

FY14

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY14 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA's Integrated Services Program's website

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at lisa.nicholson@vita.virginia.gov. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY14 PSAP Grant Application Cycle starts July 1, 2012 and concludes on October 31, 2012 at 5:00 pm.

ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY14 PSAP GRANT APPLICATION

PROJECT TITLE

1T

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Pulaski County Sheriff's Office

CONTACT TITLE: Network Security Officer

CONTACT FIRST NAME: Christopher

CONTACT LAST NAME: Akers

ADDRESS 1: 86 East Main Street

ADDRESS 2: 1T

CITY: Pulaski

ZIP CODE: 24301

CONTACT EMAIL: cakkers@pulaskicounty.org

CONTACT PHONE NUMBER: 540-980-7858

CONTACT MOBILE NUMBER: 540-239-5298

CONTACT FAX NUMBER: 540-980-7834

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Pulaski County Sheriff's Office – Host (Answers all wireless 911 including towns listed below):

| | |
|------------------------|--|
| Town of Pulaski | |
| Town of Dublin | |
| | |

GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

Secondary Consolidation



GRANT PROGRAM TYPE

- Continuity and Consolidation
- Enhancement

TIER

- Out of Service
- Technically Outdated*
- Not Applicable
- Non-Vendor Supported*
- Strengthen

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

| | |
|--|-------------------------------|
| VERSION: | # YEARS of HARDWARE/SOFTWARE: |
| 5.6.4 – Zetron Integrator 9-1-1 | 2004 |

PROJECT FOCUS CPE

If “Other” selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ \$150,000.00

Total Project Cost: \$ \$250,000.00

STATEMENT OF NEED



This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

SEE ATTACHED NARRATIVE

Describe how the grant will be maintained and supported in the future, if applicable.

SEE ATTACHED NARRATIVE

COMPREHENSIVE PROJECT DESCRIPTION



Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

SEE ATTACHED NARRATIVE

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

PROJECT TIMELINE – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

| PROJECT PHASE | ESTIMATED COMPLETION DATE |
|---|---------------------------|
| <input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders) | 07 / 01 / 2013 |
| <input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed) | 08 / 31 / 2013 |
| <input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured) | 08 / 31 / 2013 |



| | |
|---|-----------------------|
| <input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) | 10 / 31 / 2013 |
| <input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production) | 12 / 30 / 2013 |

Identify the longevity or sustainability of the project.

SEE ATTACHED NARRATIVE

Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

SEE ATTACHED NARRATIVE

REGIONAL INITIATIVE (if applicable)



The relationship of the initiative to the participating PSAPs:

NOT APPLICABLE

Intended collaborative efforts:

NOT APPLICABLE

Resource sharing:

NOT APPLICABLE



How does the initiative impacts the operational or strategic plans of the participating agencies:

NOT APPLICABLE

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

NOT APPLICABLE

How should it be organized and staffed:

NOT APPLICABLE



What services should it perform:

NOT APPLICABLE

How should policies be made and changed:

NOT APPLICABLE

How should it be funded:

NOT APPLICABLE

What communication changes or improvements should be made in order to better support operations:

NOT APPLICABLE



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

SEE ATTACHED NARRATIVE

EVALUATION

How will the project be evaluated and measured for achievement and success:

SEE ATTACHED NARRATIVE



FINANCIAL AND PROGRAMMATIC REPORT

PROJECT PHASES

SAMPLE ACTIVITIES

PHASE

SAMPLE ACTIVITIES

INITIATION

(Project approved by appropriate stakeholders)

- Project concept is documented
- Local Board or governing authority approval or endorsement is received
- PSAP grant application is filed
- Local budgets are obtained
- Appropriated grant funds are approved
- Budgetary estimates are obtained

DESIGN/PLANNING

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

ACQUISITION

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

IMPLEMENTATION

(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

TESTING/COMPLETION

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"

STATEMENT OF NEED

This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

The Pulaski County Sheriff's Office is requesting funding to replace their eight (8) year old call processing equipment (CPE) with new IP based NG-911 call processing equipment which will support current and future emergency call taking needs.

The 911 Communications Center currently utilizes Zetron Integrator 9-1-1 to answer incoming 911, wireless 911 and administrative phone calls. This system has been in services since late 2004/early 2005, and is no longer covered by a manufacturer warranty. The Sheriff's Office does utilize a communications company for maintenance and repairs of the system but any components that require repair are not covered and must be purchased. (Please refer to vendor letter attached with grant application.) In addition, the ability to expand the system to handle next generation 911 is not possible.

If funded, this project will be a part of a larger planned project to relocate the 911 center to a new facility and will expand their capacity by adding additional positions within the center. In addition, the County of Pulaski is working with the Town of Pulaski to develop plans for consolidating the Sheriff's Office and Towns dispatch centers into one consolidated center. Transitioning to an IP based (CPE) would facilitate much easier system expansion to accommodate the potential growth from this consolidation.

Funding for this project will come from the County of Pulaski. If this grant request is approved, it would allow replacement rather than relocation and continued use of existing equipment. Funding will also lay the groundwork for possible integration of the Town of Pulaski fire and police dispatch systems. Currently all

three systems are located within the 100-year flood plain.

Describe how the grant will be maintained and supported in the future, if applicable.

This grant will be maintained and supported in the future through local funding and support from local staff. The Sheriff's Office / County of Pulaski will purchase maintenance coverage to ensure that the equipment is covered in the event of failure. In addition, IT staff will be trained to conduct routine maintenance and troubleshooting.

Grant management will be maintained by local County staff to ensure reporting and compliance.

COMPREHENSIVE PROJECT DESCRIPTION

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

The Pulaski County Sheriff's Office / County of Pulaski plans to replace to their aging Zetron call processing equipment (CPE), with new IP based equipment that will support both current and next generation 911 call handling technologies. This project will coincide with the agency's larger project to relocate the 911 center to a new facility and may also include the merger of two other communications centers within the County.

Currently the 911 center has three (3) call answering positions which have been in operation since late 2004. The center is responsible for answering all 911 wireless and 911 landline phone calls as well as incoming administrative phone calls. Last year, the center answered a total of 17,261 wireless 911 calls, 5,406 landline 911 calls and 104,959 incoming administrative phone calls.

This system has been in service since late 2004 earlier 2005 and is no longer covered by a manufacturer warranty. The Sheriff's Office does utilize a communications company for maintenance and repairs of the system but any components that require repair are not covered and must be purchased. (Please refer to vendor letter attached with grant application.) As mentioned earlier, there are plans to move the 911 center in the near future. In doing so, there are concerns that moving the existing older equipment would subject it to stresses which could cause substantial operational issues once the equipment was placed back into service.

If awarded funding to replace the CPE, the Sheriff's Office / County of Pulaski would issue an RFP for replacement equipment and/or utilize existing government contracts or cooperative procurement vehicles to purchase new call processing equipment. Once it is determined which vendor will provide the new call processing equipment, a County project manager would be assigned to oversee and coordinate with the equipment vendor, the installation and testing of the equipment as well as training of communications staff.

Goals for this project would include:

1. Successfully obtaining grant award
2. Select qualified equipment vendor
3. Coordinate pre-installation and installation activities
4. Conduct equipment testing
5. Conduct training of communications staff

To accomplish these goals the following objectives would be taken:

1. A completed application for grant funding will be submitted which will demonstrate the need for funding. The County of Pulaski / Sheriff's Office will provide any additional funding necessary to meet the anticipated funding requirements of this project.

2. The process of selecting a vendor will require either the issuing of a detailed RFP which would list the features and requirements desired in a call processing system. Or in the presence of an existing valid government contract or cooperative procurement agreement, the issuance of an RFP may not be required. Demonstrations of various call processing equipment systems would also be required. Upon reviewing the various call processing systems and costs associated with each, a vendor will be selected.
3. Once a vendor has been selected and a call processing systems has been agreed upon, the County will appoint a project manager to work with the vendor to insure that all pre-installation requirements are met and the installation phase can proceed. The project manager will also work with the vendor during the installation phase to ensure the system is installed to meet the needs of the communications staff.
4. Upon installation completion, the project manager will work with the communications center supervisor to test the call processing system and ensure the system works as expected and to troubleshoot any issues.
5. Upon completion of system testing and acceptance, training will be setup for communications staff. Training will be the responsibility of the vendor and will be coordinated with the communications supervisor through the project manager.

All system implementation processes will be managed by the project manager from the point of selection through staff training to ensure a fluid implementation process. Coordination throughout the project will be maintained between the communications supervisor and project manager. The vendor will only report to the project manager.

Identify the longevity or sustainability of the project.

This project will be sustained both through the use of local funds to purchase an equipment maintenance contract and through the use of local IT staff to conduct routine maintenance.

As with any critical infrastructure, the need to have a comprehensive maintenance / service contract on the equipment is required. This contract would ensure continuity of services and ensure that incoming 911 and administrative calls can be answered. The County would continue to maintain a comprehensive service contract on the equipment as long as one was available.

In addition to a service contract, it is very important to have qualified local technicians on staff to handle routine maintenance and first line troubleshooting. The proposed system would be IP based and therefore would fall into a more traditional VoIP system. The County has IT staff qualified to maintain IP based networks and telephony systems and can be the first line provider of technical support.

If a proper maintenance schedule is followed, the life of the equipment would only be limited by the life of the actual computers, switches and controllers used to run the system. One of the benefits of an IP based system is components can be replaced as needed at a lower cost than having to replace major components traditionally found in older CPE such as the Zetron system currently in use by the County's 911 center.

Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

This project supports the Virginia Statewide Comprehensive 9-1-1 plan by providing upgraded CPE which will support Next Generation 9-1-1 services as well as allow for future collaboration with other 911 centers within the region through the use of IP based technologies.

The move towards Next Generation 9-1-1 technologies is already well in process and the ability for 911 centers to effectively and efficiently handle non-traditional 911 requests will continue to evolve and expand. Virginia's Statewide Comprehensive 9-1-1 plan works to address this by the promoting technology upgrades to meet these needs. This project will follow these recommendations and provide the equipment which will enable the 911 center to respond to changing technologies.

BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

The following items will be purchased with both funding from this grant and local funds. Pricing has been estimated based on a quote received last year for 3 positions. This pricing have likely changed but are still within the scope of budget planning. (See quote attached with application)

- Next Generation 9-1-1, IP based call processing system to include touch screen monitors, call reporting software, and other required sub systems to support call processing, redundancy and reporting. Pricing will also include installation and training. System will likely be sized for 4-6 positions based on the larger project plans.

| | |
|---------------------------|---|
| Budgetary Pricing: | \$250,000.00 |
| Grant Funding: | <u>\$150,000.00</u> |
| Remaining Balance: | \$100,000.00 (County responsibility) |

As mentioned earlier, this price is a budgetary estimate based on a quote received last year for 3 positions. However if the system costs is above the amount listed above, the County will make adjustments to their budget to purchase the equipment needed to meet the goals and objectives of both this project and the larger project.

EVALUATION

How will the project be evaluated and measured for achievement and success:

Evaluation of the success of this project will be through the monitoring of how efficiently and effectively the relocated 911 center processes wireless and landline 911 calls for service. Determining effectiveness can be obtained by reviewing comprehensive reports available through the call processing equipment. In addition, success will also be measured by evaluating how well the call processing equipment handles advanced, next generation data. Since the 911 center's current CPE cannot handle next generation applications, the ability to process text to 911, integrate non-traditional data streams and other information will in itself prove that the project was successful.



Positron VIPER and
Power 911 Intelligent Workstations
With Power MIS and ePrinter
for
Pulaski County 911, Virginia

The terms and conditions available at <http://www.positron911.com/legal/PositronTerms.pdf> will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information owned by Intrado Inc. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

Summary - Base Configuration

| Item | Cost |
|---|----------------------|
| Positron VIPER | \$ 53,160.00 |
| Power 911 Software | \$ 23,858.10 |
| Power MIS Software | \$ 2,501.73 |
| ePrinter Software | \$ 1,109.43 |
| IWS Hardware | \$ 39,193.74 |
| Critical Spares Kit | \$ 16,440.90 |
| Site Survey | \$ 3,350.00 |
| Installation | \$ 16,150.00 |
| Training - Administrator and Call-Taker | \$ 6,750.00 |
| Training - Technical / Self-Maintenance | \$ 12,650.00 |
| Project Management | \$ 7,005.21 |
| <i>Special Sales Discount</i> | <i>-\$ 32,169.10</i> |
| Subtotal | \$ 150,000.00 |

Summary - Maintenance Services

| Item | Cost |
|--|--------------|
| <u>Annual Software Evergreen Coverage</u> | |
| Software Evergreen - Warranty + Year 2 | \$ 8,705.41 |
| Software Evergreen - year 3 | \$ 8,966.57 |
| Software Evergreen - year 4 | \$ 9,235.57 |
| Software Evergreen - year 5 | \$ 9,512.64 |
| <u>5-year prepaid Software Evergreen Coverage</u> | |
| Software Evergreen - Warranty + 4 Years - Prepaid and Discounted | \$ 34,821.64 |
| <u>Annual Help Desk Coverage</u> | |
| Help Desk - Warranty + Year 2 | \$ 3,594.69 |
| Help Desk - Year 3 | \$ 3,702.53 |
| Help Desk - Year 4 | \$ 3,813.61 |
| Help Desk - Year 5 | \$ 3,928.01 |
| <u>5-year prepaid Help Desk Coverage</u> | |
| Help Desk - Warranty + 4 Years - Prepaid and Discounted | \$ 14,378.76 |

Configuration Parameters

Positron VIPER

| | |
|---|----------|
| Total Number of E9-1-1 Trunks | 8 |
| Total Number of Administrative Lines (Delivered over PRI) | 8 |
| IP Phone Sets | 3 |
| UPS for VIPER | Included |

Answering Positions

| | |
|--|------------------|
| Number of Power 911 Intelligent Workstations | 3 |
| Number of Buttons per Position | 1,280 on-screen. |

Power 911 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 TDD | Included |
| AgentToolkit | Included |
| Add-on for Radio Recorder | Optional |
| Data Transfer to Remote FAX Machines (XDC) | Not Included |
| UPS on Workstation PCs (30 minutes) | Included |
| UPS on Servers | Included |
| Tape Backup System | Included |
| RAID Disk Array (data redundancy) | Included |

MIS Solution

| | |
|-----------|----------|
| ePrinter | Included |
| Power MIS | Included |

Miscellaneous

| | |
|---------------------------------|------------------------------|
| Number of Monitors per position | 1 |
| Monitor Type | 22-inch Touch Screen Display |

| Model # | Description | Qty | Unit Cost | Total |
|-------------------------|---|-----|--------------------|------------------|
| 7 Positron VIPER | | | | |
| 912807/BB | 4 foot Cabinet Prebuilt Building Block | 1 | | |
| 912800 | VIPER Gateway Shelf | 2 | | |
| 912801 | CAMA Interface Module (CIM) | 2 | | |
| 912870/CHA | Mediant 1000 Chassis With AC Power- W/O Teleph | 1 | | |
| 912870/AC | Mediant 1000 Spare AC Power Supply Module | 1 | | |
| 912870/1T1 | Mediant 1000 Spare Part Digital Voice Module Sing | 1 | | |
| 912870/LIC | Mediant 1000 Access License (per Chassis) | 1 | | |
| 912816 | Cisco 2960S 24 port switch | 2 | | |
| 912811 | Backroom Position Access License | 4 | | |
| 912812 | PBX Access License - Per Workstation | 3 | | |
| 912890 | VIPER Media Kit | 1 | | |
| 913850/S | VIPER Enabling Kit - SONIC | 3 | | |
| 912810 | IP Phone - Snom 320 | 3 | | |
| 914414 | Rackmount UPS 1000VA | 2 | | |
| | | | Subtotal \$ | 53,160.00 |

Power 911 Software

| | | | | |
|-----------|-------------------------------------|---|--------------------|------------------|
| 913100/CD | Power 911 Media & Documentation | 1 | | |
| 913100 | Power 911 Client Access License | 3 | | |
| 913202 | Power 911 Server Access License | 3 | | |
| 913152 | Power 911 Add-On Recorder for Radio | 3 | | |
| | | | Subtotal \$ | 23,858.10 |

Power MIS Software

| | | | | |
|-----------|--|---|--------------------|-----------------|
| 920100/CD | Power MIS Media & Documentation | 1 | | |
| 920100 | Power MIS Server Software License | 1 | | |
| 920101 | Power MIS Concurrent Client Access License | 1 | | |
| 920102 | Power MIS Data License | 3 | | |
| | | | Subtotal \$ | 2,501.73 |

ePrinter Software

| | | | | |
|-----------|-------------------------------------|---|--------------------|-----------------|
| 917310/11 | ePrinter Software and Documentation | 1 | | |
| 917311/11 | ePrinter - Self Tutorial CD | 1 | | |
| | | | Subtotal \$ | 1,109.43 |

| Model # | Description | Qty | Unit Cost | Total |
|----------------------------------|--|-----|--------------------|------------------|
| ¹ IWS Hardware | | | | |
| IWS Workstations | | | | |
| 914102/BB | IWS Workstation Prebuilt Product Bundle | 3 | | |
| E10046 | Touch Screen 22 Inch LCD Monitor | 3 | | |
| 914410 | IWS Workstation UPS | 3 | | |
| Common Hardware | | | | |
| 912808/G6 | IU Keyboard/LCD/8-Port KVM | 1 | | |
| 914431/R | IWS Server Tape Backup System - Rack Mount | 1 | | |
| Power 911 Database Server | | | | |
| 914210/G6/R/BB | IWS Type A Rack Server Prebuilt Building Block | 1 | | |
| E10033 | 500GB SATA Non-Hot plug Hard Disk ML110, DL | 2 | | |
| 914414 | Rackmount UPS 1000VA | 1 | | |
| Power MIS Database Server | | | | |
| 914210/G6/R/BB | IWS Type A Rack Server Prebuilt Building Block | 1 | | |
| E10033 | 500GB SATA Non-Hot plug Hard Disk ML110, DL | 2 | | |
| 914422 | Additional Backup EXEC SQL Agent | 1 | | |
| ePrinter Server | | | | |
| 914210/G6/R | IWS Type A Rack Server (SATA) | 1 | | |
| 914121/3 | IWS Object Server - Underlying Software | 1 | | |
| E10004 | Rocket Port Express Quadcable DB9 | 1 | | |
| Antivirus Software | | | | |
| 914143/DU | Symantec Antivirus Definition Updates | 1 | | |
| E10057 | Symantec Antivirus node license | 10 | | |
| Peripherals | | | | |
| 915109 | TSI Alarm Panel 6025 | 1 | | |
| 230-999000-001 | Punch Block - 66 Type M150 | 2 | | |
| 207-990000-046 | 25 Pair Amphenol Cable | 2 | | |
| 960103 | Network Cabling | 6 | | |
| | | | Subtotal \$ | 39,193.74 |

| | | | | |
|----------------------------|---|---|--------------------|------------------|
| Critical Spares Kit | | | | |
| 912800 | VIPER Gateway Shelf | 1 | | |
| 912801 | CAMA Interface Module (CIM) | 1 | | |
| 912802 | Primary VIPER Application Server | 1 | | |
| 912813 | Power Supply (-48V DC) | 1 | | |
| 912870/CHA | Mediant 1000 Chassis With AC Power- W/O Teleph | 1 | | |
| 912870/AC | Mediant 1000 Spare AC Power Supply Module | 1 | | |
| 912870/1T1 | Mediant 1000 Spare Part Digital Voice Module Sing | 1 | | |
| 912816 | Cisco 2960S 24 port switch | 1 | | |
| 912810 | IP Phone - Snom 320 | 1 | | |
| 913850/S | VIPER Enabling Kit - SONIC | 1 | | |
| | | | Subtotal \$ | 16,440.90 |

| Model # | Description | Qty | Unit Cost | Total |
|--|---|-----|-----------------|----------------------|
| 2 Site Survey | | | | |
| 950100 | Site Survey | 1 | | |
| 960575 | Site Survey - Living Expense Per Day | 3 | | |
| 960580 | Site Survey - Travel Fee | 1 | | |
| | | | Subtotal | \$ 3,350.00 |
| Installation | | | | |
| 950850 | Positron IWS Staging - Up to 8 Positions | 1 | | |
| 950856 | Backroom Staging - Up to 8 Positions | 1 | | |
| 950104 | Professional Services - Price Per Day | 5 | | |
| 960575 | Installation - Living Expense Per Day | 7 | | |
| 960580 | Installation - Travel Fee | 1 | | |
| | | | Subtotal | \$ 16,150.00 |
| Training - Administrator and Call-Taker | | | | |
| 960801 | Power 911 Administrator Training - Per Day | 2 | | |
| 960801 | Power 911 Call Taker Training - Per Day | 1 | | |
| 960575 | Training - Living Expense Per Day | 5 | | |
| 960580 | Training - Travel Fee | 1 | | |
| | | | Subtotal | \$ 6,750.00 |
| Training - Technical / Self-Maintenance | | | | |
| 960802 | On-Site Self Maintenance Certification Training | 5 | | |
| 960575 | Training - Living Expense Per Day | 7 | | |
| 960580 | Training - Travel Fee | 1 | | |
| | | | Subtotal | \$ 12,650.00 |
| Project Management | | | | |
| 950510 | Project Management | 1 | | |
| | | | Subtotal | \$ 7,005.21 |
| Special Sales Discount | | | | |
| 950510 | Special Sales Discount | 1 | | |
| | | | Subtotal | -\$ 32,169.10 |
| | | | Total | \$ 150,000.00 |

| Model # | Description | Qty | Unit Cost | Total |
|---------|-------------|-----|-----------|-------|
|---------|-------------|-----|-----------|-------|

Recurring Maintenance Services

^{3,5} Software Evergreen - Warranty + Year 2

| | | | | |
|---------------|----------------------------------|---|-----------------|--------------------|
| 912800/SE1 | Software Evergreen for VIPER | 1 | | |
| 913100/SE1 | Software Evergreen for Power 911 | 1 | | |
| 920100/SE1 | Software Evergreen for Power MIS | 1 | | |
| 917310/11/SE1 | Software Evergreen for ePrinter | 1 | | |
| | | | Subtotal | \$ 8,705.41 |

^{3,5} Software Evergreen - year 3

| | | | | |
|---------------|----------------------------------|---|-----------------|--------------------|
| 912800/SE1 | Software Evergreen for VIPER | 1 | | |
| 913100/SE1 | Software Evergreen for Power 911 | 1 | | |
| 920100/SE1 | Software Evergreen for Power MIS | 1 | | |
| 917310/11/SE1 | Software Evergreen for ePrinter | 1 | | |
| | | | Subtotal | \$ 8,966.57 |

^{3,5} Software Evergreen - year 4

| | | | | |
|---------------|----------------------------------|---|-----------------|--------------------|
| 912800/SE1 | Software Evergreen for VIPER | 1 | | |
| 913100/SE1 | Software Evergreen for Power 911 | 1 | | |
| 920100/SE1 | Software Evergreen for Power MIS | 1 | | |
| 917310/11/SE1 | Software Evergreen for ePrinter | 1 | | |
| | | | Subtotal | \$ 9,235.57 |

^{3,5} Software Evergreen - year 5

| | | | | |
|---------------|----------------------------------|---|-----------------|--------------------|
| 912800/SE1 | Software Evergreen for VIPER | 1 | | |
| 913100/SE1 | Software Evergreen for Power 911 | 1 | | |
| 920100/SE1 | Software Evergreen for Power MIS | 1 | | |
| 917310/11/SE1 | Software Evergreen for ePrinter | 1 | | |
| | | | Subtotal | \$ 9,512.64 |

³ Software Evergreen - Warranty + 4 Years - Prepaid and Discounted

| | | | | |
|---------------|----------------------------------|---|-----------------|---------------------|
| 912800/SE5 | Software Evergreen for VIPER | 1 | | |
| 913100/SE5 | Software Evergreen for Power 911 | 1 | | |
| 920100/SE5 | Software Evergreen for Power MIS | 1 | | |
| 917310/11/SE5 | Software Evergreen for ePrinter | 1 | | |
| | | | Subtotal | \$ 34,821.64 |

| Model # | Description | Qty | Unit Cost | Total |
|--|----------------------------|-----|--------------------|------------------|
| 4.5 Help Desk - Warranty + Year 2 | | | | |
| 912800/HD1 | Help Desk for VIPER | 1 | | |
| 913100/HD1 | Help Desk for Power 911 | 1 | | |
| 920100/HD1 | Help Desk for Power MIS | 1 | | |
| 917310/11/HD1 | Help Desk for ePrinter | 1 | | |
| 914100/HD1 | Help Desk for IWS Hardware | 1 | | |
| | | | Subtotal \$ | 3,594.69 |
| 4.5 Help Desk - Year 3 | | | | |
| 912800/HD1 | Help Desk for VIPER | 1 | | |
| 913100/HD1 | Help Desk for Power 911 | 1 | | |
| 920100/HD1 | Help Desk for Power MIS | 1 | | |
| 917310/11/HD1 | Help Desk for ePrinter | 1 | | |
| 914100/HD1 | Help Desk for IWS Hardware | 1 | | |
| | | | Subtotal \$ | 3,702.53 |
| 4.5 Help Desk - Year 4 | | | | |
| 912800/HD1 | Help Desk for VIPER | 1 | | |
| 913100/HD1 | Help Desk for Power 911 | 1 | | |
| 920100/HD1 | Help Desk for Power MIS | 1 | | |
| 917310/11/HD1 | Help Desk for ePrinter | 1 | | |
| 914100/HD1 | Help Desk for IWS Hardware | 1 | | |
| | | | Subtotal \$ | 3,813.61 |
| 4.5 Help Desk - Year 5 | | | | |
| 912800/HD1 | Help Desk for VIPER | 1 | | |
| 913100/HD1 | Help Desk for Power 911 | 1 | | |
| 920100/HD1 | Help Desk for Power MIS | 1 | | |
| 917310/11/HD1 | Help Desk for ePrinter | 1 | | |
| 914100/HD1 | Help Desk for IWS Hardware | 1 | | |
| | | | Subtotal \$ | 3,928.01 |
| 4 Help Desk - Warranty + 4 Years - Prepaid and Discounted | | | | |
| 912800/HD5 | Help Desk for VIPER | 1 | | |
| 913100/HD5 | Help Desk for Power 911 | 1 | | |
| 920100/HD5 | Help Desk for Power MIS | 1 | | |
| 917310/11/HD1 | Help Desk for ePrinter | 1 | | |
| 914100/HD5 | Help Desk for IWS Hardware | 1 | | |
| | | | Subtotal \$ | 14,378.76 |

Notes

1 Note - the following equipment will be sourced / supplied by the customer

* ALI modem - customer to provide

* Color laser printer - customer to provide

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

3 This service is designed to 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.

Underlying Software (i.e., Windows operating system, SQL, etc.) is not included under the auspices of Intrado's Software Evergreen program.

4 This service is designed to provide 24X7 access to our Help Desk for product support. It also provides remote diagnostics capabilities, allowing our technicians to dial in and troubleshoot remotely.

5 Annual maintenance costs shown are for year 2 only. An increase of 3% per annum will be applied for years 3-5. The 3% yearly increase is waived if the 5 year plan is purchased at time of contract signature.

6 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.

No maintenance fees have been included for these items. Once the configuration has been finalized, Intrado will amend the pricing for equipment and services as necessary.

7 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 Intrado.

Notes

Terms

PRICING All prices are in U.S. Funds.
Taxes, if applicable, are extra.
FCA Montreal

PAYMENT NET 30 Days

DELIVERY TBD.

VALIDITY 120 days.



October 31, 2012

Christopher Akers
Network Security Officer
County of Pulaski, Virginia
52 West Main St. , Suite 350
Pulaski, VA 24301

Dear Mr. Akers,

Per your request, please accept this letter as formal documentation to verify that your current Zetron Model 3200, 911 Controller, is no longer covered under a parts warranty by Zetron. Zetron offers a five year, all inclusive warranty, from purchase date. That time period has expired.

Please contact me should you require anything further.

Best regards,

Patricia H. Vaughn

A handwritten signature in black ink that reads "Patricia H. Vaughn".

Sr. RVP - North Region
InterAct™



November 15, 2012

Christopher Akers
Network Security Officer
County of Pulaski, Virginia
52 West Main St. , Suite 350
Pulaski, VA 24301

Dear Mr. Akers,

Per your request, please accept this letter as formal documentation to verify that your current Zetron Model 3200, 911 Controller, is not eligible for a maintenance service contract. As you may recall, the Zetron equipment is no longer covered under a parts warranty by Zetron. An all inclusive warranty, from purchase date, was provided for five years. That time period has expired.

Please contact me should you require anything further.

Best regards,

Patricia H. Vaughn

A handwritten signature in black ink that reads "Patricia H. Vaughn". The signature is written in a cursive, flowing style.

Sr. RVP - North Region
InterAct™



November 15, 2012

Christopher Akers
Network Security Officer
County of Pulaski, Virginia
52 West Main St. , Suite 350
Pulaski, VA 24301

Dear Mr. Akers,

Per your request, please accept this letter as formal documentation to verify that your current Zetron Model 3200, 911 Controller, is not eligible for a maintenance service contract. As you may recall, the Zetron equipment is no longer covered under a parts warranty by Zetron. An all inclusive warranty, from purchase date, was provided for five years. That time period has expired.

Please contact me should you require anything further.

Best regards,

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