

PSAP Grant Program Grant Ranker

View Application--86--Tazewell County 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: Tazewell County
Jurisdictions Served: Bluefield, Town of
Cedar Bluff, Town of
Tazewell, County of
Pocahontas, Town of
Richlands, Town of
Tazewell, Town of

Project Director:

Derrick S. Ruble
Director of Emergency Communications / 9-1-1 Center
145 Blackwell Street
276-988-0803 (phone)
276-988-5012 (fax)
druble@tazewellcounty.org

Project Description:

Total Project Cost \$293,796.00

Amount Requested: \$283,796.00

Statement of Need:

The Tazewell County Emergency Communications / 9-1-1 Center, the primary PSAP for Tazewell County, is in the process of trying to implement a comprehensive update of outdated and grossly inadequate infrastructure and facilities. Recently the 9-1-1 Center was able to replace three antiquated radio dispatch consoles, with the newest being 14 years old, and added a fourth supervisors' console at a cost of \$154,247 with partial grant funding. The new dispatch system is PC and IP based and will easily handle the necessary expansion and updates for the needed countywide consolidation of the various emergency service dispatch centers in the Town's. The 9-1-1 Center will also be upgrading our basic radio infrastructure, that has an average age of 20 years, and deploying a complete new set of radio field equipment (P25 upgradeable) to all emergency service personnel countywide to provide interoperability for the first time during FY 10 & FY 11 at a cost of over \$872,000 with partial grant funding. We are also in the process of adding generator power for the first time at two of the three County tower sites and the 9-1-1 Center at an estimated cost of \$115,000 that is not grant funded. The 9-1-1 Center is in need to replace our 3 position CML Rescue-STAR CPE, which is technically outdated and has been without vendor maintenance support since July 1, 2009, with a 4 position VoIP based Positron VIPER system in the amount of \$283,796 with an additional \$10,000 coming from local funds to replace existing 5+ year old 17" monitors with new 24" widescreen LCD monitors with height adjustable stands since they will not be vendor supplied. We currently have four dispatch positions but only three call taker positions due to the technical issues in trying to expand our existing CPE without upgrading the entire system. Our current CPE prevents our dispatchers from disconnecting from or muting a 9-1-1 call after it is transferred to one of the Town's dispatch centers, thus

preventing the dispatcher from being able to answer additional calls for service or radio traffic until the call is complete. To replace the CPE with local funds along with the already ongoing capital improvements and updates would be cost prohibitive. Failure to secure funds for a CPE replacement/upgrade would also setback the ongoing move locally to consolidate the numerous emergency dispatch centers located in the local Town's. Our 9-1-1 Center currently dispatches for 1 sheriff's office, 5 police departments, miscellaneous governmental support agencies, 6 EMS agencies, 16 fire departments, several private EMS agencies, and in the first half of 2010 an additional EMS and fire department; this does not include the various agency sub-stations. Our 9-1-1 infrastructure is unable to grow with the increasing demands being placed on it. This is due to the 9-1-1 Center being inadequate in numerous facets such as located on the third floor of a water treatment plant with no elevator access and no room for expansion or consolidation.

Comprehensive Project Description:

The Tazewell County Emergency Communications / 9-1-1 Center will be replacing our 3 position CML Rescue-STAR CPE, which is technically outdated and has been without vendor maintenance support since July 1, 2009, with a 4 position VoIP based Positron VIPER system. Replacement of existing 5+ year old 15" and 17" monitors with new 24" widescreen LCD monitors with height adjustable stands will occur since they will not be vendor supplied. The new CPE will allow the addition of a much needed fourth call taker position since we have four dispatch positions and will alleviate the hardware and technical issues in trying to expand our exiting CPE. We currently use combined call taker/dispatcher positions. The new CPE will also alleviate the extremely time consuming problem with our current CPE that prevents our dispatchers from disconnecting from or muting a 9-1-1 call after it is transferred to one of the Town's dispatch centers, thus preventing the dispatcher from being able to answer additional calls for service or radio traffic until the call is complete. Also the Wireless Phase II deployment can occur at the same time. Our vendor Verizon anticipates a four month period from contract signing to system completion. The procurement of the VIPER CPE will also allow Tazewell County and the various locally maintained PSAP's to be moving towards a consolidated PSAP/9-1-1 Center.

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

The Positron VIPER addresses PSAP demands for a scalable solution that allows our 9-1-1 Center to move easily and efficiently onto a single physical network by integrating data, voice, and future video/wireless traffic while at the same time benefiting from next generation PBX services, basically NG 9-1-1 services. The Positron VIPER will allow our 9-1-1 Center to quickly move towards Wireless Phase 2 deployment, one of two remaining counties in Virginia without Wireless Phase 2, along with our current address revalidation grant. The Positron VIPER will also allow our 9-1-1 Center use fiber and secure internet networks to forward/relay our 9-1-1 calls or receive them from other localities as needed.

Budget and Budget Narrative:

See attached detailed vendor quote and cover letter. \$69,886.12 – Positron VIPER – Base hardware "backroom" system that is required to interface with the TELCO Demark. \$38,766.08 – Power 9-1-1 Software – Required software and licenses for 4 workstations to run the system. \$3,381.76 – Power MIS Software – Required software and licenses for management and reporting system. \$1,352.96 – ePrinter Software – Required software and documentation. \$49,044.00 – Power IWS Hardware – Required hardware and accessories for 4 workstations. \$4,020.00 – Site Survey – Vendor site prep, travel and expenses. \$6,060.00 – Pre-Cut Verification – Vendor pre-cut verification, travel and expenses. \$37,410.00 – Installation – Installation costs for entire system. \$4,800.00 – Cutover Assistance – Vendor expenses for cutover assistance. \$12,180.00 – Training – Required on-site training for new system including expenses. \$4,694.74 – Project Management Services – Vendor project management services. \$14,271.61 – Prepaid Help Desk & Warranty Plus 4 Years – Additional 4 years warranty and help desk support on the system since our 9-1-1 Center does not have an IT Department. \$24,967.30 – Prepaid Software Evergreen & Warranty Plus 4 Years – Additional 4 years warranty and upgrades for the software to be cost effective and keep the system up-to-date. \$12,961.44 – Recommended Spares – Vendor recommended hardware spare parts to keep on site to reduce 9-1-1 downtime due to critical hardware failure. \$10,000.00 – 24" LCD Monitors – Customer provided, 10 ea., 24" LCD monitors. \$293,796.01 – Total \$10,000.00 – Local Funds \$283,796 – Requested (Rounded)

Evaluation:

As the long-tem replacement CPE for the Tazewell County Emergency Communications / 9-1-1 Center, it

will not be accepted unless it demonstrates the ability to perform consistently the following functions: supports Caller ID, TDD/TTY, call detail printing, CAD interface, redundant ALI links, call check recording, NTP master clock source, both voice and data on single physical network, immediately able to convert audio to digital minimizing EMI and RF interference, and automatic call distribution as needed. Ability to process Phase 0 and 1 wireless 9-1-1 calls, Phase 2 upon local deployment, process incoming wireline 9-1-1 calls, ability to transfer, display ALI/ANI information, integration with existing CAD and soon to be purchased mapping upgrade.

Attachments

Copy of TAZEWELL County Budgetary cost for the VIPER SYSTEM 121509 Q73327 - quote (2).XLS
Tazewell County Positron Viper system Budgetary cost 121509.doc



Verizonbusiness

**15816 Ryder Cup Drive
Haymarket, VA. 20169**

December 15, 2009

Derrick S. Ruble
Director of Emergency Communication /9-1-1 Center
145 Blackwell Street
Tazewell, VA. 24651

Dear Mr. Ruble

I am the 911 account manager for Verizon and I am working with Sandy Theeler and she asked me to provide the budgetary quote to you.

The following information will provide you with the budgetary cost for a new Positron Viper IP system. The Viper system is equipped for Four 911 positions, four wire line and four wireless 911 trunks, eight administrative lines. Positron will install the system and train the customer. Verizon will remove the old equipment and give it to the customer and provide a project manager. The budgetary cost includes equipment, installation, training, and one year of warranty. We also recommend that you purchase the recommended spares. The budgetary cost for the Viper system is **\$250,291.66**. Please contact me if you have any questions.

Sincerely

Tom Griffith
Client Account Manager
Verizon Business
571-248-4034

Configuration Parameters

Positron VIPER

Total Number of E9-1-1 Trunks	8
Total Number of Administrative Lines - FXO	8

Answering Positions

Number of Power 9-1-1 Intelligent Workstations	4
Number of Buttons per Position	1,280 on-screen.

Power 9-1-1 Intelligent Workstation Features

Location Module (ANI/ALI)	Included
Computer Telephony Module (on-screen telephony)	Included
Contact Module (Call & Transfer - Voice and/or Data)	Included
On-line Message Board (a.k.a. Flash Bulletin Module)	Included
Lists Module (Call Lists and Queries)	Included
Toolbar (a.k.a. Call Detail Tool)	Included
Incident Manager Software (Incident Detailing + Premise + SOP)	Included
Integrated Call Recorder	Included
Integrated Telephone & Radio Recorder	Included
Integrated TDD	Included
AgentToolkit	Included
Data Transfer to Remote FAX Machines or via E-Mail (XDC)	Optional
UPS on Workstation PCs (30 minutes)	Included
Servers UPS	Included
VIPER UPS	Included
Tape Backup System	Included
RAID Disk Array (data redundancy)	Included

MIS Solution

Power MIS	Included
ePrinter	Included

Power MAP

Power MAP Viewing Software	Included
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Miscellaneous

Number of Monitors per position	2
Monitor Type	Customer Supplied

Model #	Description	Qty	List	Unit Cost
¹ Positron VIPER				
912800	Positron CAMA Gateway Shelf	3	\$ 1,188.00	\$ 760.32
912801	Positron CAMA Interface Module	4	\$ 3,228.00	\$ 2,065.92
912802	Positron Primary Backroom Server	1	Non-Disc	\$ 4,380.00
912803	Positron Primary VoIP Soft Switch	1	Non-Disc	\$ 3,180.00
912814	Positron Admin Interface Module (AIM)	2	\$ 1,680.00	\$ 1,075.20
912806	24 Port Switch	2	Non-Disc	\$ 990.00
912827	Positron VIPER Backroom Mounting Kit	1	Non-Disc.	\$ 2,783.00
912890	VIPER Media Kit	1	\$ -	\$ -
912810	IP PHONE - SNOM 320	8	Non-Disc	\$ 420.00
912811	Backroom Position Access License	5	\$ 2,388.00	\$ 1,528.32
912812	PBX Access License - Per Workstation	9	\$ 1,548.00	\$ 990.72
912813	Power Supply (-48V DC)	2	Non-Disc	\$ 1,194.00
914414	RACKMOUNT UPS 1000VA	2	Non-Disc	\$ 2,034.00
914850	VPN Appliance	1	Non-Disc	\$ 1,430.00
912822	Positron Secondary Backroom Server	1	Non-Disc	\$ 3,900.00
912823	Positron Secondary VoIP Soft Switch	1	Non-Disc	\$ 3,180.00
913850/G2	Positron VIPER Enabling Kit	4	\$ 3,900.00	\$ 2,496.00
				Subtotal
Power 9-1-1 Software				
913100	Power 9-1-1 Version 5 Client Access License (CAL)	4	\$ 11,994.00	\$ 7,676.16
913202	Power 9-1-1 Server Access License (SAL)	4	\$ 2,394.00	\$ 1,532.16
913152	Power 9-1-1 Add-on Recorder for Radio	4	\$ 720.00	\$ 460.80
913100/CD	Power 9-1-1 Version 5 Media	1	\$ 140.00	\$ 89.60
				Subtotal
Power MIS Software				
920100	Power MIS Server Software License	1	\$ 112.00	\$ 71.68
920101	Power MIS Concurrent Client Access License	2	\$ 484.00	\$ 309.76
920102	Power MIS Data Access License	4	\$ 1,016.00	\$ 650.24
920100/CD	Power MIS Media & Documentation	1	\$ 140.00	\$ 89.60
				Subtotal
ePrinter Software				
917310/11	ePrinter Software and Documentation	1	\$ 1,920.00	\$ 1,228.80
917311/11	ePrinter - Self Tutorial CD	1	\$ 194.00	\$ 124.16
				Subtotal

Model #	Description	Qty	List	Unit Cost
² Optional Power MAP				
919500	GIS Data Validation and Testing	1	Non-Disc \$	3,000.00
919300	PMAP BASE ESRI EDITING S/W	1	Non-Disc \$	3,600.00
919100/322	Power MAP Software	4	\$ 5,040.00 \$	3,024.00
				Subtotal
Power IWS Hardware				
914101/NS	IWS G2 Workstation Computer (No Monitor)	4	Non-Disc.	\$ 1,674.00
914410	IWS Workstation UPS	4	Non-Disc	\$ 891.00
914808	Dual Video Card	4	Non-Disc.	\$ 288.00
914120/1	IWS G2 Workstation - Configuration & Software	4	Non-Disc.	\$ 390.00
914431/R	IWS BSC.SV(RMT)TAPE BKP SYS	1	Non-Disc	\$ 3,816.00
ePrinter Hardware				
914120/1	IWS G2 Workstation - Configuration & Software	1	Non-Disc.	\$ 390.00
914410	IWS Workstation UPS	1	Non-Disc	\$ 891.00
914101/NS	IWS G2 Workstation Computer (No Monitor)	1	Non-Disc.	\$ 1,674.00
Power 9-1-1 Server				
914120/2	IWS Underlying System Software - Server	1	Non-Disc.	\$ 3,262.00
914414	RACKMOUNT UPS 1000VA	1	Non-Disc	\$ 2,034.00
912808	IU KEYBOARD/LCD/8-PORT KVM	1	Non-Disc	\$ 3,600.00
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA	1	Non-Disc	\$ 2,648.00
914245	160GB SATA Non Hotplug Hard Disk (ML110, DI	3	Non-Disc	\$ 138.00
Power MIS Server				
914120/2	IWS Underlying System Software - Server	1	Non-Disc.	\$ 3,262.00
914422	Additional Backup EXEC SQL Agent	1	Non-Disc	\$ 1,356.00
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA	1	Non-Disc	\$ 2,648.00
914245	160GB SATA Non Hotplug Hard Disk (ML110, DI	3	Non-Disc	\$ 138.00
Peripherals				
915109	ALARM PANEL	1	Non-Disc	\$ 1,188.00
912645	Serial Printer	1	Non-Disc.	\$ 960.00
914514	Color Laser Printer	1	Non-Disc.	\$ 1,275.00
600150	50 Pin Punch Blocks	4	Non-Disc.	\$ 180.00
207-990000-046	25 Pair Amphenol Cable	4	Non-Disc.	\$ 300.00
960103	Network Cabling	18	Non-Disc.	\$ 240.00
				Subtotal

Model #	Description	Qty	List	Unit Cost
³ Site Survey				
950100	Site Survey	1	Non-Disc. \$	1,800.00
960575	Site Survey - Living Expense Per Day	3	Non-Disc. \$	240.00
960580	Site Survey - Travel Fee	1	Non-Disc. \$	1,500.00
				Subtotal
Pre-Cut Verification				
950500	Pre-Cut Verification - Price Per Day	2	Non-Disc. \$	1,800.00
960575	Installation - Living Expense Per Day	4	Non-Disc. \$	240.00
960580	Installation - Travel Fee	1	Non-Disc. \$	1,500.00
				Subtotal
Installation				
950856	Backroom Staging - up to 8 positions	1	Non-Disc. \$	5,000.00
950850	Positron IWS Staging - up to 8 positions	1	Non-Disc. \$	8,000.00
950858	Backroom Staging – Additional Work when no Cabi	1	Non-Disc. \$	5,000.00
950104	Professional Services - Price Per Day	7	Non-Disc. \$	2,250.00
960575	Installation - Living Expense Per Day	9	Non-Disc. \$	240.00
960580	Installation - Travel Fee	1	Non-Disc. \$	1,500.00
				Subtotal
³ Cutover Assistance				
950500	Cutover Assistance - Price Per Day	2	Non-Disc. \$	2,160.00
960575	Installation - Living Expense Per Day	2	Non-Disc. \$	240.00
				Subtotal
Training				
960801	Call Taker Training	2	Non-Disc. \$	1,800.00
960801	Administrator Training	3	Non-Disc. \$	1,800.00
960575	Training - Living Expense Per Day	7	Non-Disc. \$	240.00
960580	Training - Travel Fee	1	Non-Disc. \$	1,500.00
				Subtotal

Model #	Description	Qty	List	Unit Cost
Miscellaneous Hotfixes				
999999	Miscellaneous Hotfixes	1	Non-Disc.	\$ -
				Subtotal
Project Management Services				
950510	Project Management	1	Non-Disc.	\$ 4,694.74
				Subtotal
Total				

Optional Maintenance Services

⁴ **Help Desk - Yearly Cost, Starting Year 2**

950999/HD1	Help Desk (1 Year)	1	Non-Disc.	\$ 3,567.90
				Subtotal

^{4,6} **Prepaid Help Desk - Warranty Plus 4 Years**

950999/HD5	Prepaid Help Desk - Warranty Plus 4 Years	1	Non-Disc.	\$ 14,271.61
				Subtotal

⁵ **Software Evergreen - Yearly Cost, Starting Year 2**

950999/SE1	Software Evergreen (1 Year)	1	Non-Disc.	\$ 6,241.82
				Subtotal

^{5,6} **Prepaid Software Evergreen - Warranty + 4 Years**

950999/SE5	Prepaid Software Evergreen - Warranty + 4 Years	1	Non-Disc.	\$ 24,967.30
				Subtotal

Model #	Description	Qty	List	Unit Cost
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Recommended Spares

⁷ **Recommended Spares**

912800	Positron CAMA Gateway Shelf	1	\$ 1,188.00	\$ 760.32
912801	Positron CAMA Interface Module	1	\$ 3,228.00	\$ 2,065.92
912802	Positron Primary Backroom Server	1	Non-Disc	\$ 4,380.00
912814	Positron Admin Interface Module (AIM)	1	\$ 1,680.00	\$ 1,075.20
912806	24 Port Switch	1	Non-Disc	\$ 990.00
912813	Power Supply (-48V DC)	1	Non-Disc	\$ 1,194.00
913850/G2	Positron VIPER Enabling Kit	1	\$ 3,900.00	\$ 2,496.00
				Subtotal

^{7.8} **Optional Additional Laptop Position**

Software

912811	Backroom Position Access License	1	\$ 2,388.00	\$ 1,528.32
912812	PBX Access License - Per Workstation	1	\$ 1,548.00	\$ 990.72
914120/1	IWS Underlying System Software - Workstation (O/	1	Non-Disc.	\$ 390.00
920102	Power MIS Data Access License	1	\$ 1,016.00	\$ 650.24
919100/322	Power MAP Software	1	\$ 5,040.00	\$ 3,024.00
913100	Power 9-1-1 Version 5 Client Access License	1	\$ 11,994.00	\$ 7,676.16
913202	Power 9-1-1 Server Access License	1	\$ 2,394.00	\$ 1,532.16

Hardware

960103	Network Cabling	1	Non-Disc.	\$ 240.00
914110/1	HP 8710p - 17" Widescreen TFT	1	Non-Disc.	\$ 4,320.00

Installation

950104	Professional Services - per day	1	Non-Disc.	\$ 1,800.00
960575	Installation - Living Expense Per Day	1	Non-Disc.	\$ 240.00
				Subtotal

Model #	Description	Qty	List	Unit Cost
7.9 Optional XDC Solution				
Software				
913353/200	XDC Software License - Workstation	4	\$ 600.00	\$ 384.00
913351/200	XDC Software License - Server	1	\$ 3,600.00	\$ 2,304.00
Hardware				
914210/R	IWS Type 1 Rack Server (1U 1CPU) 160GB SATA	1	Non-Disc.	\$ 2,648.00
914120/3	IWS OBJ.SRV.S/W & CONFIGURATION	1	Non-Disc.	\$ 1,924.00
914510	Serial Port Expansion board (4 port)	1	Non-Disc	\$ 1,002.00
914520	IWS External Modem (XDC)	4	Non-Disc.	\$ 160.00
Installation				
950104	Professional Services - per day	1	Non-Disc.	\$ 1,800.00
960575	Installation - Living Expense Per Day	1	Non-Disc.	\$ 240.00
				Subtotal
7 IWS Keypads				
914600/1	IWS EXT.PROG.KEYPAD MODEL 683	4	Non-Disc	\$ 162.00
				Subtotal

Total

\$	2,280.96
\$	8,263.68
\$	4,380.00
\$	3,180.00
\$	2,150.40
\$	1,980.00
\$	2,783.00
\$	-
\$	3,360.00
\$	7,641.60
\$	8,916.48
\$	2,388.00
\$	4,068.00
\$	1,430.00
\$	3,900.00
\$	3,180.00
\$	9,984.00
\$	69,886.12

\$	30,704.64
\$	6,128.64
\$	1,843.20
\$	89.60
\$	38,766.08

\$	71.68
\$	619.52
\$	2,600.96
\$	89.60
\$	3,381.76

\$	1,228.80
\$	124.16
\$	1,352.96

Total

\$	3,000.00
\$	3,600.00
\$	12,096.00
\$	18,696.00
\$	6,696.00
\$	3,564.00
\$	1,152.00
\$	1,560.00
\$	3,816.00
\$	390.00
\$	891.00
\$	1,674.00
\$	3,262.00
\$	2,034.00
\$	3,600.00
\$	2,648.00
\$	414.00
\$	3,262.00
\$	1,356.00
\$	2,648.00
\$	414.00
\$	1,188.00
\$	960.00
\$	1,275.00
\$	720.00
\$	1,200.00
\$	4,320.00
\$	49,044.00

Total

\$	1,800.00
\$	720.00
\$	1,500.00
\$	4,020.00

\$	3,600.00
\$	960.00
\$	1,500.00
\$	6,060.00

\$	5,000.00
\$	8,000.00
\$	5,000.00
\$	15,750.00
\$	2,160.00
\$	1,500.00
\$	37,410.00

\$	4,320.00
\$	480.00
\$	4,800.00

\$	3,600.00
\$	5,400.00
\$	1,680.00
\$	1,500.00
\$	12,180.00

Total	
\$	-
\$	-
\$	4,694.74
\$	4,694.74
\$	250,291.66

\$	3,567.90
\$	3,567.90

\$	14,271.61
	14,271.61

\$	6,241.82
\$	6,241.82

\$	24,967.30
\$	24,967.30

Total

\$	760.32
\$	2,065.92
\$	4,380.00
\$	1,075.20
\$	990.00
\$	1,194.00
\$	2,496.00
\$	12,961.44

\$	1,528.32
\$	990.72
\$	390.00
\$	650.24
\$	3,024.00
\$	7,676.16
\$	1,532.16

\$	240.00
\$	4,320.00

\$	1,800.00
\$	240.00
\$	22,391.60

Total

\$	1,536.00
\$	2,304.00
\$	2,648.00
\$	1,924.00
\$	1,002.00
\$	640.00
\$	1,800.00
\$	240.00
\$	12,275.41

\$	648.00
\$	648.00



Positron VIPER with
Power 9-1-1, Power MIS and Optional Power MAP
for
Tazewell County, VA

With



Summary - Base System

Item	Cost
Positron VIPER	\$ 69,886.12
Power 9-1-1 Software	\$ 38,766.08
Power MIS Software	\$ 3,381.76
ePrinter Software	\$ 1,352.96
Power MAP	\$ 18,696.00
Power IWS Hardware	\$ 49,044.00
Site Survey	\$ 4,020.00
Pre-Cut Verification	\$ 6,060.00
Installation	\$ 37,410.00
Cutover Assistance	\$ 4,800.00
Training	\$ 12,180.00
Miscellaneous Hotfixes	\$ -
Project Management Services	\$ 4,694.74
Total	\$ 250,291.66

Summary - Optional Maintenance Services - Annual

Item	Cost
Help Desk - Yearly Cost, Starting Year 2	\$ 3,567.90
Software Evergreen - Yearly Cost, Starting Year 2	\$ 6,241.82

Summary - Optional Maintenance Services - Warranty + 4 Years Prepaid

Item	Cost
Prepaid Help Desk - Warranty Plus 4 Years	\$ 14,271.61
Prepaid Software Evergreen - Warranty + 4 Years	\$ 24,967.30

Notes

- 1 The functionality of the quoted SNOM telephone set is designed to support the needs of administrative call-handling only. No emergency calls (9-1-1 or 7-digit emergency or other) should be handled by this equipment. The functionality of the SNOM set is limited to that found in the published documentation available from Positron.

Verizon to provide the following peripheral equipment:

Additional VIPER Equipment Required:

- * Two (2) modems to ALI database (Telco normally provides 4 wire dedicated modems - 202T type)
- * One (1) Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

The Standard Operating Procedure and Premise Information Modules, if included, requires customer-input of data.

- 2 Optional Power MAP is a viewing software. Customer must supply and maintain GIS data. GIS Data must be ESRI .shp format, or capable of being converted to ESRI .shp format.

It is assumed that the GIS data has already been validated by Positron, otherwise additional fees will apply.

The Positron Power IWS GIS Data validation service examines the suitability of end user supplied GIS data and readies it for use by Power IWS products. Any potential problems identified during the GIS data review are reported to the customer, including problems descriptions and recommended corrective action.

The GIS data is then configured to work with Power IWS. Part of the preparation includes sample testing to ensure that the desired operational results can be achieved.

Corrections to the GIS data are not performed and this service does not validate the positional accuracy of the data. If the customer wants corrections to be completed to the GIS data by POSITRON, a price quotation can be provided upon request.

In order to ensure timely delivery of the customer order, GIS data is required to be delivered to Positron for validation as soon as possible after the order is placed.

- 3 It is assumed that Cutover assistance will occur immediately after installation has been completed, otherwise additional travel and living expenses will apply.

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.

- 4 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.

In the event that a problem cannot be corrected remotely, a Positron technician will be dispatched to the site in order to remedy any critical service affecting issue. A mutually agreed upon response time will be negotiated between Positron and the customer upon the award of the contract.

If the site has not contracted on-site maintenance services, the customer will then be charged for on-site assistance at the current Positron labour and material rates plus air fare cost.

Please note that this service does not cover the cost of either Positron or third party hardware or software components (except for the period of standard Warranty coverage and optional, additional Extended Warranty or Software Evergreen coverages available for purchase from Positron).

Please note that Positron strongly recommends the purchase of this option as a value added service which will provide full access to Positron's trained Help Desk technicians to assist with any issue resolution required. Should this option not be selected, service calls made to Positron's Help Desk will be individually charged at Positron's current rates.

-
- 5 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.

Please note that this service does not apply to any third party software updates such as the Windows operating system (O/S), and the Relational Data Base Managemet Software (RDBMS) MS SQL.

6 This is a pre-paid and discounted service.

7 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 and Help Desk services 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.

8 The following Power 9-1-1 features are not available on the Laptop configuration:

- Integrated TTY
- Integrated Call Recording
- Headset Sharing

The following is included in the Laptop pricing:

- HP 8710p - 17" Widescreen TFT (1680 x 1050)
 - Warranty 9 x 5 Next business day 3 years on site
 - USB Headset Interface for Plantronics Headset (**Headset is not included**)
 - Backpack
-

9 Customer will be responsible for ensuring XDC server has dedicated phone lines available for each proposed modem.

PSAP Grant Program Grant Ranker

View Application--87--Madison County Mapping

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: Madison County

Jurisdictions Served: Madison, Town of
Madison, County of

Project Director:

Robert Finks
911 Director
P. O. Box 705
540-948-5144 (phone)
540-948-5147 (fax)
rfinks@madisonco.virginia.gov

Project Description:

Total Project Cost \$36,445.00

Amount Requested: \$36,445.00

Statement of Need:

This mapping update would provide a better mapping system with improvements for mutual aid and interoperability. This upgrade would make it possible for mapping of Madison County as well as all surrounding counties. With the surrounding counties, we would be able to track wireless 911 across county lines and also provide directions to law enforcement, fire and rescue when they enter other counties for assistance. Madison County will still pay and keep in place the maintenance for the mapping system. Without the grant it is highly likely that we will have to wait until better economic times to purchase the upgrade.

Comprehensive Project Description:

Our goal is to update the mapping to include all 911 information on all of the surrounding counties as well as Madison. Our objective is to be able to dispatch calls that go across county lines and mutual aid calls. We are also the back-up psap for Orange County and the mapping would apply to that also. Once approved, the mapping would be built for Madison County and then installed in our psap. The mapping should be installed within 4 months from the time of the order. Once updated, Madison County would keep the maps up-to-date as we do now.

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

This upgrade will support the future next gen 911 by being able to follow 911 across county lines. It will also provide for mutual aid calls and interoperability.

Budget and Budget Narrative:

The funds will be for the attached quote. See attached quote

Evaluation:

The project will be monitored during installation and the program will be used daily. Mutual aid occurs everyday and we will know immediately if the product works as it is supposed to. We will work with the vendor to make sure it is a success.

Attachments

Madson County VA - Eagle 7 0.pdf



September 23, 2009

Robert Finks
911 Coordinator
Madison County
PO Box 705
Madison, VA 22727

RE: Pricing for Eagle 7.0 software and associated services.

Dear Robert:

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 TabletGIS software product. Training will be conducted on-site in Madison County. Technical support will continue at the normal rate unless notified in writing.

#	Description	Price
1	Eagle 7.0 Server	\$7,995.00
9	Eagle 7.0 Workstations	\$22,455.00
1	Data Setup and Configuration	\$3,800.00
1	Onsite Training	\$2,195.00
	Total	\$36,445.00

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--88--Upgrade form MAARS System to Vesta Pallas System

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

Primary PSAP Applicants: Essex County

Jurisdictions Served: Tappahannock, Town of

Project Director:

Larry Smith
Emergency Services Coordinator
306 Cross Street
804-443-4414 (phone)
804-443-5741 (fax)
lsmith@essex-virginia.org

Project Description:

Total Project Cost \$158,000.00

Amount Requested: \$158,000.00

Statement of Need:

Essex County's MAARS system will no longer be vendor supported in August of 2010. Essex has recently replaced and narrowbanded its communications system. Upgrades to the outdated dispatch center are being made. Upgrades to the console, security system and dispatch positions have already been accomplished. The CAD system is to be replaced next since it will not interface with the Vesta Pallas System. With all the upgrade expenditures, Essex needs help in funding the upgrade to Vesta Pallas.

Comprehensive Project Description:

Essex County's goal has been to upgrade its outdated communications and dispatching system. A systematic approach has been followed to accomplish this goal. The end objective has been a system that is in step with current technology giving us operability within the county and interoperability with our surrounding jurisdictions. The radio system has been replaced with a narrowband, microwave, simulcast system that is upgradable to P25 compliance. The dispatch center is being upgraded in a step by step manner to meet the ever increasing 911 needs in an expanding county. Improvements to the dispatch positions, console and security systems have been accomplished. The CAD system is slated to be replaced next. The necessary upgrade to Vesta Pallas will enable the PSAP to remain functional. The next upgrade will be to Digital and P25 compliance. The long term goal is regional response in the Middle Peninsula.

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

The upgrade to Vestal Palace will not only enable the PSAP to remain in operation but will allow it to upgrade to P25.

Budget and Budget Narrative:

The Grant funds will be used to purchase the Vesta Pallas System upgrade to equip the dispatch centers 2 (911)positions, wire line 911 trunks, wireless 911 trunks and administrative lines. The system will be IP ready for the next generation of 911 requiring IP. The grant funding covers the insatllation of the new system, training of the Essex County Dispatchers and Administrators and removal of the old equipment. The existing Magic system will remain in place but will receive a software upgrade. It also includes one year of software support monitoring and response and training.

Evaluation:

A project manager will oversee and coordinate the installation and testing of the system. Milestones are in place to measure achievement.

Attachments

PLANT PDN MA080428 MAARS ANNOUNCEMENT(NP).pdf
Essex County Verizon Vesta Pallas budgetary cost for the upgrade 120409doc.doc



Product Discontinuation Notice

Document ID: PDN MA080428

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

Priority: High

Active Date: April 28, 2008

Introduction

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

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

Background

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

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

MAARS Future Sales & Support Plan

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

END OF NEW SYSTEM SALES DATE:

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

The terms of this announcement are as follows:

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

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

CONTINUED SUPPORT FOR EMBEDDED BASE:

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

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

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

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

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

MIGRATION OPTIONS:

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

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

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

Ordering Information

New FRU Part #s

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

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

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

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

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

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

Discontinued Part #s – Effective Immediately

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

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

Support

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

Training

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

Closing

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

The PlantCML Product Team



South Inc.
Branch Sales

15816 Ryder Cup Drive
Haymarket, VA. 20169

December 04, 2009

Dave Whitlow
Essex County Administrator
PO. Box 1079
Tappahannock, VA. 22560

Dear Mr. Whitlow

The following information will provide you with the budgetary cost to upgrade your current Marris 911 system to the Vesta Pallas system. The Plant/CML Vesta Pallas system is equipped for two (911) positions, wire line 911 trunks and wireless 911 trunks, and administrative lines. The Vesta Pallas system is IP ready for the next generation of 911 services requiring IP. Verizon will install the system and Plant/CML will train Essex County PSAP dispatchers and administrators Verizon will remove the old equipment and give it to Essex County. Your existing Magic system will be reused; however Verizon will upgrade the software. Verizon will also provide a project manager to coordinate the installation and work with Essex County to ensure a smooth implementation of the Project. The budgetary cost for the Vesta Pallas upgrade including equipment, installation on site spare equipment is \$138,000. The professional services including one year of software support monitoring and response and training is \$20,000. The total budgetary cost is **\$158,000**. Essex County should be able to apply for a Grant with the Virginia (Vita) wire less board. Please contact your Vita representative and they can assist you with the process. The budgetary cost that I have provided can be used when applying for the Grant. Please contact me at 571-248-4034 if you have any questions or if you would like a demo of the product.

Sincerely

Tom Griffith
Client Account Manager
Verizon Business
571-248-4034

PSAP Grant Program Grant Ranker

View Application--89--Fredericksburg PSAP Improvements II

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

Primary PSAP Applicants: Fredericksburg Police Communications

Jurisdictions Served: Fredericksburg, City of

Project Director:

Waverly Musselman
Captain
2200 Cowan Blvd
540-654-5700 (phone)
540-372-1108 (fax)
wmusselman@pd.fredericksburgva.gov

Project Description:

Total Project Cost \$15,000.00

Amount Requested: \$15,000.00

Statement of Need:

Located equidistant between the City of Richmond and the Nation's Capital, the Fredericksburg 911 Emergency Operations Center serves as the Public Safety Answering Point for its resident population of 22,000 and for the tens of thousands of visitors who daily enter the city to work, shop, and enjoy the tourist and entertainment attractions of this regional focal point. Fredericksburg is the home to a 412-bed hospital center, a university with approximately 4000 students, and a massive retail complex in addition to the many sites of historical interest that attract non-residents into the city's boundaries. Despite its relatively small population, during the last twelve months the Fredericksburg PSAP fielded roughly 18,000 emergency calls through its 911 system, half of which were via wireless 911. In July 2007, the Fredericksburg PSAP moved from cramped and obsolete quarters in the historic district to a new 35,000 square foot facility located in the center of the jurisdiction. Notably, much of the equipment that is essential to the daily operations of the PSAP was moved from the old facility to its new home in the state-of-the-art headquarters of the Police Department. Some of that equipment is now technically incapable of meeting the requirements of the Fredericksburg PSAP due to the attendant increase in demand for E-911 service. Mirroring the economic crises in the rest of the country, the City of Fredericksburg local government has been forced to implement severe financial restrictions against all of its public services, including hiring freezes and position consolidations, cutbacks in training and equipment budgets, and a city-wide salary reduction for all public employees. While the most important element of any PSAP is undoubtedly the highly

trained and dedicated staff members who provide the essential services to the public, it is vital that those professional personnel are supported by the advanced tools and equipment that are critical to the performance of their jobs. Upgrades to emergency operational equipment that supports the function of the PSAP are a high priority to Fredericksburg, but are on a lower tier of priority to the E-911 Services Board. The planned upgrade of E-911 equipment as requested in this grant is contained within the Fredericksburg Police Department's comprehensive strategy that administers regularly scheduled maintenance and updates of all core systems and apparatus necessary to complete its mission. The funding requested from the E-911 Services Board represents a very small portion of the moneys needed to finance the Fredericksburg PSAP, which is supported by the City of Fredericksburg through an annual operating budget of over \$930,000 for the 911 Emergency Operations Center.

Comprehensive Project Description:

Project Overview The Fredericksburg PSAP consists of six E-911 workstations that are operated by a rotating shift of twenty full-time and part-time Communications Officers (dispatchers). The facility is housed in the headquarters of the Fredericksburg Police Department and is staffed at a minimum of three dispatchers on duty twenty-four hours a day. The dispatchers are the first point of contact for individuals who require emergency assistance from Police, Fire, and Rescue first responders. The PSAP also has interoperability capability and long-standing mutual aid agreements with surrounding jurisdictions including the Virginia State Police and the University of Mary Washington Police Department. All dispatchers in the Fredericksburg PSAP are cross-trained to work as Call-taker, Police Dispatcher, and Fire/Rescue Dispatcher, and they rotate through these positions throughout their work week. The dispatchers are also trained in Emergency Medical Dispatch procedures. At their assigned position, each dispatcher is responsible for monitoring multiple radio and phone lines, both emergency and administrative. **Goals and Objectives** The scope of the Fredericksburg PSAP Improvements Project includes the purchase and installation of the following critical equipment that require upgrades in order to support the functions of the E-911 Center: **Instant Recall Recorders for six (6) E-911 workstations** The instant recall recorders currently in use in the Fredericksburg PSAP only have the capability to record a single selected radio channel at each E-911 workstation. However, each dispatcher is responsible for monitoring the radio transmissions from a minimum of three different frequencies, as well as the multiple emergency and non-emergency phone lines that come in to the E-911 Center. During emergency incidents that generate a high volume of radio traffic, especially during incidents involving multi-jurisdictional response, it is not uncommon for critical information to be transmitted on more than one radio channel simultaneously. To increase the operational capability of the E-911 Center, it is essential to upgrade the instant recall recorders so that multiple non-selected channels can be recorded at the same time. This capability will allow the dispatcher to "rewind" and listen to any missed transmissions within the previous 90 minutes, thus ensuring greater safety to first responders and a more efficient use of personnel resources in the PSAP. While all professional dispatchers are necessarily masters of multi-tasking, the use of multi-channel instant recall recorders is a necessity to deliver the expected level of service to the consumer. **Implementation Strategy** If awarded the requested funds from the E-911 Wireless Services Board, the grant will be submitted to City Council for adoption and approval. Within the first three months of the grant period, the Project Director or his designee will arrange for the purchase of grant-funded equipment from the dedicated vendor that supports the radio equipment and technology in the PSAP. Immediately following the award of contract, the grant-funded equipment will be purchased and installed by qualified contractors, with service and operational testing as required. The grant-funded equipment will be included in the Fredericksburg Police Department's comprehensive strategy to ensure the administration of regularly scheduled maintenance and updates as required.

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

The instant recall recorder upgrade packages will be purchased and installed by the dedicated vendor that supports all of the radio system technology in the Fredericksburg PSAP. The use of this sole source vendor ensures the technical compatibility of our critical systems and also guarantees that future enhancements can be planned and supported.

Budget and Budget Narrative:

Instant Recall Recorder upgrade package for six (6) E-911 workstations Upgrade packages and licenses for six E-911 workstations to allow for the recording of multiple radio frequencies and recall transmissions for up to 90 minutes. Equipment and Installation _____ @ \$2500
 Total Project Budget _____ \$15,000

Evaluation:

The upgrade of technically limited equipment in the Fredericksburg E-911 Center will assure that the most efficient and reliable level of service is delivered to the community. The equipment will be purchased and installed by qualified technicians, and immediately following installation, the systems will be tested for proper functioning and quality control. The equipment will be catalogued and included in the maintenance schedule used to track all department inventories. Reports will be filed to track the hours required to perform regular or emergency repairs to the equipment, as such data is highly important to determine present and future organizational models. The Captain in charge of Support Services has been designated as the Project Director for the purchase and installation of any new equipment funded by this grant, and it will be his responsibility to ensure that the implementation strategy as outlined in this application has been successfully accomplished in a timely manner.

Attachments

PSAP Grant Program Grant Ranker

View Application--90--Fairfax County SYMON enhancement

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: Other (**OTHER**)

Primary PSAP Applicants: Fairfax County PSCC

Jurisdictions Served: Fairfax, County of

Project Director:

Roy L Oliver
Assistant Director Support Services Bureau
4890 Alliance Dr
571-274-2823 (phone)
703-631-2789 (fax)
Roy.Oliver@fairfaxcounty.gov

Project Description:

Total Project Cost \$65,550.00

Amount Requested: \$65,550.00

Statement of Need:

The Department of Public Safety Communications (DPSC) is located within the McConnell Public Safety and Transportations Operations Center (MPSTOC). The operations floor within the MPSTOC is 12,000 square feet. The DPSC uses an application named SYMON which is an automated solution that provides a real time display of critical data to employees in a useful manner. Currently SYMON is displaying information from; the primary 911 phone system, the back up phone system and all other phone lines routinely answered on our operations floor. SYMON also has ability to provide data such as: number of call takers available, number of call takers on call, numbers of calls pending, time calls have been pending in a specific queue, number of calls entered and number of events entered with the last 24 hours and year to date. Currently the displays are being shown on small flat panels located in each corner of the operations floor and are not easily viewable by the intended office and there is no access to the data off the operations floor. The information provided by SYMON can potentially be used by supervisory staff to better manage staffing assignments, better manage incidents and use the information to assign responsibilities. The system can also be used for special alerts, such as significant weather events, radio status, agency news, national news, etc. The information would also be used by employees to gauge what the current call volume is, identify significant events occurring within the PSAP boundaries, see common messages and determine when coverage and workload will allow for a break. The large size of our operations floor requires we have a display large enough so the intended audience can view the information easily. Currently we do not have

a way to display the data to the operations floor in a usable manner due to the inadequate size of the display devices available to us and the relative size of the operations floor, so the information is not being displayed in a beneficial manner to help our operations. In addition to the challenge of providing information on the operations floor we plan to create access to SYMON in both our supervisors' office as well as in the administration area that supports our PSAP. One of our goals for our new facility was to improve our ability to utilize information, to become more proactive instead of reactive, to take real time data and make on the fly decisions to better help manage workload and to keep our employees better informed. The long term plan of our facility is to create a combination of the right technologies along side the fundamentals of good sound communication practices; SYMON was to be part of this plan.

Comprehensive Project Description:

Our goal to enhance our existing SYMON information display will allow us to better manage and communicate with our operations floor staff. It will allow us to manage shift assignments and group assignments (such as how many dedicated 911 call takers we have and how many emergency and non-emergency call takers we have based on work load). We have moved from a 3400 square foot operations floor to a floor that is just over 12,000 square feet, and our goal is to improve communications and management of the operations floor staff by providing all parties data they need to make decisions. The installation of the display devices will be done by two parties: on site Department of Information Technology staff as well as Facilities Management from the County. The work will include mounting the display devices, cabling from the gallery area to the display devices, electrical modifications and SYMON configurations. The time line for installation would be 30 days from the time of delivery of the display devices. Preparation work will be done prior to the receipt of the display devices; this includes the addition of Extron video extension units and cabling. Once installed the devices would become part of the AV system for the MPSTOC facility and would be supported by the Department of Information Technologies AV manager. We already have in place a plan to interface our Computer Aided Dispatch (CAD) system with the SYMON application. We will share event statistics for Police, Sheriff and Fire & Rescue with the SYMON application.

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

The SYMON application allows for different sources of data to be displayed through it. Currently the DPSC primarily displays call information; in the near future we plan to display CAD data as well as general information, outside data feeds and messages. We are currently only using a small part of SYMON's functionality, over the next few years we hope to realize the full potential of what SYMON could bring to our PSAP. Such as data streams from outside news sources, various video feeds and web interfaces.

Budget and Budget Narrative:

In order to complete the project the following items will be required: MONITOR COSTS: (5) NEC LCD5710-BK-IT monitors at a cost of \$10,000 each (\$50,000 total) will allow for a larger display of data. (5) Brackets each costing \$350 (a total of \$1,750) for wall mounts for each of the display devices NECESSARY SYMON EQUIPMENT (2) TPT HD15 A transmitters costing \$700 each (total of \$1,400) will allow for conversion of VGA from SYMON and allows us to transmit over long distance on CAT5 and CAT6 (2) MTP DA 4 box costing \$900 each (total of \$1,800) allows for a single source from a TPT transmitter to be sent to multiple locations (2) TPR HD BNC transmitter costing \$1,000 each (total \$2,000) allows for conversion of VGA from SYMON and allows us to transmit over long distance on CAT5 and CAT6 (1) Cable and Misc. the cost for the cabling, mounting and installation of this equipment will be \$400. LABOR Installation of (5) 57" monitors will cost \$5,000. Programming of system touch panel that supports the SYMON and the AV system will cost \$2,000. CAT 6 cable installation for feed from local rack to the Supervisors office will cost \$600. CAT 6 cable installation for CAT 6 and RF feed to DPSC Admin area will cost \$600. Total estimated cost for project: \$65,550

Evaluation:

Since the SYMON application has already been installed and configured we will look to evaluate the use of and the type of data displayed to the users once the larger monitors are installed. We will look for feedback from the end user (the operations floor staff) on the lay out of the display, the content of information and other potential data sources. We expect the improvement of communication to improve the management of our staff.

Attachments

PSAP Grant Program Grant Ranker

View Application--91--RescueSTAR upgrade and new computers

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: Campbell County

Jurisdictions Served: Altavista, Town of
Brookneal, Town of

Project Director:

Tracy Fairchild
Deputy Director
34 Communications Lane
434-332-9641 (phone)
434-332-2957 (fax)
tmfairchild@co.campbell.va.us

Project Description:

Total Project Cost \$55,000.00

Amount Requested: \$55,000.00

Statement of Need:

Our current 911 switch, RescueSTAR, is due to be upgraded and in need of new CPE equipment to support it. The system was installed in 2005 and is beginning to fail due to age and amount of use. We were planning to do the upgrades and purchase new computers this year but with the budget shortfalls we were unable to do so. With the state budget shortfalls, projected at 30 million dollars over the next 6 years, we have to cut department budgets significantly. This equipment supports our 911 system for the citizens of Campbell County. Due to the age of the equipment we are beginning to experience loss of connectivity. Failure to replace this equipment would be detrimental to the citizens because we would risk losing answering points in our PSAP. Call volume dictates that we should be adding positions to continue supporting our EMD program. This grant would also allow us to continue our maintenance agreement for another year. The upgrades would allow us to work more effectively during emergency situations with the refresh feature that automatically upgrades the location of phase II callers.

Comprehensive Project Description:

The goals and objectives of this project are to sustain connectivity for the citizens to the 911 center. The work plan and timeline would be determined by Century Link. Our current system has been operational for almost 5 years and with the upgrades and new equipment we would likely be able to operate effectively for several more years

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

This equipment will enable us to continue answering emergency and non-emergency calls in a timely manner to assist the citizens of Campbell County. It will allow us the time necessary to research future options for our PSAP's switch.

Budget and Budget Narrative:

See attached.

Evaluation:

It will be evaluated by the continuation of 911 service to the citizens. It will also be evaluated by being able to successfully continue to operate 5 answering point positions in the dispatch center. It will also continue to allow us to run statistical information for law enforcement, rescue services, and fire departments. These reports are very important in future growth and need projections.

Attachments

Century Link quote.pdf
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PSAP Grant Program Grant Ranker

View Application--92--Fredericksburg PSAP Enhancements

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: Fredericksburg Police Communications

Jurisdictions Served: Fredericksburg, City of

Project Director:

Waverly Musselman
Captain
2200 Cowan Blvd
540-654-5700 (phone)
540-372-1108 (fax)
wmusselman@pd.fredericksburgva.gov

Project Description:

Total Project Cost \$15,000.00

Amount Requested: \$15,000.00

Statement of Need:

Located equidistant between the City of Richmond and the Nation's Capital, the Fredericksburg 911 Emergency Operations Center serves as the Public Safety Answering Point for its resident population of 22,000 and for the tens of thousands of visitors who daily enter the city to work, shop, and enjoy the tourist and entertainment attractions of this regional focal point. Fredericksburg is the home to a 412-bed hospital center, a university with approximately 4000 students, and a massive retail complex in addition to the many sites of historical interest that attract non-residents into the city's boundaries. Despite its relatively small population, during the last twelve months the Fredericksburg PSAP fielded roughly 18,000 emergency calls through its 911 system, half of which were via wireless 911. Over the last 25 years it has become widely recognized that the person who takes a telephone request for emergency medical assistance must be able to do more than take the address of the incident. The modern Emergency Medical Dispatcher (EMD) must be able to quickly identify the seriousness of the problem and dispatch the appropriate response, which may include Police and Fire along with Emergency Medical Services. The EMD is also expected to provide life-sustaining medical instructions to the caller when necessary. The EMD has become a profession that makes decisions about the immediate care an individual needs. Emergency Medical Dispatch software programs interface with existing computer technologies used by Public Safety Answering Points (PSAPs). Just like the manual dispatch card sets, computerized versions help EMDs navigate through

questioning the caller with the additional potential feature of being integrated with an agency's Computer Aided Dispatch (CAD) and 9-1-1 system. This allows for information sharing, and expedited response and data collection. EMD software is designed to assist dispatchers to quickly determine the appropriate response for each call. It then guides dispatchers in providing all relevant instructions, as well as important case completion information. EMD software also automatically collects data entered when a call taker implements a medical dispatch protocol or guideline. This data can be used to inform and evaluate many public health initiatives in the pre-hospital arena as well as provide evidence of the need for additional funds and support for PSAPs. Each of the following national standards-setting organizations have identified that emergency medical dispatch is a critical component of an emergency medical services system: • American College of Emergency Physicians • American Heart Association • EMS for Children Program, Department of Health and Human Services • National Academy of Emergency Medical Dispatch • National Association of EMS Physicians • National Association of State EMS Directors • National Emergency Number Association • National Highway Traffic Safety Administration • National Institutes of Health

Mirroring the economic crises in the rest of the country, the City of Fredericksburg local government has been forced to implement severe financial restrictions against all of its public services, including hiring freezes and position consolidations, cutbacks in training and equipment budgets, and a city-wide salary reduction for all public employees. While the most important element of any PSAP is undoubtedly the highly trained and dedicated staff members who provide the essential services to the public, it is vital that those professional personnel are supported by the advanced tools and equipment that are critical to the performance of their jobs. The enhancement of critical systems that support the operation of the PSAP is a high priority to Fredericksburg, and lower in the priority tiers according to the E-911 Services Board. The planned enhancement of E-911 equipment as requested in this grant is contained within the City of Fredericksburg's comprehensive strategy that administers regularly scheduled maintenance and updates of all core systems and apparatus necessary to support the functions of public service. The funding requested from the E-911 Services Board represents a very small portion of the moneys needed to finance the Fredericksburg PSAP, which is supported by the Fredericksburg Police Department through an annual operating budget of over \$930,000 for the 911 Emergency Operations Center.

Comprehensive Project Description:

Project Overview The Fredericksburg PSAP consists of six E-911 workstations that are operated by a rotating shift of twelve full-time and eight part-time Communications Officers (dispatchers). The facility is housed in the headquarters of the Fredericksburg Police Department and is staffed at a minimum of three dispatchers on duty twenty-four hours a day. The dispatchers are the first point of contact for individuals who require emergency assistance from Police, Fire, and Rescue first responders. The PSAP also has interoperability capability and long-standing mutual aid agreements with surrounding jurisdictions including the Virginia State Police and the University of Mary Washington Police Department. All dispatchers in the Fredericksburg PSAP are cross-trained to work as Call-taker, Police Dispatcher, and Fire/Rescue Dispatcher, and they rotate through these positions throughout their work week. At their assigned position, each dispatcher is responsible for monitoring multiple radio and phone lines, both emergency and administrative. Although the dispatchers are all trained in Emergency Medical Dispatch procedures, they are currently assisted in this endeavor by the use of manual EMD flip-cards provided at each console. Grant funds provided for this project will be used to purchase software that will be integrated with each 911 console, enabling the dispatcher to access the EMD protocols directly from the Computer Aided Dispatch (CAD) monitor.

Goals and Objectives • Purchase and install Emergency Medical Dispatch software to outfit six E-911 workstations • Provide online training to each dispatcher in the use of computerized EMD • Test staff proficiency in computerized EMD

Implementation Strategy If awarded the requested funds from the E-911 Wireless Services Board, the grant will be submitted to City Council for adoption and approval. Within the first three months of the grant period, the Project Director or his designee will prepare and disseminate Requests for Proposals (RFP) as appropriate for the purchase of grant-funded equipment. Immediately following the award of contracts, the grant-funded equipment will be purchased and installed by qualified contractors, with service and operational testing as required. Immediately following installation of the EMD software, dispatch supervisors will receive vendor-supplied online training in computerized EMD, and each supervisor will then train their shift staff and part-time employees on a schedule to be determined. The grant-funded equipment will be included in the Fredericksburg Police Department's comprehensive strategy to ensure the administration of regularly scheduled maintenance and updates as required.

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

Any grant-funded equipment will be purchased with the goal of long-term functionality and the capability of technical upgrades to support enhancements in PSAP technologies.

Budget and Budget Narrative:

EMD software, licenses, and installation package for six E-911 workstations to enable immediate access to advance medical care prior to the arrival of first responders. EMD software package
_____ @ \$2500 Total Budget
_____ \$15,000

Evaluation:

The enhancement of EMD equipment in the Fredericksburg E-911 Center will result in an augmentation in critical emergency services provided to the community. The use of computerized EMD will be tracked in the CAD notes attached to every call that requires the services of a rescue squad or Emergency Medical Services personnel, and such notations will be used to help evaluate the patient care protocols. Following training of E-911 staff, dispatchers will be tested in their competence with the software to ensure that a minimum standard of proficiency has been met. The EMD equipment will be purchased and installed by qualified technicians, and immediately following installation, the systems will be tested for proper functioning and quality control. The equipment will be catalogued and included in the maintenance schedule used to track all department inventories. The Captain in charge of Support Services has been designated as the Project Director for the purchase and installation of any new equipment funded by this grant, and it will be his responsibility to ensure that the implementation strategy as outlined in this application has been successfully accomplished in a timely manner.

Attachments

PSAP Grant Program Grant Ranker

View Application--93--Large Format Mapping Printer/Scanner

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

Primary PSAP Applicants: Northumberland County

Jurisdictions Served: Northumberland, County of

Project Director:

Luttrell Tadlock
Assistant County Administrator
P.O. Box 129
804-580-8910 (phone)
804-580-8082 (fax)
ltadlock@co.northumberland.va.us

Project Description:

Total Project Cost \$25,000.00

Amount Requested: \$25,000.00

Statement of Need:

Northumberland County currently maintains its 911 data, while doing so; it would be beneficial to have the capability to continue to print and maintain large format maps of emergency service districts, power company service areas, as well as a multitude of other needed emergency services related wall maps. We also would find it beneficial to have the capability to scan large format building plans to link with the dispatchers mapping system. This would aid dispatchers in relaying important building information in a timely manner to those emergency service workers in the field for buildings such as but not limited to schools, public buildings, and commercial buildings. As we currently have an older large format printer, the processing memory is sometimes not enough to print small scale maps utilizing the aerial photography and we do not have the capability or resources to scan large building plans into our system. Funding is not available from the County for this upgrade. The large format mapping printer falls within the GIS Medium priority category " .

Comprehensive Project Description:

Goals and Objectives include: 1) the purchase of the large format printer/scanner to produce and maintain wall maps for the PSAP and scan in building plans to implement with dispatch mapping system to aid emergency workers.

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

By acquiring a large format printer/scanner, we will not only be able to maintain all wall maps currently in the dispatch office for quick references, but we will also have the capability to digitally provide dispatchers vital information such as scanned building plans.

Budget and Budget Narrative:

Northumberland County is requesting \$25,000.00 in grant funding. Following is the cost breakdown: \$23,500: HP Designjet T1120 Large Format Printer, Maintenance (3 years), Installation \$1,500: Misc Items (Ink Cartridges, Paper, Printheads, Print Server (if needed), Shipping)

Evaluation:

The project will be evaluated based on the successful installation and publication of wall maps for the PSAP. Achievement will also be acquired when scanned images of building plans are implemented into the County's Enterprise GIS and Dispatch mapping systems.

Attachments

PSAP Grant Program Grant Ranker

View Application--94--Additional Software License for Updating 911 Data

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: 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: Northumberland County

Jurisdictions Served: Northumberland, County of

Project Director:

Luttrell Tadlock
Assistant County Administrator
P.O. Box 129
804-580-8910 (phone)
804-580-8082 (fax)
ltadlock@co.northumberland.va.us

Project Description:

Total Project Cost \$7,000.00

Amount Requested: \$7,000.00

Statement of Need:

Northumberland County has recently upgraded its GIS with an ArcGIS Server and two licenses of ArcGIS desktop applications to maintain 911 dispatch mapping from microData. We have found that we need another license (ArcEditor 9.x) due to the third individual not being able to make edits to the data while the other two licenses are in use. As the workload of maintaining this data is increasing, it is important to have this third license to be able to maintain the 911 GIS data. This project is important to support the data maintenance of our new Enterprise system. Funding is not currently available from the County to purchase the additional license. This project falls within the GIS High priority category "ESRI 9.x Supporting the Enterprise".

Comprehensive Project Description:

Goals and Objectives include: 1) the purchase of an additional license of ArcEditor so that a third user can aid in the maintenance of the 911 GIS data in the County's Enterprise system.

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

Acquiring the third license will allow County Staff to update and maintain the dispatch mapping system.

Budget and Budget Narrative:

Northumberland County is requesting \$7,000.00 in grant funding to purchase the ArcEditor license.

Evaluation:

The project will be evaluated based on the successful installation of the ArcEditor license and the maintenance of the 911 data for the PSAP dispatch mapping.

Attachments

PSAP Grant Program Grant Ranker

View Application--95--Martinsville-Henry County - Wireless 911 Mapping & CAD PC Replacement

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:** Regional Initiative

Priority: Mapping System (**MAPPING**)

Primary PSAP Applicants: Martinsville - Henry County 9-1-1

Jurisdictions Served: Martinsville, City of
Henry, County of
Ridgeway, Town of

Project Director:

JR Powell
Operations Supervisor
P.O. Box 7
276-632-7677 (phone)
276-638-1394 (fax)
vpowell@co.henry.va.us

Project Description:

Total Project Cost \$90,640.00

Amount Requested: \$90,640.00

Statement of Need:

The Martinsville-Henry County Joint 911 Center has been involved in a NG-911 pilot project along with VITA, Intrado and the Counties of Patrick and Franklin. When completed this project will provide the localities with a Intelligent Emergency Network (IEN) that is a fully managed solution offering emergency call delivery and data management services over an Internet Protocol (IP) network. The Martinsville-Henry County 911 Center is also in the process of researching and selecting a vendor to install a NG-911 CPE system. Both of these projects should be completed by mid summer 2010. In preparing for these new technologies, the Martinsville-Henry County 911Center finds ourselves needing to replace our technically outdated computers and hardware that run our entire 911 mapping and CAD system. Replacing this equipment will allow us to not only prepare for these NG-911 systems currently being installed, but also allow us to maintain our current state of readiness, and ability to maintain current service levels to the general public.

Comprehensive Project Description:

The Martinsville-Henry County 911 Center's goal is to replace our current technically outdated mapping and

CAD computers and monitors. Our work plan would be to establish computer and monitor equipment requirements (processor speed, hard drive speed and space, etc.), have our I.S. Department obtain quotes from Dell through already existing County contracts, review quotes to ensure they are within approved grant funding amounts and, if so, request I.S. to obtain the computer and monitors. Henry County I.S. would install software, optimize hardware, and network these computers at no additional costs. Each PC would be checked prior to and just after installation in the 911 Center to ensure all hardware and software was operating successfully.

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

The computer equipment that will be purchased with the grant funds will provide our PSAP the ability to be prepared for the technologies expected in the NG-911 projects that we are currently involved in. These computers will also provide us the ability to replace our technically outdated CPU's, which will allow us to maintain our current service levels.

Budget and Budget Narrative:

\$40,500 for 9 Mapping/CAD rack mounted workstations for the 911 dispatch consoles. These workstations will replace the technically outdated workstations currently in place providing wireless 911 mapping and CAD functionality for the dispatchers. \$31,500 for 7 mapping/CAD workstations for the EOC, 911 Director, Operations Supervisor, Communications Technician, and City & County mapping support. These workstations will replace the technically outdated workstations currently in place for the EOC, Director, Ops Supervisor, Comm. Tech., and City/County mapping support, providing wireless 911 mapping and CAD functionality. \$3,500 for 10 monitors. These monitors will be used along with the updated workstations for the 911 Dispatchers to replace the technically outdated monitors currently in place. Each 911 workstation has quad monitors for mapping and CAD. \$2,000 CPU Rack to house the workstation. \$4,900 for 2 rack mounted APC UPS to provide backup battery power for the 911 workstations. 10% Contingency fund for wiring, installation, unexpected expenses = \$8,240.

Evaluation:

Each computer will be shown to be in good working order in the I.S. Department upon delivery. The I.S. Department will load all software and test each component for successful operation prior to physical installation in the 911 Center. Once installed in the 911 Center, each PC will be thoroughly tested again individually for successful hardware and software functionality.

Attachments

PSAP Grant Program Grant Ranker

View Application--96--Appomattox 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: Appomattox County

Jurisdictions Served: Appomattox, County of

Project Director:

Bobby Wingfield
911 Coordinator
339 Court Street
434-352-3950 (phone)
434-352-3968 (fax)
bobby.wingfield@appomattoxcountyva.gov

Project Description:

Total Project Cost \$157,000.00

Amount Requested: \$150,000.00

Statement of Need:

If the hardware is not replaced, then we will have more frequent and longer outages compromising public safety. Once we receive this hardware equipment, we should have reliable service for our citizens. The County has experienced severe financial burdens due to the downturn of the economy and the County revenues are nearly depleted.

Comprehensive Project Description:

The Comprehensive Project Description entails the County's goals which include replacing outdated and worn out CPU's with new CPU's that have been recommended by Plant/CML. The County's strategy and work plan consists of working with Verizon and Plant/CML for a smooth transition, replacing equipment in the PSAP. The project will be started once the grant funding is available in an agreed upon acceptable time line with Verizon and the County.

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

As the County has demonstrated in the past, the County has met and exceeded the goal of maintaining the equipment in working order for over three years. As new technologies become available, the County will continue its commitment to having the most reliable, up to date equipment available.

Budget and Budget Narrative:

The budgetary cost for the upgrade is \$52,000. The budgetary cost for maintenance for five years is

\$105,000 and this includes the Plant/CML software and support services and monitoring and response.

Evaluation:

The anticipated outcome of this project is to enhance the County's reliability in answering 911 calls. This outcome will be measured by the continuity of the equipment.

Attachments

PSAP Grant Program Grant Ranker

View Application--97--Surry County CPE Replacement

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: Surry County

Jurisdictions Served: Claremont, Town of
Dendron, Town of
Surry, County of
Surry, Town of

Project Director:

Tamara B. Arthur
Emergency Communications Manager
45 School St
757-294-5320 (phone)
757-294-5111 (fax)
tarthur@co.surry.state.va.us

Project Description:

Total Project Cost \$190,000.00

Amount Requested: \$150,000.00

Statement of Need:

We are currently facing massive upgrade needs to all equipment in our PSAP to include E911 phone software and hardware, failing logger recorder, outdated radio system and outdated CAD software and server. With the assistance of the total grant amount and our local funding to cover the shortfall, we would be able to start replacement of much needed upgrades to ensure operational sustainability in the upcoming Next Generation E-911 requirements. The inability to acquire this funding will postpone or hinder our ability to not only maintain operability but would put us even further behind in terms of interoperability.

Comprehensive Project Description:

Obtain Next Generation E-911 phone software and hardware to include: Vesta Pallas Net clocks (Pertinent in PSAP and EOC that facilitates the main location for Dominion Virginia Power drills monitored and evaluated by FEMA.) This would allow the PSAP to better serve its citizens and volunteer organizations who serve in EMS response capacity. Once funding is received, we would then be able to move forward with acquiring necessary equipment and training within two months of receipt of grant. County funding will cover all maintenance fees and contracts.

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

The equipment being obtained is Next Generation E-911 compatible enabling our PSAP to move forward in

terms of technological advancement.

Budget and Budget Narrative:

Please see attached quote from Verizon

Evaluation:

The project will be evaluated and measured for achievement and success by daily review of system dependability and accuracy through feedback from users and call reporting.

Attachments

PSAP Grant Program Grant Ranker

View Application--98--Bedford Voice 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:** Regional Initiative

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

Primary PSAP Applicants: Bedford Communications Center

Jurisdictions Served: Bedford, City of
Bedford, County of

Project Director:

John Barrett
E-911 Director
1345 Falling Creek Road
540-587-5991 (phone)
540-586-7668 (fax)
j.barrett@co.bedford.va.us

Project Description:

Total Project Cost \$56,161.00

Amount Requested: \$56,161.00

Statement of Need:

Our current voice recorder has reached the end of its life and will no longer be supported by the vendor after the first quarter of 2010. At the current time we do not have any capital improvement funds available. If our current recorder goes out of service we have no funds available to replace or repair it and we will no longer have the capabilities for recording telephone and radio traffic. The funding requested includes maintenance on this system for years 2-5.

Comprehensive Project Description:

We seek to provide the public with the assistance that they require in an efficient manner by incorporating newer technology. Our current voice recorder will no longer be supported by the manufacturer after the 1st quarter of 2010. We are requesting funding for a new voice recorder that will meet our future needs and provide us with the newest technologies available. This voice recorder will also include quick call checks at each of our console positionsk.

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

Purchase of a new voice recorder will ensure that we have the newest technologies available. It will move our PSAP toward a more modernized facility capable of handling the advancements that are related to 911.

Budget and Budget Narrative:

I am attaching a copy of the quote provided to us. This quote includes purchase of a new voice recorder

which include call checks for each dispatch console position and also includes maintenance for five years.

Evaluation:

The success of this project will be measured by having the equipment purchased, installed, and personnel trained and operating appropriately and at a speed that maintains or exceeds the current service levels to the agencies we serve and also to the public. The equipment will be evaluated by both management and by the communications officers using the equipment.

Attachments

bedford_county-budgetary_proposal-11-13-09.pdf
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210 Townepark Circle, Suite 102
 Louisville, KY 40243
 Tel: 502-253-0134
 Toll Free: 866-389-0911
 Fax: 480-247-5270

BUDGETARY PROPOSAL

Date: 11/13/2009

Quote #: 1409

Sales Rep: Lisa Board

Prepared For: Jeff Johnson
 Bedford County E911
 1345 Falling Creek Road
 Bedford, VA 24523-3935
 Phone:

Ship To: Jeff Johnson
 Bedford County E911
 1345 Falling Creek Road
 Bedford, VA 24523-3935
 Phone:

Proposed Work: Budgetary Proposal for 40 channel recording solution with dual hard drives, redundant power supplies, two Scenario Replay and three Last Message Replay applications. ADS ALERT Service included in bundle.

PRODUCTS

Item #	Description	Price
BUDGET-40CH	BUDGETARY PRICING includes Implementation services, 1st year extended warranty, ADS Alert, and shipping/handling charges included in pricing.	\$38,000.00
	Project SubTotal	\$38,000.00

Prepaid Maintenance Options

Years 2 through 5 - 8x5	\$18,161.45
Years 2 through 5 - 24x7	\$22,701.81

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--99--Louisa-Three Additional CADs

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: Louisa County Sheriff's Office

Jurisdictions Served: Louisa, Town of
Louisa, County of
Mineral, Town of

Project Director:

Tonya Hovey
Director of Emergency Communications
PO Box 504
540-967-1234 (phone)
540-967-1604 (fax)
thovey@louisa.org

Project Description:

Total Project Cost \$35,528.00

Amount Requested: \$35,528.00

Statement of Need:

Louisa County has a 2008 estimated population of 32,716 and an area of 514 square miles. The geographical area is a mix of rural residential communities and industrial development with a strong agricultural/farming base as well as a rapidly growing commercial development including the recent addition of two big-box commercial retailers with many smaller businesses planned for construction this year. Also, Lake Anna, a 13,000 acre recreational and residential lake. Louisa County, despite its rural nature, was recently named one of the top ten fastest growing counties in Virginia and top 100 fastest growing counties in the Country. The Louisa County Sheriff's Office Emergency Communications Center is the primary PSAP serving Louisa County and the incorporated Towns of Louisa and Mineral as well as the North Anna Nuclear Power Station, a National Critical Infrastructure. Other public infrastructure in the area served by the Louisa County Sheriff's Office Emergency Communications Center is: Louisa County Airport-Freeman Field - LKU Lake Anna/Bumpass Airport - 7W4 18 Miles of Interstate Highway 35 Miles of Railroad Louisa Cogeneration Power Plant The Louisa County Sheriff's Office Emergency Communications Center, hereinafter referred to as the ECC, is one of only 25 agencies with Virginia Office of EMS Emergency Medical Dispatch PSAP Accreditation. From calendar year 2006 to 2008 the incoming call volume of the ECC increased from 100,604 to 111,192; an average of 5.25% increase per year. This number continues to grow at a steady pace. The ECC operates on 24/7 basis with a total of 16 personnel including Management and Part-time personnel on five emergency communications workstations. The ECC was awarded a FY10 PSAP grant for a

workstation in the Emergency Communications Director's Office to assist with increase call volumes and a CPE/CAD server upgrade to support future additional workstations. Five workstations are inadequate to handle the increase in call volume. This is especially true during periods of an influx of calls such as natural and manmade disasters, North Anna Nuclear Power Station emergencies and drills and large scale emergency incidents. In order to sustain the current level of service and prepare for future service needs the ECC seeks assistance to add three additional call processing workstations. The Louisa County Sheriff's Office faces the difficult challenge of balancing the needs of law enforcement operations and emergency communications. Approximately 80% of the Agency's annual budget goes to retaining current Law Enforcement Officers and recruiting additional Officers to meet coverage needs. Most of the remainder of the budget goes to Homeland Security directives issued by federal and state agencies and other crucial necessities. While it is obvious that the ECC is the lifeline of public safety in Louisa County, budget cuts remain imminent as county funding is being directed towards capital needs such as a new elementary school and two wastewater treatment facilities required to support the influx of new residents. Even with the imminent budget cuts, the influx of new residents and commercial and industrial development prompts a current and future increase in demand for PSAP services. Without additional call-taking positions, during busy periods, callers face the risk of having to wait for service or even having their emergency calls go unanswered. Without funding assistance, the purchase of the additional workstations will not be possible, delaying the advancement of the ECC.

Comprehensive Project Description:

The primary goals of this project are to better utilize current ECC personnel and prepare the agency for current and future increases in call volume, both of which can be accomplished through the addition of three call-taker workstations. The ECC space does not allow for the addition of full dispatch workstations or even workstation consoles to be installed. The funding request is for three additional CAD licenses and three notebook computers. This will allow for the workstations to be implemented in addition to the current five workstations during times of call influxes such as large scale emergency incidents, natural and manmade disasters and North Anna Nuclear Power Station emergencies and drills. The ECC already has three VoIP phones that can be added to the system with an IP switch, which the ECC also already has, to assist with call processing. However, with no CAD system to accompany the phone it is not possible to get emergency calls efficiently to the radio operator for speedy dispatch. Also, by having the system on a notebook computer, in the event of the need to evacuate the ECC, a temporary ECC can be remotely established while calls are routed to our contingent backup center leading to a more seamless transition and ensuring limited down-time. Another added benefit to having the CAD positions on a notebook computer is that, in the future, a system can be implemented to have an Emergency Communications Officer sent to major incident scenes at the request of the Incident Commander, to assist with resource tracking and management, leading safer, more efficient on-scene operations. The additional workstations will include: Three notebook computers Three IQ/CAD software installations This project will benefit the community greatly as it assures that callers will receive prompt assistance when calling, by providing enough workstations to handle incoming call volume during high call volume situations. Implementation of the additional workstations will have no interference with daily ECC operations. It is estimated that the project will take four months to complete. Once the project begins, the product will be ordered, the vendor will process the order, which includes customization of the software. Once this preparation phase is complete, the installation and testing phase will begin. This phase should take only about one week. No additional training will be necessary and the current workstations will be unaffected by the change making the transition smooth.

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

The IQ/CAD system is the CAD system already being used by the ECC, allowing seamless integration into the current ECC and also allowing that same seamless addition of additional technologies to these systems. Also, because the requested CAD workstations will be installed on portable notebook computers, wireless technology will allow the ECC to implement additional contingency plans and remote dispatch programs in the future. This is especially important in a community with such critical infrastructure as the North Anna Nuclear Power Station.

Budget and Budget Narrative:

This project consists of the purchase of three notebook computers and three Computer Aided Dispatch software and licenses. The Agency requests \$35,527.65 total funding. This figure includes \$3,825.00 for

three notebook computers and \$31,702.65 for three CAD software and licenses. These two items together, with the VoIP phones and the IP switch already obtained by the ECC, will complete the project that is described in detail in that section. A copy of the detailed, itemized quote is attached to this application for review.

Evaluation:

This project will be completed once all items are obtained and the software is installed on the computers. With the support of the additional workstations, callers will receive a more prompt response without risk of delay or being unanswered during busy periods. Project success will be measured with system reports that should show shorter ring times, shorter hold times and less abandoned calls on dates where there is a significant increase of incoming calls, where additional personnel have been called in or held over.

Attachments

IQCAD QUOTE.pdf



Additional IQ/CAD IWS Position
for
Louisa County, VA

Summary - Base Proposal

Item	Cost
IQ/CAD Software	\$ 22,335.00
Installation Services	\$ 6,750.00
Project Management	\$ 2,617.65
Equipment Total .	\$ 31,702.65

Maintenance Services

Item	Cost
Help Desk - Yearly (starting Year 2)	\$ 670.05
Software Evergreen - Yearly - starting Year 2	\$ 3,159.00
Help Desk - Warranty + 4 Years (Pre-Paid)	\$ 2,680.20
Software Evergreen - Warranty + 4 Years	\$ 12,636.00

Configuration Parameters

IQ/CAD Software

Number of Additional CAD Positions 3

Model #	Description	Qty	Unit Cost	Total
¹ IQ/CAD Software				
G9-CADUSR	IQ/CAD Client - Single Seat User License	3		
ERSIMAP	ESRI MapObjects License	3		
914120/1	IWS G2 Workstation - Config. & Software	3		
			Subtotal \$	22,335.00
² Installation Services				
950104	Professional Deployment Services	3		
960575	Installation - Living Expense Per Day	5		
960580	Installation - Travel Fee	1		
			Subtotal \$	6,750.00
Project Management				
950510	Project Management	1		
			Subtotal \$	2,617.65
			Total	\$ 31,702.65

Recommended Maintenance Services

² Help Desk - Yearly price starting Year 2

950999/HD1	Help Desk (1 Year)	1		
			Subtotal \$	670.05

³ Software Evergreen - Yearly price - starting Year 2

918800/SE1	Software Evergreen - One (1) Year	1		
			Subtotal \$	3,159.00

² Help Desk - Warranty + 4 Years (Pre-Paid)

950999/HD1	Help Desk Warranty Plus Four (4) Years Pre-Paid	1		
			Subtotal \$	2,680.20

³ Software Evergreen - Warranty + 4 Years (Pre-Paid)

918800/SE5	Software Evergreen Warranty Plus Four (4)	1		
			Subtotal \$	12,636.00

Notes

- 1 Additional IQ CAD client licenses will be installed on customer provided Laptop computers considering the following minimum technical specifications:
- 3 GB Ram Minimum - 4GB Ram Recommended
 - 60 GB 7200 Rpm Hard Drive Minimum – (Could use 5200 RPM drive but might experience map slowness if using image files.)
 - 256 MB Video Card single or dual
 - 15” min Screen – 17” or larger recommended
 - Single Dual core processor

The quote assumes the customer has IQ CAD Software installed and up to a version compatible with the proposed Client Licenses. The quote also assumes that the current system capacity supports additional CAD clients without degrading performance. Hardware equipment to be provided by the customer may be subject to in-house testing previous to deployment. Testing services are not included in this quote and consider a \$10,000.00 fee per computer model.

-
- 2 Installation services consider onsite installation of proposed applications. Positron applications are assumed to be installed on a single site. Current quote assumes all equipment will be in place.

-
- 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. If the site has not contracted on-site maintenance services, the customer will then be charged for on-site assistance at the current Positron labour and material rates plus air fare cost. Please note that this service does not cover the cost of either Positron or third party hardware or software components (except for the period of standard Warranty coverage and optional, additional Extended Warranty or Software Evergreen coverages available for purchase from Positron). Please note that Positron strongly recommends the purchase of this option as a value added service which will provide full access to Positron's trained Help Desk technicians to assist with any issue resolution required. Should this option not be selected, service calls made to Positron's Help Desk will be individually charged at Positron's current rates.

-
- 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. Please note that this service does not apply to any third party software updates such as the Windows operating system (O/S), and the Relational Data Base Managemet Software (RDBMS) MS SQL.
-

Terms

PRICING All prices are in U.S. Funds.

PAYMENT Net 30 days

DELIVERY TBD.

VALIDITY 120 Days

PSAP Grant Program Grant Ranker

View Application--100--Louisa-CritiCall

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: PSAP Recruitment Programs - hardware and software (**PSAP H/S**)

Primary PSAP Applicants: Louisa County Sheriff's Office

Jurisdictions Served: Louisa, Town of
Louisa, County of
Mineral, Town of

Project Director:

Tonya Hovey
Director of Emergency Communications
PO Box 504
540-967-1234 (phone)
540-967-1604 (fax)
thovey@louisa.org

Project Description:

Total Project Cost \$3,515.00

Amount Requested: \$3,515.00

Statement of Need:

Louisa County has a 2008 estimated population of 32,716 and an area of 514 square miles. The geographical area is a mix of rural residential communities and industrial development with a strong agricultural/farming base as well as a rapidly growing commercial development including the recent addition of two big-box commercial retailers with many smaller businesses planned for construction this year. Also, Lake Anna, a 13,000 acre recreational and residential lake. Louisa County, despite its rural nature, was recently named one of the top ten fastest growing counties in Virginia and top 100 fastest growing counties in the Country. The Louisa County Sheriff's Office Emergency Communications Center is the primary PSAP serving Louisa County and the incorporated Towns of Louisa and Mineral as well as the North Anna Nuclear Power Station, a National Critical Infrastructure. Other public infrastructure in the area served by the Louisa County Sheriff's Office Emergency Communications Center is: Louisa County Airport-Freeman Field - LKU Lake Anna/Bumpass Airport - 7W4 18 Miles of Interstate Highway 35 Miles of Railroad Louisa Cogeneration Power Plant The Louisa County Sheriff's Office Emergency Communications Center, hereinafter referred to as the ECC, is one of only 25 agencies with Virginia Office of EMS Emergency Medical Dispatch PSAP Accreditation. From calendar year 2006 to 2008 the incoming call volume of the ECC increased from 100,604 to 111,192; an average of 5.25% increase per year. This number continues to grow at a steady pace. The ECC operates on 24/7 basis with a total of 16 personnel including Management and Part-time personnel on five emergency communications workstations. The ECC does an average of four hiring processes per year. This is attributed mostly to entry-level Emergency Communications Officers' inability to effectively perform the duties and responsibilities required, leading to employment termination. In effect,

even with a full-time staff of only 11, the ECC has not been able to attain full staffing in over six years. This problem continues to grow when paired with the continuous increasing demand and workload on the ECC. In order to improve the quality of entry-level Emergency Communications Officers, the ECC seeks funding for the purchase of one CritiCall Public Safety Dispatcher & Call-taker Pre-employment Testing Software system. The Louisa County Sheriff's Office faces the difficult challenge of balancing the needs of law enforcement operations and emergency communications. Approximately 80% of the Agency's annual budget goes to retaining current Law Enforcement Officers and recruiting additional officers to meet coverage needs. Most of the remainder of the budget goes to Homeland Security directives issued by federal and state agencies and other crucial necessities. While it is obvious that the ECC is the lifeline of public safety in Louisa County, budget cuts remain imminent as county funding is being directed towards capital needs such as a new elementary school and two wastewater treatment facilities required to support the influx of new residents. Even with imminent budget cuts, the influx of new residents and commercial and industrial development prompts a current and future increase in demand for PSAP services and qualified entry-level Emergency Communications Officers. Without some type of formal testing system, it is difficult to ensure a candidate's possession of the traits and characteristics necessary for successful retention. Decreased retention lead to unsafe staffing levels and pressure to reduce training program lengths. This can be resolved with the addition of the CritiCall Public Safety Dispatcher & Call-taker Testing Software system to the interview process. Without funding assistance, the purchase of the testing software will not be possible, delaying the advancement of the ECC.

Comprehensive Project Description:

The primary goals of this project are to increase the quality of entry-level Emergency Communications Officers leading to increased employee retention, decreased turnover, decreased training periods and increased safety for citizens and responders. These goals can be accomplished through the use of a formal candidate testing system by testing all Emergency Communications Officer Candidates fairly and objectively. It is estimated the project will take three to five months to complete. Once the project begins, the product will be ordered and the vendor will process the order. Once this preparation phase is complete, the installation, set-up and testing phase will begin. This phase should take approximately two weeks. Since the ECC does periodic hiring processes rather than continuous recruitment, there will be a smooth transition into the recruitment process.

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

Using the CritiCall Public Safety Dispatcher & Call-taker Pre-employment Testing Software system during the hiring process of entry-level Emergency Communications Officers can greatly reduce the chance of selecting a candidate that does not possess the much-needed qualities to fulfill the position. This increases candidate retention leading to a better prepared ECC on all levels. This is especially important in a community with such critical infrastructure as the North Anna Nuclear Power Station.

Budget and Budget Narrative:

This project consists of the purchase of one CritiCall Public Safety Dispatcher & Call-taker Pre-employment Testing Software system. The Agency requests \$3,515.00 total funding. These funds will cover the cost of one headset with microphone, one administrator manual, and one testing software system. A copy of the quote is attached to this application for review.

Evaluation:

This project will be completed once the item is obtained and the software is installed. Project success will be measured with system reports, candidate success rates, and feedback and reports from the Emergency Communications Officer Training Program currently being used by the ECC.

Attachments

CritiCall%20Price%20Quote.EML.htm

CritiCall® Single-User Price Confirmation

Agency: Louisa County Sheriff's Office

CritiCall Software CD-Rom (Includes 1 Headset)	\$3,495.00	Single-User System
CritiCall Elite Premium Customer Service Support	INCLUDED	*Includes One-Year Unlimited Technical Support, Updates and Upgrades (optional annual fee for subsequent years is \$689.00)
Shipping and Handling	\$20.00	Shipping & Handling FedEx Ground
TOTAL VALUE	\$3,515.00	Billed Net 30

I, on behalf **Louisa County Sheriff's Office** agree to the pricing and terms above and we will provide a purchase order or payment by _____.

Authorized Signature _____

Print Name _____

Please make all checks payable to "Biddle Consulting Group, Inc."

This price quote is valid through August 31, 2010

Kim Ward

CritiCall Account Manager

193 Blue Ravine Road, Suite 270

Folsom, CA. 95630

(800)999-0438 ext. 139/ Fax (916)294-4255

PSAP Grant Program Grant Ranker

View Application--101--Louisa-Two Radios

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: Radio consoles (**CONSOLES**)

Primary PSAP Applicants: Louisa County Sheriff's Office

Jurisdictions Served: Louisa, Town of
Louisa, County of
Mineral, Town of

Project Director:

Tonya Hovey
Director of Emergency Communications
PO Box 504
540-967-1234 (phone)
540-967-1604 (fax)
thovey@louisa.org

Project Description:

Total Project Cost \$64,670.00

Amount Requested: \$64,670.00

Statement of Need:

Louisa County has a 2008 estimated population of 32,716 and an area of 514 square miles. The geographical area is a mix of rural residential communities and industrial development with a strong agricultural/farming base as well as a rapidly growing commercial development including the recent addition of two big-box commercial retailers with many smaller businesses planned for construction this year. Also, Lake Anna, a 13,000 acre recreational and residential lake. Louisa County, despite its rural nature, was recently named one of the top ten fastest growing counties in Virginia and top 100 fastest growing counties in the Country. The Louisa County Sheriff's Office Emergency Communications Center is the primary PSAP serving Louisa County and the incorporated Towns of Louisa and Mineral as well as the North Anna Nuclear Power Station, a National Critical Infrastructure. Other public infrastructure in the area served by the Louisa County Sheriff's Office Emergency Communications Center is: Louisa County Airport-Freeman Field - LKU Lake Anna/Bumpass Airport - 7W4 18 Miles of Interstate Highway 35 Miles of Railroad Louisa Cogeneration Power Plant The Louisa County Sheriff's Office Emergency Communications Center, hereinafter referred to as the ECC, is one of only 25 agencies with Virginia Office of EMS Emergency Medical Dispatch PSAP Accreditation. From calendar year 2006 to 2008 the incoming call volume of the ECC increased from 100,604 to 111,192; an average of 5.25% increase per year. This number continues to grow at a steady pace. The ECC operates on a 24/7 basis with a total of 16 personnel including management and part-time personnel on five emergency communications workstations. Only three of these workstations have radio dispatch consoles, limiting radio communications. Three radio positions are inadequate to handle current and future radio traffic volumes. This is especially true during periods of an influx in emergency calls for

service such as natural and manmade disasters, North Anna Nuclear Power Station emergencies and drills and large scale emergency incidents. Without radio dispatch consoles at more positions, the ECC is unable to spread multiple calls onto other working channels without the one Emergency Communications Officer having to monitor more than one channel. Either scenario – all calls operating on one channel or calls being spread between multiple working channels that still need to be monitored by the one ECO – is inefficient for responder safety. This insufficiency puts the responders at the risk of not being able to transmit to or not being heard by an Emergency Communications Officer. In order to sustain and improve the current level of service and safety for emergency responders and prepare for future service needs, the ECC seeks assistance to add radio dispatch consoles to the two remaining workstations. The Louisa County Sheriff's Office faces the difficult challenge of balancing the needs of law enforcement operations and emergency communications. Approximately 80% of the Agency's annual budget goes to retaining current Law Enforcement Officers and recruiting additional officers to meet coverage needs. Most of the remainder of the budget goes to Homeland Security directives issued by federal and state agencies and other crucial necessities. While it is obvious that the ECC is the lifeline of public safety in Louisa County, budget cuts remain imminent as county funding is being directed towards capital needs such as a new elementary school and two wastewater treatment facilities required to support the influx of new residents. Even with the imminent budget cuts, the influx of new residents and commercial and industrial development prompts a current and future increase in demand for PSAP services. Without additional radio systems, during busy periods, fire, EMS and police responders face the risk of not being able to transmit to or be heard by an Emergency Communications Officer. The Emergency Communications Officer also faces the risk of not being able to transmit new calls for service. This can be resolved with the addition of radio systems at the two lacking workstations. Without funding assistance, the purchase of the additional radio dispatch consoles will not be possible, delaying the advancement of the ECC.

Comprehensive Project Description:

The primary goals of this project are increased safety for fire, EMS and police responders and decreased call-received to dispatch times. Both of these goals can be accomplished through better call distribution over the available communications channels by enabling all emergency communications workstations to have radio dispatch consoles. By allowing calls to be distributed between more Emergency Communications Officers on multiple working channels, while still allowing each channel to be effectively monitored, this safely reduces the volume of traffic on each communications channel thus decreasing the chance of having radio transmissions not be heard by the Emergency Communications Officer or of the Emergency Communications Officer not being able to transmit emergency calls for service. This project will directly affect the safety of both the public and Emergency Responders through the increased efficiency of emergency radio communications by providing enough radio dispatch consoles to be able to safely distribute radio traffic volumes. Implementation of the additional radio dispatch consoles will have no interference with the daily operations of the ECC. It is estimated that the project will take five to seven months to complete. Once the project begins, the product will be ordered and the vendor will process the order. Once this preparation phase is complete, the installation and testing phase will begin. This phase should take only about one week. Since the system requested for the project is the same as already being used, there is no additional training required and the current workstations should be unaffected by the change, making the transition smooth.

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

The Centracom Elite system is the radio dispatch console already being used by the ECC, allowing seamless integration. This is a user-end system only and does not directly affect the radio system which has the ability to have additional radio channels added when current channels become overwhelmed with traffic. The ECC is also in the process of completing the Virginia State Police COMLINC Project which will improve radio interoperability between Louisa County ECC and other participating agencies. This is especially important in a community with such critical infrastructure as the North Anna Nuclear Power Station.

Budget and Budget Narrative:

This project consists of the purchase of two Motorola Centracom Elite dispatch console systems and licenses. The Agency requests \$64,670 total funding. This figure includes \$48,820.00 for two systems and licenses including hardware, \$9,600.00 for installation and labor and \$6,250.00 for the contingency to purchase this system after July 1, 2010. These items together will complete the project that is described in detail in that section. A copy of the detailed, itemized quote is attached to this application for review.

Evaluation:

This project will be completed once all items are obtained and installation complete. With the addition of a radio dispatch console at each workstation, incidences of field units not being able to transmit or being heard by the Emergency Communications Officer and of Emergency Communications Officers not being able to transmit new calls should decrease. Project success will be measured through direct feedback from Emergency Communications Officers and field personnel.

Attachments

Louisa Co Console upgrade.pdf

CLEAR

communications

Two-Way Radio Sales & Service

610 Cami Lane
Charlottesville, VA 22902
Ph: 434-971-8139 Fax: 434-971-8911

401 Commerce Road
Staunton, VA 24401
Ph: 540-885-1990 Fax: 540-885-7701

11 Warehouse Road
Harrisonburg, VA 22801
Ph: 540-432-0096 Fax: 540-574-6095

PROPOSAL

ATTN: Tonya Hovey

Louisa Co. Sheriff's Office

Qty	Part Number	Description	Unit Price	Total
Position -- OP 5				
1	B1822B	CENTRACOM GOLD ELITE INTERFACE ELECTRONICS, DESKTOP	\$ 12,650.00	\$ 12,650.00
1	K572AF	ADD: FOOTSWITCH	\$ 96.00	\$ 96.00
1	K154AA	ALT: CABLE, 7-PAIR, 100 FOOT (DELETES 10 FOOT)	\$ 103.00	\$ 103.00
Position -- OP 4				
1	B1822B	CENTRACOM GOLD ELITE INTERFACE ELECTRONICS, DESKTOP	\$ 12,650.00	\$ 12,650.00
1	K572AF	ADD: FOOTSWITCH	\$ 96.00	\$ 96.00
1	K154AA	ALT: CABLE, 7-PAIR, 100 FOOT (DELETES 10 FOOT)	\$ 103.00	\$ 103.00
Licenses				
1	B1827	CENTRACOM GOLD SOFTWARE LICENSE MANAGER	\$ 165.00	\$ 165.00
2	X293	ADD: SOFTWARE LICENSE, ELITE OPERATOR POSITION	\$ 6,000.00	\$ 12,000.00
Miscellaneous Items				
1	B1425	CENTRACOM GOLD FIELD-ADD CEB CARD CAGE	\$ 5,267.00	\$ 5,267.00
4	BLN1211B	HEADSET JACK W/EXTENDED CBL	\$ 161.00	\$ 644.00
Drop ship				
2	TDN1114	ETHERNET CABLE 100'	\$ 43.00	\$ 86.00
2		Coin Firmware	\$ 1,080.00	\$ 2,160.00
2		Computer, monitor, mouse, keyboard	\$ 1,300.00	\$ 2,600.00
			Equipment Subtotal	\$ 48,620.00
			Tax (5%)	\$ -
1		Misc	\$ 200.00	\$ 200.00
1		INSTALLATION/LABOR	\$ 9,600.00	\$ 9,600.00
1		CONTENGENCY FOR PURCHASE AFTER JULY 1, 2010	\$ 6,250.00	\$ 6,250.00
		FCC LICENSE AND COORDINATION FEES	\$ -	\$ -
			Total	\$ 64,670.00

NOTES: Proposal is contingent on Windows XP availability at time of purchase.

Brian Almarode, Public Safety Manager
Any Questions Please Call 434-953-5802
Valid until July 2010



MOTOROLA
Authorized Two-Way Radio Dealer

PSAP Grant Program Grant Ranker

View Application--102--NG911 CPE Replacement

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: Danville Emergency Services

Jurisdictions Served: Danville, City of

Project Director:

Bernard J. Brown
Director
427 Patton St
434-799-6535 (phone)
434-797-8938 (fax)
brownbj@ci.danville.va.us

Project Description:

Total Project Cost \$275,000.00

Amount Requested: \$150,000.00

Statement of Need:

The City of Danville is in need of replacement of its current "technically outdated 911 phone system". The system we have at this time is expected to receive its "end of life" notice sometime in 2010. The city is not in a position to fully fund a project of this magnitude due to our economic state. The project would also allow full redundancy with out backup center (Pittsylvania County) and allow continuity of NG911. If the city does not receive grant funding for this project, it will be unable to implement for a minimum of two years. By purchasing this system the city will be able to provide the most current technological system to the citizens of Danville.

Comprehensive Project Description:

This project will replace our aging 911 phone system which is currently over 5 years old, with a state of the art true NG911 system. The timeline for this project to be completed would be early winter 2010 to late spring 2011. The system purchased would provide the most current and available service to the city residents for years to come.

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

The system purchased will be able to receive and send text messaging and video to and from the 911 Center.

Budget and Budget Narrative:

At this time the City of Danville is working closely with the vendor on exact costs of this project. The budgetary quote provided is \$275,000.00.

Evaluation:

City of Danville has evaluated the differences between upgrading the current system or procurement of a new 911 phone system. The Viper would give us the best solution to provide 911 service. I will be working closely with the vendor throughout the project to ensure the proper equipment is purchased, installed and tested. The success of this project will be a combination of all parties involved.

Attachments

PSAP Grant Program Grant Ranker

View Application--103--Martinsville-Henry County 911 - Voice Recorder

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:** Regional Initiative

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

Primary PSAP Applicants: Martinsville - Henry County 9-1-1

Jurisdictions Served: Martinsville, City of
Henry, County of
Ridgeway, Town of

Project Director:

JR Powell
Operations Supervisor
P.O. Box 7
276-632-7677 (phone)
276-638-1394 (fax)
vpowell@co.henry.va.us

Project Description:

Total Project Cost \$25,000.00

Amount Requested: \$25,000.00

Statement of Need:

The Martinsville-Henry County 911 Center is currently participating in a NG-911 IP Pilot Project along with the counties of Patrick and Franklin. VITA and Intrado are working towards providing an Advanced 911 Intelligent Emergency Network and ALI Management System. The Intelligent Emergency Network will provide emergency call delivery and data management services over an Internet Protocol (IP) network. The estimated completion date for this pilot project is mid summer 2010. The Martinsville-Henry County 911 Center is also in the process of reviewing and selecting a CPE vendor to install a NG-911 CPE system. The CPE system should be installed early summer 2010. With the implementation of a NG-911 IP network, and the installation of a NG-911 CPE system, our 911 Center is faced with replacing our technically outdated recording solution and installing a recording solution NG-911 capable. \$63,100 was awarded in grant funds from VITA during the FY'10 grant cycle to replace our then, technically outdated recording solution. However, during our research of NG-911 capable recording solutions, we quickly realized those available funds would not cover the recording solution needed for our PSAP. Therefore, we are asking for a continuation of this project, and the award of an additional \$25,000 in the FY'11 grant cycle, to cover the total cost of a NG-911 recording solution. Regarding our financial need, I believe it is well understood across the state that the City of Martinsville and the County of Henry have been drastically affected by the closures of many industries within our jurisdictions. Both localities are at or near the top for unemployment in Virginia. Neither the City of Martinsville or the County of Henry have financial resources to fund the needs

of this important project. With the agreement to participate in the NG-911 IP project, our PSAP is now faced with the responsibility to make sure we have the technology in place to record and log incoming calls from this IP 911 network.

Comprehensive Project Description:

As a result of participating in a NG-911 IP Pilot Project with VITA, Intrado, and the counties of Patrick and Franklin, our 911 Center is faced with finding a voice logging recording solution that will handle NG-911 CPE technology. During the FY'10 VITA grant cycle, our PSAP was awarded \$63,100 to replace our then technically outdated recorder. However, upon research of NG-911 capable recording solutions, we quickly realized we did not have enough funds available in the FY'10 grant to purchase a recording solution capable of handling NG-911 CPE systems. We are now requesting \$25,000 from the FY'11 VITA Grant cycle to complete this project. Upon the award of these grant funds, our PSAP combine these funds with the FY'10 grant funds and will install a complete recording solution capable of handling NG-911 technology. The timeline for this project will begin immediately following the availability of funds from this grant and should conclude within 180 days. Following the installation, the Martinsville-Henry County 911 Center will maintain the recording solution for years to come.

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

The purpose for this project is to implement a voice logging/recording solution that will allow our PSAP to implement NG-911 services and have a recording solution to handle those technologies. The recording solution selected will be designed to handle NG-911 technology while keeping future technologies in mind.

Budget and Budget Narrative:

\$25,000 will be added to the FY'10 grant funds of \$63,100, to total \$83,100 for this project. These total funds will provide our joint PSAP the ability to implement a recording solution capable of handling NG-911 technology. \$74,000 will be used to purchase the NG-911 capable recording solution. \$14,100 will be used to purchase additional years of support, not to exceed four, and to pay for installation requirements within the PSAP.

Evaluation:

During the installation process of this recording solution, our PSAP will be involved with quality assurance testing of recording levels and clarity. We will test each individual recorded line to make sure the recordings are clear and the data presented with the recording is accurate. No payments will be made to the vendor until all testing has proved successful and passes the PSAP's requirements.

Attachments

PSAP Grant Program Grant Ranker

View Application--104--Martinsville-Henry County - Backup 911 Connectivity

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:** Regional Initiative

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

Primary PSAP Applicants: Martinsville - Henry County 9-1-1

Jurisdictions Served: Martinsville, City of
Henry, County of
Ridgeway, Town of

Project Director:

JR Powell
Operations Supervisor
P.O. Box 7
276-632-7677 (phone)
276-638-1394 (fax)
vpowell@co.henry.va.us

Project Description:

Total Project Cost \$203,878.00

Amount Requested: \$203,878.00

Statement of Need:

There is currently no existing means of backup should a disaster occur within the Martinsville-Henry County PSAP. This center serves some 70,000 residents, which grows to over 140,000 during events at the NASCAR sanctioned Martinsville Speedway. Our Center provides 911 services and dispatches for the Henry County Sheriff's Office, Martinsville Police Department, Martinsville Sheriff's Office, the Henry County Department of Public Safety and some 15 volunteer Fire & EMS agencies. Having a backup plan is paramount for any Public Safety agency but more specifically any E911 center. This project would create such a backup facility using a geographically separated facility with current Data network connectivity. Regarding our financial need, I believe it is well understood across the state that the City of Martinsville and the County of Henry have been drastically affected by the closures of many industries within our jurisdictions. Both localities are at or near the top for unemployment in Virginia. Neither the City of Martinsville or the County of Henry have financial resources to fund the needs of this important project.

Comprehensive Project Description:

This project would create a backup PSAP for the City of Martinsville and Henry County. We would install three complete dispatch positions in a dedicated room in the existing Piedmont Regional Criminal Justice Training Academy. This training academy serves the City of Martinsville, Henry County, Pittsylvania County, City of Danville, and Patrick County. If needed, this backup center could be utilized by any of the above

jurisdictions. This backup center will also be used for training of dispatchers while attending basic dispatcher certification at the academy. The project would put in place three mapping positions, three CAD positions, and three E911 phone positions. This would provide Martinsville and Henry County a backup 911 facility should the primary PSAP need to be evacuated or otherwise be unavailable. This capability does not currently exist for either Martinsville or Henry County. The project will utilize the existing Data network that provides connectivity between the existing 911 Center and County network infrastructure.

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

The CAD will be capable through future upgrades of CAD to CAD or APCO Project 36 standards. The E911 Phone positions will be E911 VOIP capable. The radio positions will be APCO P25 compliant. All of which will provide the Martinsville-Henry County 911 Center a viable solution to a quality backup 911 Center to serve our citizens.

Budget and Budget Narrative:

Mapping Positions - Three license of our existing MicroData xTrakker mapping solution = \$12,000. CAD Positions - Installation, programming, and 1 year support for three CAD positions, to include paging and CAD VCIN interface capabilities. = \$75,378. 911 CPE - Install three Plant/CML Command Posts = \$65,000. Map/CAD Servers = \$17,000. Generator to provide backup power to 911 equipment = \$25,300. Printers - Four printers for 911 backup = \$4,200. Contingency fund for wiring, installation, and unforeseen expenses = \$5,000.

Evaluation:

The project will be deemed complete and successful upon a positive test of the Backup Communications center with a successful receipt of a 911 call for service, entry of call data into the CAD system and dispatch of the call to an appropriate unit in the field.

Attachments

PSAP Grant Program Grant Ranker

View Application--105--Greensville Time Sync

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: Time Synchronization (**TIME SYNCH**)

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@greenvillecountyva.gov

Project Description:

Total Project Cost \$12,930.00

Amount Requested: \$12,930.00

Statement of Need:

Greensville does not currently have a working time synchronization system installed on any of the E-911 telephony, CAD, or radio communication equipment. This causes recorded times to differ among the different systems, which could impact investigative and/or legal matters.

Comprehensive Project Description:

The purpose of this project will be to synchronize the time of the CPE, voice recorder, radio system and CAD with the US Atomic Clock. The implementation strategy and timeline includes ordering the system upon Grant award, and installation by the county upon delivery of the goods.

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

The system meets NENA PSAP Master Clock Standard #04-002 and uses a web based user interface that supports centralized user authentication and logging.

Budget and Budget Narrative:

See attached vendor supplied quote.

Evaluation:

The project will be considered a success upon final installation, testing and placing in operation.

Attachments

PSAP Grant Program Grant Ranker

View Application--106--E-911 / GIS Server

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: Pulaski County

Jurisdictions Served: Dublin, Town of
Pulaski, County of
Pulaski, Town of

Project Director:

John Spangler
GIS / E-911 Coordinator
52 W Main Street, Suite 350
540-980-7714 (phone)
540-980-4015 (fax)
jspangler@pulaskicounty.org

Project Description:

Total Project Cost \$10,000.00

Amount Requested: \$10,000.00

Statement of Need:

The current GIS server is technically out-dated and becoming unable to handle the amount of use by many different departments. The funding of this request will allow a dedicated GIS server which stores/backups/transfers E-911 data layers to the PSAP for mapping wireline and wireless calls.

Comprehensive Project Description:

The goal or objective of this project is to obtain a dedicated GIS server to allow better production of daily maintenance of E-911 data. Once the server is purchased it will be setup to be the primary GIS server only. The server will be connected to the PSAP network so that data can be easily moved to the PSAP work stations. Currently the data has to be physically taken by jump drive to the PSAP. The steps taken in this project will allow a more automated process to be used and data updated more timely. This server may also be used in the future to join the Mountain Empire Regional GIS project that is being implemented this year in Southwest VA.

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

The server that has been configured is meant to be able to serve our needs for more than 5 years. As stated above our goal is also to participate in the Mountain Empire Regional GIS project being implemented in Southwest VA which is meant to help PSAP work together on Wireless 911 calls by merging GIS data together and keeping it current.

Budget and Budget Narrative:

The attached server configuration is the server that has been specified as being needed to support the GIS/E911 department. The IT staff at the County will setup and install the server.

Evaluation:

The project will be evaluated in phases. The first phase will be measure by the more effective maintenance of the E911 map data. Currently problems occur with slow data flow from the server or downtime. The 2nd phase will be measured by the success of connecting the PSAP server to the GIS and getting data all the way to the PSAP stations.

Attachments

gis_server.pdf



Print Summary

PowerEdge R710

Price **\$9,683.00**



Preliminary Ship Date: **12/25/2009**

My Selections

All Options

• PowerEdge R710

Date	12/15/2009 9:43:03 AM Central Standard Time			
Catalog Number	84 Retail rc978219			
Catalog Number / Description	Product Code	Qty	SKU	Id
PowerEdge R710: Chassis for Up to Eight 2.5-Inch Hard Drives	R7108	1	[224-4845]	1
Processor: Intel® Xeon® E5520, 2.26Ghz, 8M Cache, Turbo, HT, 1066MHz Max Mem	E5520	1	[317-1206]	6
Additional Processor: Intel® Xeon® E5520, 2.26Ghz, 8M Cache, Turbo, HT, 1066MHz Max Mem	2E5520	1	[317-1213][317-1218]	7
BIOS Setting: Power Saving BIOS Setting	ESBIOS	1	[330-3491]	10
Memory: 12GB Memory (6x2GB), 1333MHz Dual Ranked RDIMMs for 2 Processors, Optimized	12GR2P3	1	[317-1288]	3
Operating System: Windows Server® 2008, Standard x64 Edition, Includes 5 CALs	WS8XSE	1	[420-8354]	11
Primary Controller: PERC 6/i SAS RAID Controller, 2x4 Connectors, Internal, PCIe, 256MB Cache, x8	P6IX8	1	[341-8712]	9
Hard Drive Configuration: RAID 1/RAID 5 for PERC 6/i Controller	MSR1R5	1	[341-8704]	27
Hard Drives: 73GB 15K RPM Serial-Attach SCSI 2.5" Hot Plug Hard Drive	73A152	2	[341-8714]	1209
Hard Drives: 146GB 15K RPM Serial-Attach SCSI 2.5" Hot Plug Hard Drive	146152H	3	[341-9157]	1209
Power Supply: High Output Power Supply, Redundant, 870W	RDPSUHO	1	[330-3475]	36
Power Cords: NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord	125V10F	1	[310-8509]	106
Power Cords: No Additional Power Cords	NOPWRCD	1	[310-9057]	38
SHIP: PowerEdge R710 Shipping	SHIPGRP	1	[330-4124]	2

1st Hard Drive: HD Multi-Select	HDMULTI	1	[341-4158]	8
Embedded Management: iDRAC6 Express	IDRCEX	1	[467-8649]	14
Network Adapter: Broadcom 5709 Dual Port 1GbE NIC w/TOE iSCSI, B5709I PCIe-4		1	[430-3260]	13
Feature Upgrades for Embedded NIC Ports: Embedded NICs are TOE Ready with iSCSI Offload Enabled	ISCSI	1	[430-1764][430-2970]	5
Riser Card: Riser with 2 PCIe x8 + 2 PCIe x4 Slot	PCIEX8	1	[320-7886]	18
Rails: Sliding Ready Rails With Cable Management Arm	RRCMA	1	[330-3477]	28
Bezel: Bezel	BEZEL	1	[313-7517]	17
Internal Optical Drive: DVD ROM, SATA, Internal	DVD	1	[313-9092]	16
System Documentation: Electronic System Documentation, OpenManage DVD Kit with DMC	EDOCSD	1	[330-3485][330-5280]	21
Hardware Support Services: 3 Year ProSupport for IT and Mission Critical 4HR 7x24 Onsite Pack	U3IPME4	1	[989-3439][992-8162][992-8352][993-2200][993-8447][993-8458][993-8518]	29
Installation Services: No Installation	NOINSTL	1	[900-9997]	32



PSAP Grant Program Grant Ranker

View Application--107--Addressing Needs

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: Pulaski County

Jurisdictions Served: Dublin, Town of
Pulaski, County of

Project Director:

John Spangler
Gis / E-911 Coordinator
52 W Main Street, Suite 350
540-980-7714 (phone)
540-980-7714 (fax)
jspangler@pulaskicounty.org

Project Description:

Total Project Cost \$9,000.00

Amount Requested: \$9,000.00

Statement of Need:

The county is in need of a GPS unit to accurately map their addressing of new structures within the County. The County desires to be able to map new structures to accurately address structures as well as to maintain an accurate structures layer.

Comprehensive Project Description:

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

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Budget and Budget Narrative:

With the grant funds requested the County will purchase a GPS unit from Trimble GPS to enhance the accuracy in the addressing system in the E-911 system.

Evaluation:

The project will be evaluated by developing a procedure and process for incorporating the GPS in the addressing of new roads, structures, cell sites, etc. The process will be measured against the current method of addressing which only uses an estimation process of locating a structure on a parcel.

Attachments

[Pulaski Co Trimble Yuma and ProXH 120909.doc](#)



Earth Vector Systems, LLC

GPS & Robotic Solutions for Surveying, Mapping and GIS
Sales • Technical Support • Training • Rentals • Service

DATE: 12/9/2009
QUOTE IS VALID 45 DAYS
QUOTATION #: 912096YG

PROPOSAL FOR SOLUTIONS

Pulaski County

ATTN: John Spangler

GPS MAPPING SALES MANAGER

York Grow, york_grow@evsgps.com
1710 Allied Street, Suite 20-B
Charlottesville, VA 22903
PH (434) 817-5000

SEND PURCHASE ORDER TO:

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

Line	Qty	Product #	Description	Va State Contract Price	Extension
1	1	73589-10	Trimble Yuma Tablet with ProXH Receiver Rugged Tablet PC, Windows Vista OS with a 1.6 GHz process, 1 GB RAM, 32 GB Solid State Hard Drive. 7" widescreen display, 1024x600, outdoor readable (650 NIT). Li-ion battery standard (4 hrs) or optional extended battery (8 hrs), intergrated GPS (SiRF Star III with WAAS), integraed Bluetooth, wireless 802.11 b/g. GPS receiver capable of accuracies down to 30cm (subfoot) with internal antenna and post-processing, real-time submeter with integrated WAAS or optional Beacon receiver. Bluetooth enabled.	\$5,845.00	\$5,845.00
2	1	YMA-Z2008	Yuma Pole Mount	\$161.00	\$161.00
3	1	45955-11	TerraSync Professional Edition Software Kit Field GPS software to allow for GPS and attribute data collection along with the ability to upload and update existing GIS raster and vector layers.	\$1,165.00	\$1,165.00
4	1	34191-90	GPS Pathfinder Office software update This will upgrade an existing license of Pathfinder Office to the most current version, 4.2 and provide any additional updates from Trimble for one year. We recommend you renew this before the end of the support year for a cost of \$295.	\$795.00	\$795.00
OPTIONS (not included above):					
5		69568-00	Yuma office dock	\$674.00	
6		YMA-Z2005	Yuma Tactical Vehicle Mount	\$108.00	
7		69563-00	Yuma ultra-clear screen protectors (2-pack)	\$21.00	
8		69562-00	Yuma rugged keyboard	\$355.00	
9		69561-00	Yuma extended battery set	\$269.00	
10		69569-00	Yuma vehicle charger (11-16V)	\$170.00	
11		69571-00	Yuma deluxe carry case	\$53.00	
				\$161.00	
Hardware Warranty Extension beyond the initial year					
12		47289-71	1 Year Hardware Warranty Extension (total of two years)	\$292.00	
			OR		
13		47289-72	2 Year Hardware Warranty Extension (total of three years) Before the current support year expires (up to three years total available)	\$405.00	

NOTE: All above prices are on or equivalent to Va State Contract VA-0610120TRIM or VA-060815-TRIM.

Sub Total	\$7,966.00
Shipping & Handling	35.40
TOTAL	\$8,001.40

Prices do not include sales tax; 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.

Authorize purchase with signature: _____

PSAP Grant Program Grant Ranker

View Application--108--E-911 Data Analysis for NG 911

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: Pulaski County

Jurisdictions Served: Dublin, Town of
Pulaski, County of
Pulaski, Town of

Project Director:

John Spangler
GIS / E911 Coordinator
52 W Main Street, Suite 350
540-980-7714 (phone)
540-980-7714 (fax)
jspangler@pulaskicounty.org

Project Description:

Total Project Cost \$2,000.00

Amount Requested: \$2,000.00

Statement of Need:

Pulaski County is in need of completing an in-depth analysis of its E-911 data and mapping layers. Pulaski County's E-911 addressing was done over a lengthy period of time (8 years), with "in-house" staff, and much of it was done with hard copy maps. The accuracy of the various data layers and databases is in question. The County feels it is necessary to fully analyze the various data layers such as roads, addresses, ESN layers, MSAG, 911 database as well as the relationship between them. As Next Generation 911 moves closer the need for accurate 911 data is critical.

Comprehensive Project Description:

The goal or objective of this project is to create a truly accurate 911 system within the mapping data and 911 databases as well as the relationship between them. This accuracy is very important to Wireline and Wireless 911 call response and further important in the future Next Generation 911. The analysis will provide an overview of issues related to the synchronization and accuracy of the GIS Map Data, ALI database, and MSAG. Synchronization issues may be due to errors in any of the three components or a combination of all of them. This analysis is important to identify any potential errors that could occur between these three elements during a live 9-1-1 call so they can be corrected. After the various analysis steps are completed the results will be compiled into a hard copy report and digital lists of the errors will be

created. The hard copy report will provide examples of errors and possible solutions that may increase the synchronization of the components. The lists of errors will allow review of each possible issues individually.

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

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Budget and Budget Narrative:

The attached vendor quotation serves as the basic budget pricing for the project.

Evaluation:

The project will be evaluated through the resulting report providing the findings of all the analysis that is completed.

Attachments

Pulaski County, VA Analysis Response.pdf
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Pulaski County Virginia

NG9-1-1 GIS Map Data, ALI
Database, and MSAG Analysis

December 3, 2009



NG9-1-1 GIS Map Data, ALI Database, and MSAG Analysis

Scope of Work

As a company that specializes in GIS, specifically for Enhanced 9-1-1 (E9-1-1) call plotting, GeoComm knows the importance of accurate GIS map data. Of equal importance is the synchronization of the three data components related to accurately locating the origin of a 9-1-1 call: the GIS map data, Automatic Location Identification (ALI) database, and Master Street Address Guide (MSAG). For over 14 years, GeoComm has developed GIS processes based on the need to ensure these three components are accurate and synchronized - the greater synchronization between them the higher probability for accurately pin-pointing emergency call locations.

In addition, GIS map data and the synchronization of it with the ALI database and MSAG will play an even more critical role in Next Generation 9-1-1 (NG9-1-1). In the NENA i3 Next Generation 9-1-1 architecture, all calls are routed based on location, including wireline 9-1-1 calls. This presents new challenges and requirements for local and regional GIS data planning and management. There are two important issues to consider for NG9-1-1.

- GIS map data will have a heightened degree of criticality because calls will be routed to NG9-1-1 ESInets and PSAPs geographically based on a caller's location and a point in polygon selection.
- GIS map data, MSAG, and ALI database synchronization is even more crucial to properly determining the location of calls.

GIS map data has an expanded role in NG9-1-1 based on the geographical routing that will occur.

Currently, GIS map data for E9-1-1 is used to locate the address of an incident. With NG9-1-1, GIS map data will manage where the 9-1-1 call is routed. In other words, identifying which Public Safety Answering Point (PSAP) will receive the call based on the accuracy of your GIS data.

GeoComm proposes to perform an analysis that will provide you with an overview of issues related to the synchronization and accuracy of the GIS Map Data, ALI database, and MSAG. Synchronization issues may be due to errors in any of the three components or a combination of all of them. This analysis is important to identify any potential errors that could occur between these three elements during a live 9-1-1 call so they can be corrected.

The issues will be identified by first reviewing each component individually and then comparing them to one another. The following sections describe some of the processes used by GeoComm GIS Specialists to identify and then compile a report detailing synchronization and accuracy of the data.



Reviews

Reviews will be conducted on the GIS map data, MSAG, and ALI database to verify information contained in each is accurate, consistent, and complete.

Road Centerline Layer

GeoComm will review road names and address ranges in the road centerline layer. Incorrect, incomplete, and inconsistent road names or address ranges in the GIS map data may result in valid 9-1-1 addresses that do not match the GIS map data.

GeoComm will also review the consistency of road segments to ensure they are broken at intersections, ESN boundaries, and political boundaries. Errors may cause valid 9-1-1 address locations to be on the wrong side of an intersection or in the wrong ESN or political boundary.

Also, the consistency of road segment line direction will be reviewed for accuracy. Errors may cause valid 9-1-1 address locations to be on the wrong end or side of a road.

GeoComm will evaluate GIS map data for routing capabilities if provided with documentation on overpasses/underpasses, one-way streets, and direction flow of those streets within the jurisdiction. To route correctly, GeoComm will review the road file to verify there are continuous road segments at overpasses or underpasses, ramps are digitized, segments are broken at true intersections, and segments are snapped to segments. Specific field names and attributes are required to enable the routing capabilities in GeoLynx 9-1-1, if utilized.

Boundary Layers

Another element of the GIS map data review is ensuring topological accuracy of two of the primary boundary layers in GIS map data sets, the ESN boundary and community boundary layers.

GeoComm will use audits to determine the following errors in each of the two layers:

- Overlapping boundaries
- Duplicate boundaries
- Polygons not snapped to road centerlines



Primary Search Layer

GIS map data layers used as a primary search layer typically include: address points, parcels, or building footprints. If a primary search layer is provided, GeoComm will review it to verify:

- the number of duplicate addresses
- the consistency of the address information
- the number of primary search layer features without an address
- the MSAG validity of each address
- the rate at which addresses in the ALI database match the primary search layer

ALI Database

GeoComm will review addresses and community names in the ALI database. Incorrect, incomplete, and inconsistent addresses or community names in the ALI database may result in 9-1-1 addresses not matching the MSAG or GIS map data. Addresses from the ALI database must match the MSAG and GIS map data to plot wireline 9-1-1 calls.

MSAG

GeoComm will review the road names, address ranges, ESN, and community names in the MSAG. Incorrect, incomplete, and inconsistent road names, address ranges, ESNs, and community names in the MSAG may result in valid 9-1-1 addresses not matching the MSAG or GIS map data.

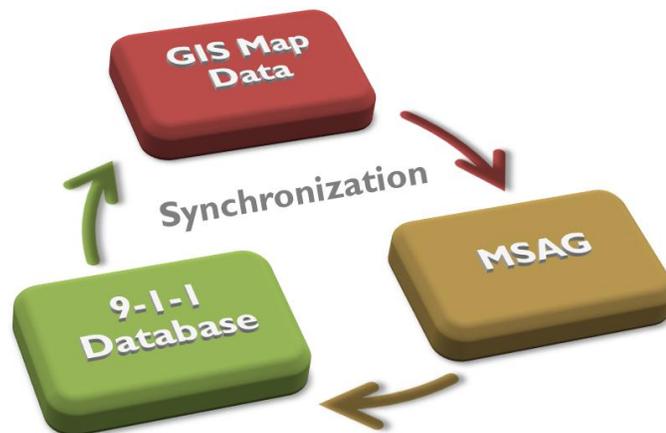
GeoComm will review the MSAG for any overlaps as these could be detrimental in plotting wireline 9-1-1 calls. Although an MSAG containing overlaps may rarely cause problems it is standard to only have one record for a given street name and range.

Synchronization

Following the reviews of each component GeoComm will perform several processes to evaluate the synchronization of all three components. First, the synchronization of the ALI database, MSAG, and GIS map data will be reviewed. This will provide a list of all ALI database records that are not MSAG-valid, as well as a list of ALI database records that do not match the GIS map data.

Second, GeoComm will evaluate the synchronization of the MSAG and the GIS map data. This synchronization review may produce a list of possible errors in the MSAG and GIS map data. Errors are due to MSAG records which are not represented the same in the GIS map data. It may not be necessary to “fix” all errors in the MSAG because the errors may not affect the accuracy of the ALI database records matching the GIS map data.





ALI Database, MSAG, and GIS Map Data

First, GeoComm will compare the MSAG and ALI database. This comparison may result in a list of ALI database records that are not MSAG-valid.

Following this comparison, GeoComm will geocode the address records within the ALI database to the road centerline layer. This process also compares the ESN assigned to the ALI database addresses to verify addresses locate within the correct boundary in the GIS map data. Geocoding the specific records in the ALI database will denote which addresses match the GIS map data. A list of errors will be compiled from the addresses that do match. These errors could exist for a variety of reasons which will be outlined in the final report.

MSAG and GIS Map Data

GeoComm will geocode records in the MSAG to the road centerline layer. This will be completed to provide a list of possible MSAG errors. The geocoding process also compares the ESN boundaries assigned to the MSAG addresses to verify addresses located in the correct boundary in the GIS map data. Geocoding the low and high addresses in the MSAG denote which MSAG records match the GIS map data. A list of errors will be compiled from the addresses that do not match. These errors could exist for a variety of reasons which will be outlined in the final report.

Final Report

After each step is complete the results will be compiled into a hard copy report and digital lists of the errors will be created. The hard copy report will provide you with examples of errors and possible solutions that may increase the synchronization of the components. The lists of errors will allow you to review each possible issue individually as you are updating the three components.



After the report is provided, GeoComm will schedule a conference call with Pulaski County to review the report. After the conference call is complete, it is Pulaski County's responsibility to resolve the errors. Pulaski County may also decide to contract with GeoComm to update these components and for future maintenance services. GeoComm has extensive experience in the processes necessary to update these three components for a greater degree of accuracy and synchronization as well as the continued maintenance of all three. Initial cleanup of the GIS map data layers may be necessary before maintenance begins. Additional pricing can be provided for GeoComm to complete these services, if desired.

Pulaski County Responsibilities

- Provide GIS map data layers in ESRI format including map projection information
- Provide a digital copy of Pulaski County's MSAG in a standard NENA format (.txt, .xls, or ascii)
- Provide a digital copy of Pulaski County's ALI database in a standard NENA format (.txt, .xls, or ascii)
- Make necessary updates to the GIS map data, MSAG, and ALI database based on GeoComm's review

GeoComm Deliverables

GeoComm's deliverables to Pulaski County include:

- A data analysis report
- One conference call following the delivery of the analysis report

Pricing

Description	Total Price
GIS Map Data, ALI Database, and MSAG Analysis	\$1,775
Notes: The analysis costs proposed are based on receiving data that includes minimum fields and files needed to complete a comprehensive analysis. Additional costs may apply if edits to the data are needed to prior to completing the analysis.	



PSAP Grant Program Grant Ranker

View Application--109--911 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: Emporia Police Communications

Jurisdictions Served: Emporia, City of

Project Director:

Todd Anderson

Captain

310 Budd Street

434-634-2121 x104 (phone)

434-634-7330 (fax)

tanderson@emporiapolice.org

Project Description:

Total Project Cost \$30,338.00

Amount Requested: \$30,338.00

Statement of Need:

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

Comprehensive Project Description:

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

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

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

Budget and Budget Narrative:

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

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

Evaluation:

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

Attachments

Dictaphone Sunset Letter.doc
Emporia-16chBudget-SKDSQ1760-10-15-08.pdf
MN1151 Dictaphone Sunset UpdateA.PDF



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

BUDGETARY QUOTE

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

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

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

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

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

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

PRODUCTS

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

SERVICES

Implementation Services		\$0.00
Services SubTotal		\$0.00
Project Subtotal:		\$16,000.00

Shipping: \$0.00
Grand Total: \$16,000.00

Prepaid Maintenance Options

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

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

Customer Approval:

Approved by:

Approved Date:

Title:

Purchase Order Number

Please provide a copy of your company's purchase order along with the signed quotation and fax to 480-247-5270.

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

Terms & Conditions:

1. Price quotations are valid for 180 days.
2. Payment Terms: Due Upon Receipt
3. New installations automatically include a 90 day labor and 1 year parts warranty.
4. Applicable taxes will be charged extra.
5. Delivery: CFR-Factory
6. Estimated Delivery: 4 weeks ARO
7. Physical location must be provided at time of quotation.
8. Customer must supply and maintain the proper audio, AC, and data inputs to the system's physical location.
9. Customer is responsible for supplying the necessary LAN and telephony switch components to interface with the recording system.
10. Customer is responsible for maintenance of all cable and wiring associated with this equipment.

Initials

Sunset Announcement for Dictaphone CRS Voice Recorders and Applications

Overview

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

This statement effects the following products:

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

Please see the specific section below

1. Dictaphone Freedom & FT

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

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

Please note:

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

Key Dates

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

End of Sale

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

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

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

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

What Does End Of Software Development Mean?

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

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

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

What Does End Of Support Mean?

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

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

Support Arrangements

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

Migration to NiceLog

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

Capability Summary

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

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

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

2. Dictaphone Prolog & Guardian

The Prolog and Guardian products are currently in the support phase of their lifecycle and NICE offers support for these systems on a best endeavors basis.

NICE will end support for these products on February 1st 2008, and partners, channels and customers are urged to offer alternative solutions to any customers with this type of equipment.

Including but not limited to: 30000 Series & 40000 Series

Key Dates

End of Support Date - March 1st 2008

What Does End Of Support Mean?

The End of Support Date for is **March 1st, 2008**. This means that spares and modules for the products will continue to be available until the End of Support Date, enabling ongoing system support for the installed configuration up to that date.

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

Capability Summary

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

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

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

3. Dictaphone daVinci

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

NICE will end support for this product on **March 1st 2007**, and partners, channels and customers are urged to offer alternative solutions to any customers with this type of solution.

Including [Guardian/Prolog](#):

Key Dates

End of Expansion Date - Now – April 2006

End of Support Date - March 1st 2007

What Does End Of Support Mean?

Information herein is proprietary information and trade secrets of NICE Systems Ltd.

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

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

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

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

4. Dictaphone 5000 and 9000 Series Voice Recorders

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

Including but not limited to:

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

Key Dates

End of Support Date - Now – April 2006

What Does End Of Support Mean?

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

5. Dictaphone Call Check & Encore

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

Call Checks

- 1100, 5700, 5900, 6600

Key Dates

End of Support Date - Now April 2006

What Does End Of Support Mean?

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

6. Dictaphone Call Watch & Trackdown

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

Call Watch

- 9060, 9065, 9066, 9067, 9068, 9069

Key Dates

End of Support Date - Now – April 2006

What Does End Of Support Mean?

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

Product Management

Adam Smith

Appendix A – Sunset Plan for Dictaphone CRS Voice Recorders and Applications

This Sunset Plan affects the following Dictaphone CRS products:

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

1. Dictaphone Freedom, Combo and FT

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

- Freedom recorder and workstation application (System Manager, Events System & Manager, Archive System & Manager)
- ContactPoint™ application
- Freedom Enterprise & Freedom Enterprise CTI
- Freedom Select (selective recording)
- Freedom Connect (CTI and API integration)
- Freedom QMS (quality monitoring)
- Freedom™ Call Check (instant message recall)
- Freedom Authentication
- Freedom Explorer (web-based call retrieval software)
- Freedom Navigator
- Freedom Capture Pro
- Freedom Custom Data Module (ANI/ALI and M/A-COM trunked radio application)
- Freedom SDK (software developer's kit)
- Freedom rDT (radio detrunking for Motorola systems)
- Freedom VoIP

Please note:

End of Sale Date for Freedom rDT (trunked radio recording) and Freedom VoIP (VoIP recording) is April 15, 2006.

Key Dates

End of Sale Announcement

- April 15, 2006

End of Sale Date

- March 1, 2007

End of Software Development

- March 1, 2008

End of Expansion (Last upgrade Order)

- March 1, 2008

End of Support Date

- March 1, 2010

Migration to NiceLog

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

Capability Summary

Below is a brief comparison between NiceLog and Freedom. More information is available by contacting your NICE representative or by visiting www.nice.com.

Capability	Freedom	NiceLog	Benefit
Operating System	QNX	Windows 2003 appliance edition	Standards based, secure and supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	800MB = 192 ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer, improved stand-alone capability
Archive Options : DVD (4.7GB) DDS (13GB) AIT (60GB)	Yes No No	Yes Yes Yes	More offline archive options to suit your preference within the recorder. Less media, changes and maintenance, reducing cost of ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM, G729a, G723	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization, and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	Yes	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	Yes (HDD array or archive device)	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	Yes (Enterprise Option)	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	No	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last Message Replay	Call Check only	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	Enterprise & Contact Point only	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

2. Dictaphone Prolog and Guardian

The Prolog and Guardian products are currently in the support phase of their lifecycle, and NICE offers support for these systems on a best endeavors basis.

NICE will end support for these products on March 1, 2008. Customers are urged to upgrade these solutions as soon as possible. This affects product versions including, but not limited to, 30000 Series and 40000 Series

Key Dates

End of Support Date

- March 1, 2008

Capability Summary

Below is a brief comparison between NiceLog and Guardian. More information is available by contacting your NICE representative or by visiting www.nice.com.

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

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

3. Dictaphone daVinci

The daVinci product has now been withdrawn from sale, and NICE is providing current customers with upgrades and ongoing support. NICE will end support for this product on March 1, 2007. Customers are urged to upgrade these solutions as soon as possible.

Key Dates

End of Expansion Date - April 15, 2006
End of Support Date - March 1, 2007

4. Dictaphone 5000 and 9000 Series Voice Recorders

The 5000 and 9000 Series of voice recorders have been in the support phase of their lifecycle for many years now, and NICE is formally announcing the end of support for these products. NICE will end support for these products on April 15, 2006. Customers are urged to upgrade these solutions as soon as possible. This affects product versions including, but not limited to, the following:

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

Key Dates

End of Support Date - April 15, 2006

5. Dictaphone Call Check & Encore

These products have been in the support phase of their lifecycle for many years now, and NICE is formally announcing the end of support for these products. NICE will end support for these products on April 15, 2006. Customers are urged to upgrade these solutions as soon as possible.

Call Checks

- 1100, 5700, 5900, 6600

Key Dates

End of Support Date - April 15, 2006

6. Dictaphone Call Watch & Trackdown

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

Call Watch

- 9060, 9065, 9066, 9067, 9068, 9069

Key Dates

End of Support Date - April 15, 2006

**Appendix B – Sunset Plan for Wordnet Series 3
Voice Recorder and Applications**

Key Dates

End of Sale Date	- Wordnet Series 3 is no longer available for sale
End of Software Development	- December 1, 2006
End of Expansion (Last upgrade Order)	- December 31, 2006
End of Support Date	- March 1, 2010

This announcement affects the following products:

- Wordnet Series 3 Recording Platform
- Wordnet Web Replay Application
- Wordnet Alarms Server Application
- Investigator (with Wordnet)
- Wordnet Replay to Phone Server
- Wordnet Label Printing Application
- Wordnet Series 3 Upgrade Kits
- RecorderLink/SARA

Migration to NiceLog

NiceLog offers many benefits over Wordnet plus advanced applications and storage options. NICE recommends moving to NiceLog as soon as possible to ensure your agency has the latest technology for today and into the future.

Capability Summary

Below is a brief comparison between NiceLog and Wordnet Series 3. More information is available by contacting your NICE representative or by visiting www.nice.com.

Capability	Wordnet Series 3	NiceLog	Benefit
Operating System	Windows 2000 Pro	Windows 2003 appliance edition	Standards based, secure & supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	150GB = 25,000ch/hrs	200GB = 48,000ch/hrs	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB) DDS (13GB) VXA (33GB) AIT (60GB)	Yes No Yes No	Yes Yes No Yes	More offline archive options to suit your preference within the recorder. Less media, changes, and maintenance reducing cost of ownership
Compression	PCM, ADPCM 32, ADPCM 16, GSM	PCM, ADPCM 32, ADPCM 16, G729a, G723	Increased storage capacity, lower bandwidth requirement, and improved quality of audio, optimizing online storage, network utilization and utilization of network storage
Internal RAID 1 HDD (Mirrored HDD)	Yes	Yes	Large capacity, resilient, reliable online storage within the box
Internal RAID 5 HDD	No	Yes	Huge capacity, fully resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	Yes	Storage Center	Intelligently managed network-based storage & retention of data

IMPORTANT INFORMATION

NAS - Storage	Yes	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario Replay	Yes	Yes	Fast, powerful disclosure of evidence
Instant Replay – ‘New’ Last Message Replay	No	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	No	Yes	Market-leading quality management solutions fully integrated with recording system
Multimedia Recording and Evidence Distribution – NICE Inform (in development)	No	Yes	Complete reconstruction of incidents involving audio, video, CAD, GIS, and other media types.

**Appendix C - Sunset Plan for Mirra Series 2
Voice Recorder and Applications**

Key Dates

End of Sale Announcement	- April 15, 2006
End of Sale Date	- March 1, 2007
End of Software Development	- March 1, 2008
End of Expansion (Last upgrade Order)	- March 1, 2008
End of Support Date	- March 1, 2011

All Mirra hardware and compatible software applications are affected, including:

- Mirra Series 2 Recording Platform
- Mirra Applications
- Mirra Remote Audio Unit
- Investigator Replay
- Last Message Replay (for use with Mirra)
- ANI-ALI (for use with Mirra)

What Product Replaces Mirra Series 2?

Over the past four years, NICE has invested extensively in the NiceCall Focus product line, increasing its functionality, performance and ease of use. Its latest variant, NiceCall Focus III, has a new, easy-to-maintain low-cost design and very competitive pricing. NiceCall Focus III now outperforms Mirra Series 2's (and most of the competition) with its extended capacity of up to 48 mixed channels per recorder. NiceCall Focus III offers many benefits and enhancements over the Mirra Series 2.

Benefits of Moving to NiceCall Focus III:

Below is a simple summary of the benefits of NiceCall Focus III. For full details of the NiceCall Focus III's capabilities, please contact your NICE representative or visit www.nice.com.

Capability	Mirra Series 2	NiceCall Focus III	Benefit
Operating System	Proprietary	Windows XP	Standards based, secure and supports latest drivers, integrations and COTS hardware, etc.
Mixed Telephony Recording	Yes	Yes	
Internal HDD Capacity	None	250 GB = 50,000 hours	Instant access to records for longer – improved stand alone capability
Archive Options : DVD (4.7GB) AIT-Turbo (40 GB)	Yes No	Yes Yes	Less media, changes and maintenance reducing cost of ownership
Compression	G.729A	G.729A	
Internal RAID 1 HDD (Mirrored HDD)	No	Yes	Large capacity, resilient, reliable online storage within the box
Direct Attached Storage (External RAID 5)	No	Storage Center	Intelligently managed network-based storage and retention of data
NAS - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
SAN - Storage	No	Yes (Storage Center)	Intelligently managed network-based storage and retention of data
Media Management	No	Yes	Total media library and referencing for media
Evidence Disclosure - Scenario	No	Yes	Fast, powerful disclosure of evidence

Replay			
Instant Replay – ‘New’ Last Message Replay	No	Yes	Call detail verification, from the latest .net application – fully integrated with the recording system
Quality Management - NICE Universe	No	Yes	Market-leading quality management solutions fully integrated with recording system
Tool-less maintenance	No	Yes	Fast, simple maintenance procedures and easy training

Appendix D - Sunset Plan for Dispatcher Assessment (DA)**Key Dates**

End of Sale Date	- April 15, 2006
End of Software Development	- March 1, 2007
End of Expansion (Last upgrade Order)	- March 1, 2007
End of Support Date	- March 1, 2008

All DA and AQM software and associated hardware (excluding loggers – see separate sunset / support statements) are affected by this announcement.

What Product Replaces Dispatcher Assessment?

Over the past four years, NICE has invested extensively in the NICE Universe product line, increasing its functionality, performance and ease of use. The latest variant, NICE Universe Compact, has a new configuration for smaller environments and very competitive pricing. NICE Universe Compact is available for use on NiceCall Focus III. NiceLog solutions, offering flexibility of deployment and powerful scaleable features, are available for all customer environments.

PSAP Grant Program Grant Ranker

View Application--110--911 Radio Consoles

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: Emporia Police Communications

Jurisdictions Served: Emporia, City of

Project Director:

Todd Anderson

Captain

310 Budd Street

434-634-2121 x100 (phone)

434-634-7330 (fax)

tanderson@emporiapolice.org

Project Description:

Total Project Cost \$69,755.00

Amount Requested: \$69,755.00

Statement of Need:

The Emporia 911 Dispatch Center's current radio consoles are Zetron 4010 and is only capable of a ten channel capacity. Due to future interoperability mandates, we have been advised by representatives of VITA's Public Safety Communications Division that our consoles will not have sufficient channel capacity for necessary communications during a disaster. We will need to purchase two new computer based consoles, expandable to 20 channels.

Comprehensive Project Description:

The goal of this project is to replace the current two radio consoles with computer based units, expandable to 20 channels each. The new system will include computer based workstation consoles, radio headsets, touch-screen monitors, and five years of warranty and maintenance. A RFP process will be followed to purchase the equipment and maintenance services. The total procurement and installation is expected to take less than four months.

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

These new radio consoles will allow our dispatch center to adapt to interoperability mandates in the future. The system will be easily expanded as need arises.

Budget and Budget Narrative:

We received a budgetary costs proposal from Telpage of Emporia last year for \$69,755, and have been told

it is still accurate. Their proposal includes all equipment, labor, and a five year maintenance plan. A rack cabinet is proposed, as the present racks are full, and no rack space will be available for this project. The proposal is attached.

Evaluation:

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

Attachments

EPD 10-30-08 4020 console.xls

Telpage

Date: October 30, 2008
Submitted by: Allen Meade Blackwell

ATTN: Captain Todd Anderson
Customer: Emporia Police Department

Address: 310 Budd Street
Emporia, VA 23847

Phone: 434-634-2121

Fax:

Quote for Series 4000 Communications Control Systems

PART #	DESCRIPTION	UNIT PRICE	QTY	EXTENSION
	OPERATOR POSITION BUNDLES			
905-0318	2 Position Bundled 4020 RD, 8-Channel, M4219	\$ 43,520.00	1	\$ 43,520.00
	<i>Includes: 2 Intergrator RD clients, 2 Intergrator RD/M4219</i>			\$ -
	<i>Workstations, 2 System Traffic Cards, 2 M4048 PSU, 1</i>			\$ -
	<i>M4020 CCE, 2 M4048 CCE Console Interface Cards, 4</i>			\$ -
	<i>S4000 Dual Universal Control Card, and manuals.</i>			\$ -
	OPERATOR ACCESSORIES			
950-9326	Desk Microphone (for all models)	\$ 150.00	2	\$ 300.00
950-9327	Headset Jackbox (for all models)	\$ 150.00	2	\$ 300.00
950-9102	Footswitch	\$ 90.00	2	\$ 180.00

PART#	DESCRIPTION	UNIT PRICE	QTY	EXTENSION
	CONTROL AND ADAPTER CARDS			
905-0229	Model 4020/4048 8 Patch Card	\$ 1,560.00	1	\$ 1,560.00
	INSTALLATION COMPONENTS			
709-0004	25-Pair Cables, RJ-21, M-F, 10 ft (Baseline Product)	\$ 50.00	3	\$ 150.00
950-9351	Connectorized Punchdown Block (Baseline Product)	\$ 70.00	3	\$ 210.00
	SYSTEM DOCUMENTATION			
025-9438	Model 4048 Service Manual	\$ 50.00	1	\$ 50.00
025-9455	Series 4000 Interface Cards Service Manual	\$ 50.00	1	\$ 50.00
025-9456	Series 4000 Dispatch Consoles Service Manual	\$ 50.00	1	\$ 50.00
	EXTENDED LIMITED WARRANTY			
X61-5163	Extended Warranty for 5 Years	\$ 7,175.00	1	\$ 7,175.00
	COMPANION PRODUCTS (all are Baseline Products)			
	COMPUTER LCD TOUCHSCREEN MONITORS (USB)			\$ -
802-0712	19" SAW Anti-Glare Black LCD Touchscreen Monitor	\$ 3,500.00	2	\$ 7,000.00
	<i>"USB" monitors are compatible only with PC's running</i>			\$ -
	<i>Win2000 or XP Pro operating systems and equipped with</i>			\$ -
	<i>USB ports. Unless otherwise noted with "USB" these</i>			\$ -
	<i>monitors require an additional RS-232 port on the host PC.</i>			\$ -
				\$ -
	HEADSETS/HANDSETS			\$ -
	<i>Unless otherwise noted, the following are dual-prong,</i>			\$ -
	<i>unamplified devices without AGC. 6-Wire devices are equipped</i>			\$ -
	<i>with PTT. Headsets are over-the-ear, headband styles with</i>			\$ -
	<i>quick disconnects. All devices are manufactured by</i>			\$ -
	<i>Plantronics.</i>			\$ -
950-0454	Wireless Headset, 6-Wire, Noise Cancelling (comes with	\$ 1,010.00	2	\$ 1,010.00
	2 batteries)			\$ -
	<i>Plantronics CA12CD improved belt-mounted PTT pack</i>			\$ -
	<i>has secure battery retention and accepts Plantronics</i>			\$ -
PART #	DESCRIPTION	UNIT PRICE	QTY	EXTENSION
	<i>H-Series headset tops. Comes with spare battery.</i>			\$ -

802-0115	Headset Top, Noise Cancelling	\$ 125.00	8	\$ 1,000.00
				\$ -
	RACKS & CABINETS			\$ -
	The Model 4020 and M4048 require a rack or cabinet for			\$ -
	mounting.			\$ -
950-0599	19" W x 42" (24U) H x 29" D Rack Cabinet w/ locking	\$ 2,400.00	1	\$ 2,400.00
	doors			\$ -
				\$ -
				\$ -
				\$ -
Equipment Costs				\$ 64,955.00
Total Purchase				\$ 64,955.00
Installation				\$ 4,800.00
Tax				
Less Down				
TOTAL				\$ 69,755.00

