state in which system is to be shipped, taxes may apply. Taxes vary from state to state and will be invoiced to reseller accordingly.

Services for International implementations are exclusive of travel and associated expenses. Customer will be invoiced separately for these costs.

Shipping and production services includes all travel and expenses for installation and training services purchased.

All services take place during normal business hours, unless otherwise noted.

12 months of support & maintenance quoted above will be added to remaining months of current support contract, if applicable.

This information is confidential and proprietary to VPI Corporation, is intended for review and use by the named customer/prospect only and is not to be shared with any third parties without VPI's prior written consent

Support & Maintenance Schedule

City of Christiansburg Police Department
12/3/2009

SOFTWARE

	STANDARD		PLATINUM	
	12x5	24x7	12x5	24x7
ALL TIERS	12.0%	15.0%	16.0%	18.0%
Software "fixes" within version	Included		Included	
Software Assurance Program: Free upgrades to all releases and enhancements across major & minor version releases.	NOT INCLUDED		*INCLUDED	
Prorated schedule for upgrading software across major releases.	*INCLUDED		N/A; included with Software Assurance Program	
Additional Discount rates applied to purchase of new software modules (i.e. agent evaluation, performance, etc...)	*INCLUDED		*INCLUDED	
Coverage time included	6am - 6pm PST, Monday Friday - exclusive of US National Holidays.	24 hours a day, 7 days a week, including all National Holidays.	6am - 6pm PST, Monday Friday - exclusive of US National Holidays.	24 hours a day, 7 days a week, including all National Holidays.
Response time within coverage period	2 hours		2 hours	
Response time during out of coverage period	NEXT BUSINESS DAY	N/A	NEXT BUSINESS DAY	N/A

SERVICE RATES (2 hour minimums)

Tech Support:
Tier 3 Tech Support:
Professional Services (Requires SOW or CRD):

Hourly Rates (M - F, business hours)	Weekends and after hours	Holidays
\$250	\$300	\$480
\$300	\$410	\$600
\$330	N/A	N/A

HARDWARE WARRANTY

Priority Replacement

Next business day advanced replacement of any defective products (hardware) under contract. International coverage is available. Remote support provided by a certified VPI technician included during "in plan" time frames of support & maintenance. Support during "out of plan" time frames available at current rates.

Next Business Day On-Site

A qualified VPI technician or third-party hardware technician, backed by VPI technical support, responds on site on the next business day if a spare is on site. If a part must be shipped overnight, a technician is scheduled to arrive the next business day of part availability at customer site.

4-Hour On-Site

A qualified VPI technician or third-party hardware technician, backed by VPI technical support, responds within four hours if a spare is on site. If a part must be shipped overnight, a technician is scheduled to arrive within 4 hours of estimated part availability at customer site.

Year 1 (Next Biz Day & 4-Hour on site are incremental rates for year 1):
Year 2:
Year 3:
Year 4:
Year 5:

Priority Replacement	Next Business Day On-Site	4-Hour On-Site
Included	4.0%	5.5%
8.0%	9.0%	11.0%
8.5%	10.0%	12.0%
8.5%	10.0%	13.0%
12.0%	13.5%	15.0%

Note: 4-Hour On-Site requires \$500 per server per year in addition to the rates above.

SOFTWARE SUPPORT & MAINTENANCE AND HARDWARE WARRANTY NOTES:

REMOTE ACCESS TO SERVERS REQUIRED FOR VPI TO PROVIDE SOFTWARE SUPPORT AND MAINTENANCE

Major version sw upgrades are exclusive of hardware, services, T&E, 3rd party and / or server licensing that may be required to support upgrade to new releases.

Tier 3 Support Only is only available to VPI Partners and End-Users that have been certified on applicable VPI products.

For all customers OUT OF MAINTENANCE, hourly rates apply to all calls to VPI's support team, with a minimum 2 hour charge. If system update is required, customer will be required to purchase upgrade at then current software prices.

For all customers OUT OF MAINTENANCE, customer will have the option to reinstate maintenance by paying 120% of lapsed maintenance amount PLUS 1 year additional maintenance beginning the date of reinstatement

4-Hour On-Site Warranty Replacement only available for in North America and only for servers purchased from VPI. \$500 per server per year also required

Next Business Day On-Site Warranty Replacement available only in North America and available only on servers purchased from VPI.

The period of hardware replacement and onsite coverage will start 21 days after acceptance / purchase of the support.

Software Support and Maintenance will be invoiced automatically on the anniversary date of installation. Customers not wanting support will be asked to sign a support declination form acknowledging costs associated with upgrading system should support be required.

Hardware support covers servers & internal components (sound cards, DVD Drives, etc..), and voice boards purchased from VPI, it does not include peripherals such as keyboards & monitors.

Customers may be billed for all replacement hardware that is not returned within 30 days of receiving the advance replacement.

VPI will get written confirmation for out of warranty support efforts from either the end-user or partner (depending on who is to receive the invoice)

PRIOR to services being rendered.

VPI does not offer hardware only warranty options. Hardware only warranty will be provided by a VPI partner.