

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

1T

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Radford City Police Department

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Chris

CONTACT LAST NAME: Caldwell

ADDRESS 1: 20 Robertson Street

ADDRESS 2: 1T

CITY: Radford

ZIP CODE: 24141

CONTACT EMAIL: clcaldwell@radford.va.us

CONTACT PHONE NUMBER: (540) 267-3190

CONTACT MOBILE NUMBER: (540) 605-0918

CONTACT FAX NUMBER: (540) 731-3620

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

- Continuity and Consolidation
                         
  Enhancement

## TIER

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 Technically Outdated\*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

**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**

VERSION: VR-725 / 1.9.8 cs12[335]

5 # YEARS of HARDWARE/SOFTWARE:

## PRIORITY/PROJECT FOCUS

If "Other" selected, please specify: 1T

## FINANCIAL DATA

Amount Requested: \$ 53,000.00

Total Project Cost: \$ 51,416.02

## 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:

Current recorder is no longer under warranty, all the channels are full and had to disconnect two wireless 911 lines since they could not be integrated with the recorder. City currently does not have the funding to replace recorder.



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

Not Applicable

## **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.

Replacement of current EvenTide phone/radio recorder with new system that is ip based and covered under warranty. Have had two modules replaced on the current system and had to have two wireless 911 lines disconnected since they were not being recorded.

The goal is to have a system with 32 channels that allow the agency to add the two wireless 911 lines and have them recorded. The implementation strategy would begin shortly after July 1, 2014 and continue with the full installation being done by September 1, 2014.



### 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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	09 / 15 / 2014
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	04 / 01 / 2014
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 15 / 2014
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	09 / 01 / 2014
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	09 / 01 / 2014

Identify the longevity or sustainability of the project.

The system would be supported for five years and have eight more channels than our current system, allowing for growth and addition of 911 lines.



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

This project allows the recording of both wired and wireless 911 calls as well as radio traffic to support greater public safety for the citizens of Radford. It also allows the addition of the two disconnected wireless 911 lines to be added into the recorder. When the two additional lines were operational it accounted for an additional 200 911 calls.

**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:

Depending on which system is ultimately chosen to replace our current model. If a newer EvenTide system is purchased, there is a credit for the old system.

Also provides for the accurate recording of 911 calls and allows playback to ensure accuracy.

How should it be organized and staffed:

Not applicable



What services should it perform:

Not applicable

How should policies be made and changed:

None

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See attached quote

## EVALUATION

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

During the implementation phase, the system will be checked to ensure that it is working properly and will be serviced as required. Success will be measured by the performance of the system.



## 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"

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



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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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Radford City Police Department Recorder Replacement

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Radford City Police Department

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Chris

CONTACT LAST NAME: Caldwell

ADDRESS 1: 20 Robertson Street

ADDRESS 2: 1T

CITY: Radford

ZIP CODE: 24141

CONTACT EMAIL: clcaldwell@radford.va.us

CONTACT PHONE NUMBER: (540) 267-3190

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CONTACT FAX NUMBER: (540) 731-3620

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

Continuity and Consolidation

Enhancement

## TIER

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION: VR-725 / 1.9.8 cs12[335]

5 # YEARS of HARDWARE/SOFTWARE:

## PRIORITY/PROJECT FOCUS

If "Other" selected, please specify: 1T

## FINANCIAL DATA

Amount Requested: \$ 51,916.02

Total Project Cost: \$ 51,916.02

## 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:

Current recorder is no longer under warranty, all the channels are full and had to disconnect two wireless 911 lines since they could not be integrated with the recorder. City currently does not have the funding to replace recorder.



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

Not Applicable

## **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.

Replacement of current EvenTide phone/radio recorder with new system that is ip based and covered under warranty. Have had two modules replaced on the current system and had to have two wireless 911 lines disconnected since they were not being recorded.

The goal is to have a system with 32 channels that allow the agency to add the two wireless 911 lines and have them recorded. The implementation strategy would begin shortly after July 1, 2014 and continue with the full installation being done by September 1, 2014.



### 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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	09 / 15 / 2014
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<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 15 / 2014
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	09 / 01 / 2014
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Identify the longevity or sustainability of the project.

The system would be supported for five years and have eight more channels than our current system, allowing for growth and addition of 911 lines.



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

This project allows the recording of both wired and wireless 911 calls as well as radio traffic to support greater public safety for the citizens of Radford. It also allows the addition of the two disconnected wireless 911 lines to be added into the recorder. When the two additional lines were operational it accounted for an additional 200 911 calls.

**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:

Depending on which system is ultimately chosen to replace our current model. If a newer EvenTide system is purchased, there is a credit for the old system.

Also provides for the accurate recording of 911 calls and allows playback to ensure accuracy.

How should it be organized and staffed:

Not applicable



What services should it perform:

Not applicable

How should policies be made and changed:

None

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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See attached quote

## EVALUATION

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

During the implementation phase, the system will be checked to ensure that it is working properly and will be serviced as required. Success will be measured by the performance of the system.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

#### SAMPLE ACTIVITIES

##### INITIATION

(Project approved by appropriate stakeholders)

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(Project, system, or solution requirements are developed)

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

##### ACQUISITION

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- Contract is signed
- Purchase orders are issued
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##### 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"



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

# BUDGETARY PROPOSAL

Date: 08/20/2013

Quote #: 2279

Sales Rep: Lana Etherton

**Prepared For:** Detective Chris Caldwell  
 Radford Police Dept.  
 601 West Main Street  
 Radford, VA 24141  
 Phone: (540) 267-3190

**Ship To:** Detective Chris Caldwell  
 Radford Police Dept.  
 601 West Main Street  
 Radford, VA 24141  
 Phone: (540) 267-3190

**Proposed Work:** BUDGETARY PROPOSAL for 32 channel recording solution with enhanced NG911 applications capabilities, ANI/ALI support and central archiving support. ADS ALERT Service included in bundle.

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## PRODUCTS

Item #	Description	Price
BUDGET-32CH	BUDGETARY PRICING for 32ch Recorder, Implementation services, 1st year extended warranty, and ADS Alert included in package.	\$32,500.00
	Project SubTotal	\$32,500.00

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## Prepaid Maintenance Options

Years 2 through 5 - 8x5	\$15,532.82
Years 2 through 5 - 24x7	\$19,416.02

*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).

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TECHNOLOGIES AGENCY  
Integrated Services Division



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## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

24 Hour Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Rappahannock  
 CONTACT TITLE: E911 Coordinator  
 CONTACT FIRST NAME: Richie  
 CONTACT LAST NAME: Burke  
 ADDRESS 1: P O Box 222  
 ADDRESS 2: 1T  
 CITY: Washington  
 ZIP CODE: 22747  
 CONTACT EMAIL: rvburke@rappahannockcountyva.gov  
 CONTACT PHONE NUMBER: 540-675-5340  
 CONTACT MOBILE NUMBER: 1T  
 CONTACT FAX NUMBER: 540-675-5341  
 REGIONAL COORDINATOR: Amy Ozeki

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Individual PSAP | <input type="checkbox"/> Regional Initiative     |
| <input type="checkbox"/> Consolidation              | <input type="checkbox"/> Secondary Consolidation |



**GRANT PROGRAM TYPE**

Continuity and Consolidation

Enhancement

**TIER**

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:16 Channel Dictaphone Freedom Recorder Model 5FA000

# of Years12 YEARS of Service HARDWARE/SOFTWARE: Freepak Version

2.12

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**PRIORITY/PROJECT FOCUS** VOICE RECORDER

**If "Other" selected, please specify:** 1T

**FINANCIAL DATA**

Amount Requested: \$ 45000

Total Project Cost: \$ 45000



**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:

Rappahannock County’s Dictaphone 911 Recording system is not currently supported by the vendor. This system is 10 years old and is problematic. In keeping with Rappahannock County’s desire to provide its citizens and visitors with adequate emergency services. We respectfully request the grant funding for the project.

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

The grant will be maintained by the Rappahannock County Sheriff’s Office and manufactures maintenance/warranty agreement that includes emergency services as well as, annual product maintenance, and updates.

## 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.

We are asking for the new state of the art recording system that works well with the PLANT /CML VESTA pallas E-911 system. It will provide a much needed equipment upgrade from the current outdated and non vendor supported system Rappahannock County has in use now. This new system will provide dispatchers the confidence and ability to record, playback, and store three dispatch positions. This will give the dispatchers and the Citizens of Rappahannock County the peace of mind they deserve. When under the most stressful situations.

**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 type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	07 / 01 / 14
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	07 / 01 / 14
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	08 / 04 / 14



<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>09 / 15 / 14</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>10 / 01 / 14</b>

Identify the longevity or sustainability of the project.

1T  
 The project's shelf life is at least 10 years this system will be supported and technically compliant with E911 and the safety of the community it serves.

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

Rappahannock County's current system is outdated and not supported which means that the parts to fix the current system are nonexistent. This project will bring Rappahannock a new State of the Art system that conforms and parallels the Virginia State wide Comp Plan. The system supports expansion up to 200 channels and delivers analog, digital, VoIP and radio recording. The server is a standard off-the-shelf server allowing for cost effective upgrades and repairs.

**REGIONAL INITIATIVE (if applicable)**



The relationship of the initiative to the participating PSAPs:

1T

Intended collaborative efforts:

1T

Resource sharing:

1T



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

1T

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T



What services should it perform:

1T

How should policies be made and changed:

1T

How should it be funded:

1T

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

1T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See attachments

## EVALUATION

How will the project be evaluated and measured for achievement and success: The Evaluation Will is made by Rappahannock County dispatchers after the installation and optimization of the system. After completion of the installation and training the project will be evaluated for success based on the ability of the equipment to aid in providing exceptional communication between the public and public safety personnel. The recorder will be tested for accuracy and reliability as well as monitored 24 hours a day for system incidents or failure.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

#### SAMPLE ACTIVITIES

##### INITIATION

(Project approved by appropriate stakeholders)

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(Selected system or solution is configured and installed)

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- 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"

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

# EQUIPMENT QUOTE

Date: 09/27/2013

Quote #: 2298

Sales Rep: Lana Etherton

**Prepared For:** John Woodward  
Rappahannock County Sheriff  
383 Porter Street  
Washington, VA 22747  
Phone: (540) 675-5340

**Ship To:** John Woodward  
Rappahannock County Sheriff  
383 Porter Street  
Washington, VA 22747  
Phone: (540) 675-5340

**Proposed Work:** 24ch (8 digital 16 analog) NICE Recording eXpress with Inform Essential: Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based live monitoring and last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction, Monitor and verify communications with 4U Server, Convertible Chassis, Server 2008, 4GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW. Includes 1TB external hard drive and ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service.

## PRODUCTS

Item #	Qty	Description	Price	Ext. Price
ADS-RM-002	1	4U Server, Convertible Chassis, Server 2008, 4GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW	\$4,800.00	\$4,800.00
PS-NR-ANALOG-16CH	1	Analogue board package for up to 16 channels	\$1,615.00	\$1,615.00
PS-NR-DIG2W-8CH	1	Digital 2-wire (parallel) board, up to 8 channels (short length PCI-E slot required)	\$1,250.00	\$1,250.00
PS-INFRM-ESNT-SITE	1	Inform Essential Site license. Includes one recording system interface and one concurrent Reconstruction user license	\$1,500.00	\$1,500.00
PS-INFRM-ESNT-1CH	24	Audio Recording license, including Inform Essential application support, per channel	\$425.00	\$10,200.00
PS-INFRM-ESNT-MON-1CC	1	NICE Inform Essential Monitor concurrent user license	\$300.00	\$300.00
PS-INFRM-ESNT-VER-1CC	3	NICE Inform Essential Verify concurrent user license	\$300.00	\$900.00
EXT-HD-1TB	1	External Hard Drive, 1TB	\$298.00	\$298.00
ADS-RM-PART4	1	4U Rackmount Mount Rail Kit	\$125.00	\$125.00
T3AMS1MS9S-10FT	2	Amphenol Cable, 25 Pair, 10 FT	\$125.00	\$250.00
ADS-ALERT	1	ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service	\$0.00	\$0.00
Products SubTotal				\$21,238.00

## SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$3,185.70
1 Year Extended Warranty (24x7) including labor, travel and material	\$3,716.65
Services SubTotal	\$6,902.35

Project SubTotal \$28,140.35

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**Other Considerations**

Trade In:	(\$250.00)
Shipping	\$200.00
Grand Total	\$28,090.35

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**Customer Approval:**

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Approved by:

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Approved Date:

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Title:

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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 and Conditions:

1. Price quotations are valid for 30 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 up to the 66 block (telco connector block).

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Initials

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

# EQUIPMENT QUOTE

Date: 09/27/2013

Quote #: 2298

Sales Rep: Lana Etherton

**Prepared For:** John Woodward  
Rappahannock County Sheriff  
383 Porter Street  
Washington, VA 22747  
Phone: (540) 675-5340

**Ship To:** John Woodward  
Rappahannock County Sheriff  
383 Porter Street  
Washington, VA 22747  
Phone: (540) 675-5340

**Proposed Work:** 24ch (8 digital 16 analog) NICE Recording eXpress with Inform Essential: Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based live monitoring and last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction, Monitor and verify communications with 4U Server, Convertible Chassis, Server 2008, 4GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW. Includes 1TB external hard drive and ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service.

## PRODUCTS

Item #	Qty	Description	Price	Ext. Price
ADS-RM-002	1	4U Server, Convertible Chassis, Server 2008, 4GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW	\$4,800.00	\$4,800.00
PS-NR-ANALOG-16CH	1	Analogue board package for up to 16 channels	\$1,615.00	\$1,615.00
PS-NR-DIG2W-8CH	1	Digital 2-wire (parallel) board, up to 8 channels (short length PCI-E slot required)	\$1,250.00	\$1,250.00
PS-INFRM-ESNT-SITE	1	Inform Essential Site license. Includes one recording system interface and one concurrent Reconstruction user license	\$1,500.00	\$1,500.00
PS-INFRM-ESNT-1CH	24	Audio Recording license, including Inform Essential application support, per channel	\$425.00	\$10,200.00
PS-INFRM-ESNT-MON-1CC	1	NICE Inform Essential Monitor concurrent user license	\$300.00	\$300.00
PS-INFRM-ESNT-VER-1CC	3	NICE Inform Essential Verify concurrent user license	\$300.00	\$900.00
EXT-HD-1TB	1	External Hard Drive, 1TB	\$298.00	\$298.00
ADS-RM-PART4	1	4U Rackmount Mount Rail Kit	\$125.00	\$125.00
T3AMS1MS9S-10FT	2	Amphenol Cable, 25 Pair, 10 FT	\$125.00	\$250.00
ADS-ALERT	1	ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service	\$0.00	\$0.00
Products SubTotal				\$21,238.00

## SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$3,185.70
1 Year Extended Warranty (24x7) including labor, travel and material	\$3,716.65
Services SubTotal	\$6,902.35

Project SubTotal \$28,140.35

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**Other Considerations**

Trade In:	(\$250.00)
Shipping	\$200.00
Grand Total	\$28,090.35

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**Customer Approval:**

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Approved by:

---

Approved Date:

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Title:

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Purchase Order Number

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Initials

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAP GRANT APPLICATION

## PROJECT TITLE

Replacement of Non-ESRI Supported Dispatch Mapping System

## GRANT APPLICANT PROFILE/PROJECT CONTACT

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

CONTACT TITLE: Technology Director / E-911 Coordinator

CONTACT FIRST NAME: Christopher H.

CONTACT LAST NAME: Jett

ADDRESS 1: P. O. Box 1000

ADDRESS 2: 1T

CITY: Warsaw, Virginia

ZIP CODE: 22572

CONTACT EMAIL: cjett@co.richmond.va.us

CONTACT PHONE NUMBER: 804-333-1100

CONTACT MOBILE NUMBER: 804-761-8489

CONTACT FAX NUMBER: 804-333-3408

REGIONAL COORDINATOR: Sam Keys

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Richmond County**

**Town of Warsaw**

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## GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



**GRANT PROGRAM TYPE**

Continuity and Consolidation

Enhancement

**TIER**

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**Eagle Mapped ALI Version 6.5**

**9 years (software installed in fall of 2004)**

**PRIORITY/PROJECT FOCUS PRIMARY MAPPING SUPPORT**

**If "Other" selected, please specify: 1T**

**FINANCIAL DATA**

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 165,244.00



## 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:

Richmond County received funding during FY04 to upgrade its single position of Eagle mapping to two (2) positions of Eagle Mapped ALI. The upgrade to Eagle Mapped ALI was completed during the fall of 2004 and, as of the date of this application, the Richmond County Sheriff's Office is continuing to utilize this nine (9) year old software (currently at version 6.5) as its only dispatch mapping. While the Eagle Mapped ALI software does allow the plotting of E-911 calls and the display of VBMP orthophotography, it is based on technically outdated MapObjects architecture that is no longer supported by ESRI (see attached MapObjects Product Life Cycle Support Status). In addition, the Eagle Mapped ALI software provides no ability for dispatchers to plot CAD incidents in addition to E-911 calls.

With this application, Richmond County proposes to replace its technically outdated and non-ESRI supported mapping system with a server-based system, including modules for dispatch as well as an interface to the office's CAD system. The proposed replacement system is built on the latest ArcGIS architecture, is compatible with the most recent ArcGIS 10.x release, and is web-based, allowing for access to the system from any computer on the network without the need for multiple installations of expensive and support intensive workstation-based mapping software. In addition, moving to a web-based mapping system will provide the foundation necessary to allow emergency services personnel in the field to also be able to monitor the mapping system, currently only able to be seen by dispatch. This will allow for an enhanced means of graphical communication and improved emergency response. With this application, Richmond County also proposes to provide a third (3rd) mapping position within the PSAP, where it currently only has two (2).

The initial cost estimate for the proposed system is \$104,194 with an additional \$61,050 in extended maintenance costs over five (5) years. Richmond County's total E-911 Management budget is only \$72,000, which also must be used to pay costs associated with the landline 911 trunks, voice logging recorder, as well as maintenance of the CPE and radio system. With the current state of the economy, the prospect of receiving additional local funds to utilize toward a project of this type seems unlikely. Without the funding requested through this PSAP grant application, Richmond County will be unable to take on this mapping system update.

This grant application falls under Tier two (2) – Non Vendor Supported and Priority two (2) – Primary Mapping System as established by the Grant Committee for the Continuity and Consolidation Program, giving it an overall Priority Ranking of eight (8).



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

As part of the proposed mapping system update, Richmond County plans to purchase three (3) years of manufacturer support for all hardware components, as well as pay up-front for five (5) years of extended maintenance on all software components. The total software extended maintenance costs for the project are estimated at \$61,050. Beyond three (3) years, all hardware maintenance will be covered through the County's annually budgeted E-911 Management funds. Any software extended maintenance costs not able to be covered by the requested grant funds will also be covered through the E-911 Management budget.

### 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.

Richmond County proposes to replace its technically outdated and non-ESRI supported Eagle Mapped ALI dispatch mapping system with a server-based solution, including modules for three (3) dispatch positions as well as an interface to the office's existing DaProSystems CAD. Since the new web-based system will rely solely on the stability of the server to be located in a secure computer room, backup server hardware and additional passive (backup) software licenses will also be purchased, along with a Barracuda Load Balancer, which will allow for automatic failover to the backup server in the case of a failure of the primary server.

#### **Project Goals and Objectives:**

1. Replace the existing workstation-based dispatch mapping system with a server-based solution.
2. Provide the PSAP with a mapping system that is compatible with the latest ESRI ArcGIS 10.x release.
3. Eliminate the need for expensive and support-intensive mapping software at each workstation.
4. Allow dispatchers and other Sheriff's Office staff to access the mapping system from any workstation on the network.
5. Provide an easier method of adding additional dispatch mapping positions in the future.
6. Provide an interface between the mapping system and the office's existing CAD, allowing for the mapping of CAD incidents in addition to E-911 calls.
7. Provide the foundation necessary to allow emergency services personnel to view the mapping system from within the field.
8. Provide administrative control over user allowances on the system based on user login and role.
9. Ensure the new system is fully supported through extended warranties and maintenance agreements.

**Work Plan:**

1. Through a competitive procurement process, choose a vendor who can provide a mapping solution meeting the PSAP's goals and objectives.
2. Finalize the technical specifications of the project.
3. Receive vendor quote(s) detailing the costs of the project as specified.
4. Consult with the vendor(s) on a desired project implementation schedule.
5. Review mapping and MSAG data to ensure that it meets the vendor's specifications.
6. Secure contracts for the implementation of the project.
7. Prepare the network infrastructure for installation of the new system hardware and software.
8. Coordinate with the vendor(s) on installation of the new mapping system.
9. Establish software support and maintenance agreements with the vendor(s).
10. Complete the installation and testing of the new web-based mapping system.

The project director will be the County's Technology Director / E-911 Coordinator. The vendor will be responsible for the installation and configuration of all of the server components, as well as the training of local staff on the use of the new system.



**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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>07 / 15 / 14</b>
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>08 / 01 / 14</b>
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>09 / 30 / 14</b>
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>11 / 15 / 14</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>12 / 31 / 14</b>



### Identify the longevity or sustainability of the project.

Richmond County received funding through the PSAP grant program in fiscal years 2009 and 2010 to allow for the conversion of its planimetric and parcel GIS data to a geodatabase format and to allow for its maintenance in-house utilizing ESRI ArcGIS software. This converted data, as well as the funded in-house maintenance software, will continue to be utilized with the proposed server-based mapping system, showing a continued return on the investment that the E-911 Services Board has made in Richmond County. In addition, moving to a web-based mapping solution will allow for much easier addition of dispatch mapping positions in the future, as well as provide for remote access to the system by emergency services personnel in the field. By replacing the Richmond County PSAP's dispatch mapping system with one that is based on the latest in ESRI technology, the office will be much more prepared to accept additional changes in dispatch mapping technology in the future.

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

The strategic goals of the Virginia Statewide Comprehensive 9-1-1 Plan are to “provide a standard level of 9-1-1 emergency dispatch services to the public” and “position 9-1-1 centers to continuously meet the public’s expectations.” By moving Richmond County’s mapping system to one that is based on the latest in ESRI technology and one that will also allow for remote access by emergency services personnel, this project will be meeting the plan’s goals by furthering a standard of dispatch mapping services and emergency response provided to members of the public as they travel through this jurisdiction. In addition, this project will be positioning Richmond County in a much better place to meet the public’s continuously changing expectations in regards to dispatch mapping systems’ capabilities.

### **REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

1T



Intended collaborative efforts:

1T

Resource sharing:

1T

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

1T



**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T

What services should it perform:

1T



How should policies be made and changed:

1T

How should it be funded:

1T

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

1T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Richmond County is requesting a total of \$150,000 in grant funds to cover the costs associated with moving to a server-based dispatch mapping solution. The total cost of the project, which also includes add-on modules for dispatch and an interface to the office's current DaProSystems CAD is estimated at \$165,244, of which \$61,050 is associated with extended software maintenance. Please see the attached vendor quotes for additional details.

Any costs not allowable through the PSAP grant program will be paid using local funds.

Below is a brief description of the planned expenditures referenced to Appendix C: GIS-Related Grant Request Priority Matrix

High Priority 9-1-1 Mapping Display Software/Hardware:

1. Mapping Display Software: Software will provide 9-1-1 Mapping Display, call plotting and administrative functions. This includes Active/Passive redundant software components.
2. Server Hardware: Hardware for two (2) servers to support Mapping Display software.
3. Load Balancer Software: Single software license to support Active/Passive redundancy.
4. Load Balancer Hardware: Single hardware component to support Active/Passive redundancy.
5. Map-to-CAD Interface: Software and services required for Map-to-CAD integration, provided by the selected mapping vendor.
6. CAD-to-Map Interface: Software and services required for CAD-to-Map integration, provided by the selected CAD vendor.
7. Software and Hardware Warranty: Warranties include support and maintenance as outlined in the vendor quotes.

High Priority GIS Data:

1. GIS Services: Evaluation of the County's existing mapping data to ensure that it meets the specifications for use with the proposed server-based system.



## EVALUATION

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

Evaluation of the success of Richmond County's mapping system replacement and migration to a server-based dispatch mapping solution will include demonstration that the proposed mapping system hardware and software have been purchased, installed, and are operational within the PSAP. This will include demonstration that the PSAP has upgraded to three (3) functional dispatch mapping positions, has a functional interface between the mapping and CAD systems, and is providing remote access to its mapping system for emergency services personnel in the field.

The selected vendor(s) will be required to submit a full project schedule with specific milestone events. The vendor(s) will also be required to provide an Acceptance Test Plan (ATP). Final vendor payment will be withheld until the system is operating as proposed and the ATP has been approved and signed by the project director.



## 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"

# GeoComm

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Proposal Presented to: **Richmond County, Virginia**

**Public Safety Software**

July 26, 2013

# Pricing

## Overall Pricing Summary

Description	Total Price
<b>Continuity and Consolidations Program</b>	
Data: Data Analysis	\$1,375
9-1-1 Mapping Display: GeoLynx Server, Server Hardware, and Dispatch CAD Interface	\$79,924
Extended Maintenance for 9-1-1 Mapping Display Price (years two through five)	\$48,360
GIS Tools: GeoLynx DMS	\$15,395
Optional Extended Maintenance for GIS Tools (years two through five)	\$8,190
<b>Continuity and Consolidations Program Overall Pricing Total:</b>	<b>\$153,244</b>

Notes: Software support and maintenance services shall commence after software installation and continue for one year, with the option to extend for four additional years.

Richmond County is responsible for paying all applicable sales tax. Taxes will be determined at contract signing.

Prices are valid for a period of 90 days.

## Pricing Summary: Continuity and Consolidation Program

### 9-1-1 Mapping Display Summary

Description	Total Price
GeoLynx Server with Dispatch Add-on Module	\$62,762
GeoLynx Server with Dispatch Add-on Module Extended Maintenance Price (years two through five)	\$48,360
GeoLynx Server Hardware	\$13,997
Dispatch CAD Interface	\$3,165
<b>9-1-1 Map Display Total:</b>	<b>\$128,284</b>

### GIS Tools Summary

Description	Total Price
GeoLynx DMS	\$15,395
GeoLynx DMS Extended Maintenance Price (years two through five)	\$8,190
<b>GIS Tools Total:</b>	<b>\$23,585</b>

### Data Summary

Description	Total Price
GIS Map Data, ALI Database, and MSAG Analysis	\$1,375
<b>Data Total:</b>	<b>\$1,375</b>

## Pricing Detail Continuity and Consolidation Program: Data

### Data Analysis

Description	Total Price
GIS Map Data, ALI Database, and MSAG Analysis	\$1,375
<p>Notes: The level of synchronization between the GIS Data, MSAG, and ALI Database directly affects call plotting ability within GeoLynx Server. Prior to implementing GeoLynx Server, GeoComm will perform an analysis to determine how well these elements function together for plotting 9-1-1 calls. The analysis pricing proposed are based on receiving GIS data that includes minimum fields and files required to complete a comprehensive analysis.</p>	

## Pricing Detail Continuity and Consolidation Program: 9-1-1 Mapping Display

### GeoLynx Server

Description	Qty	Total Price
Base Pricing		
GeoLynx Server GIS Set Up Services		\$1,000
GeoLynx Server (active license)	1 active license	\$29,072
GeoLynx Server (passive license)	1 backup license	Included
GeoLynx Server Dispatch Add-on Module	3 active licenses and 3 backup licenses	\$13,500
GeoLynx Server 9-1-1 Call and CAD Incident Viewing		Included
GeoLynx Server with Dispatch Add-on Module Installation and Training		\$7,970
Base Pricing Total:		\$51,542
Annual Pricing		
Annual GeoLynx Server Active Licenses Software Support and Maintenance		\$5,814
Annual GeoLynx Server Passive License Software Support and Maintenance		\$2,907
Annual GeoLynx Server Dispatch Add-on Module Software Support and Maintenance		\$2,499
Annual GeoLynx Server 9-1-1 Call and CAD Incident Viewing Software Support and Maintenance		Included
Annual Pricing Total:		\$11,220
<b>Total:</b>		<b>\$62,762</b>
<p>Notes: Server hardware specification capacity is recommended for &lt;100 simultaneous users. Performance is impacted based on a number of things including network performance, map data configuration, and the number of users.</p> <p>Fees, if applicable, from your CAD vendor are not included in the above pricing.</p> <p>GeoComm proposes GeoLynx Server in an N+1, Active + Passive type architecture</p> <p>The prices include two dedicated web servers in the table that follows. If Richmond County purchases and provides the hardware from another source, the overall price will be reduced.</p> <p>If Richmond County provides the dedicated web server and it has more than one quad core processor (four cores of processing; additional GeoLynx Server license fees will apply.</p>		

ArcGIS Online World Routing Service Subscription is provided with GeoLynx Server if used for non-commercial use. The standard World Routing service includes: 5,000 routes per year, 10 route steps per route, 25 barriers per route, and multilanguage routing directions. ArcGIS Online World Routing services is a free subscription for the standards service outlined above through December 31, 2013 at which time it will become a paid service provided by Esri through an ArcGIS Online Organizational account. Usage of ArcGIS Online World Routing Services Subscription is determined based on the terms of use between Richmond County and Esri.

Alternatively, Richmond County may implement an Esri Network Routing Data Set meeting minimum specifications outlined by GeoComm for basic routing using local data in GeoLynx Server. Additional fees apply to include the ArcGIS Network Analyst for GeoLynx Server and services to develop the dataset.

Use of the GeoLynx Server backup license will provide redundancy in instances when the active server is not available such as for routine maintenance and in the event the primary GeoLynx Server is inoperable. The use of both GeoLynx Server licenses simultaneously is not permitted.

### GeoLynx Server Hardware

Description	Qty	Total Price
Dell PowerEdge R610 Server with 3-Year Dell ProSupport for Passive GeoLynx Server License	2	\$11,200
Barracuda Load Balancer 340 with One-Year Energize Updates	1	\$2,348
Optional One-Year Instant Replacement of Barracuda Load Balancer 340	1	\$449
<b>Total:</b>		<b>\$13,997</b>
<p>Notes: GeoComm will purchase and configure the GeoLynx Server hardware and then ship it to Richmond County. The price of shipping is included in the price listed above.</p> <p>Richmond County is responsible for installation of the GeoLynx Server hardware.</p> <p>GeoComm does not provide support or maintenance for the GeoLynx Server hardware. Richmond County is responsible for coordinating with Dell or Barracuda regarding any support or maintenance issues related to the server or load balancing hardware.</p>		

### Dispatch CAD Interface

Description	Qty	Total Price
Base Pricing		
Standard Dispatch CAD Interface	3 active interfaces and 3 backup interfaces	\$2,490
On-site Standard Dispatch CAD Interface Installation and Configuration		Included
Base Pricing Total:		\$2,490
Annual Pricing		
Annual Standard Dispatch CAD Interface Support		\$675
Annual Pricing Total:		\$675
<b>Dispatch CAD Interface Total:</b>		<b>\$3,165</b>
<p>Notes: Fees, if applicable, from your CAD vendor are not included in the above pricing.</p> <p>Installation and configuration for the Standard Dispatch CAD Interface is valid if it is implemented during the same on-site trip as GeoLynx Server implementation.</p>		

## GeoLynx Server Annual Recurring Software Support and Maintenance

Software Support and Maintenance For	Year Two Price	Year Three Price	Year Four Price	Year Five Price	Total Price
GeoLynx Server	\$8,721	\$9,157	\$9,615	\$10,096	\$37,589
GeoLynx Server Dispatch Add-on Module	\$2,499	\$2,624	\$2,755	\$2,893	\$10,771
<b>Totals</b>	<b>\$11,220</b>	<b>\$11,781</b>	<b>\$12,370</b>	<b>\$12,989</b>	<b>\$48,360</b>

Note: Software support and maintenance prices are quoted for multiple years (up to five years). Pricing proposed for four additional years' increases by only five percent per year after the second year if the services are not paid in full at contract signing, but rather are paid for over the life of the contract. Additional software support and maintenance following the first year can be purchased at the current list price at the time of future purchase if not purchased as part of the original agreement. The current list price at the time of future purchase may be slightly different than the prices quoted in this proposal.

## Pricing Detail Continuity and Consolidation Program: GIS Tools

### GeoLynx DMS

Description	Qty	Price/Unit	Total Price
Base Pricing			
GeoLynx DMS GIS Data Manager	1	\$6,995	\$6,995
GeoLynx DMS MSAG Manager	1	\$2,500	\$2,500
GeoLynx DMS Training (On-site Training)			\$4,000
Base Pricing Total:			\$13,495
Annual Pricing			
Annual GeoLynx DMS GIS Data Manager Software Support and Maintenance			\$1,400
Annual GeoLynx DMS MSAG Manager Software Support and Maintenance			\$500
Annual Pricing Total:			\$1,900
<b>GeoLynx DMS Total:</b>			<b>\$15,395</b>

Notes: All GeoLynx DMS modules are single use licenses. One license is needed per workstation.

Richmond County must purchase or own ArcGIS 10.0 or greater (ArcGIS for Desktop Basic, ArcGIS for Desktop Standard, or ArcGIS for Desktop Advanced are all compatible) as a required component for each license of GeoLynx DMS. ArcGIS 10.0 or greater must be installed on the GeoLynx DMS user computer(s). GeoLynx DMS is deployed within ArcGIS.

GeoLynx DMS users must have, at a minimum, a basic knowledge of Esri and ArcGIS 10.0 or greater.

Support for GeoLynx DMS, related to any technical concerns, system upgrades, and version releases is covered under a formal software support and maintenance agreement. Concerns or questions specifically related to GIS can be answered by a GeoComm GIS Specialist, but will be billed at a rate of \$95 per hour with a minimum billable charge of one hour.

Additional days of training for up to six hours per day can be provided during the same on-site trip for a fee of \$580 per day.

### GeoLynx DMS Annual Recurring Software Support and Maintenance

Software Support and Maintenance For	Year Two Price	Year Three Price	Year Four Price	Year Five Price	Total Price
GeoLynx DMS GIS Data Manager	\$1,400	\$1,470	\$1,544	\$1,621	\$6,035
GeoLynx DMS MSAG Manager	\$500	\$525	\$551	\$579	\$2,155
<b>Totals</b>	\$1,900	\$1,995	\$2,095	\$2,200	\$8,190

Note: Software support and maintenance prices are quoted for multiple years (up to five years). Pricing proposed for four additional years increases by only five percent per year after the second year if the services are not paid in full at contract signing, but rather are paid for over the life of the contract. Additional software support and maintenance following the first year can be purchased at the current list price at the time of future purchase if not purchased as part of the original agreement. The current list price at the time of future purchase may be slightly different than the prices quoted in this proposal.



PO BOX 20182  
 Roanoke, VA 24018

# PROPOSAL

**Date:** August 1, 2013  
**Proposal #** 2013-080103

**Prepared for:** Richmond County Sheriff's Office

Sales Representative	Quote Expiration	Notes/Comments
Matt Lewis	12/31/2013	Public Safety System Upgrade

DaProSystems Software Licensing and Professional Services			
QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1	DaProSystems Computer Aided Dispatch System Interface Software License - GeoComm Mapping	\$7,500.00	\$7,500.00
4	Annual Maintenance - DaProSystems Mapping Interface Coverage for 5 Total Years	\$1,125.00	\$4,500.00
1	Professional Services - Installation/Configuration Courtesy Discount	No Charge	No Charge
NOTE	The first year's maintenance is included in the purchase price.		
		<b>Proposal Total</b>	<b>\$12,000.00</b>

DaProSystems Official Proposal	
Proposal #: 2013-080103	Prepared for: Richmond County Sheriff's Office

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

**Standard Terms & Conditions**

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

**Proposal Acceptance**

Accepted for Richmond County Sheriff's Office

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name/Title

**Any questions regarding this proposal should be directed to DaProSystems at 888.377.4427**

## MapObjects-Windows Edition Product Life Cycle Support Status

The Product Life Cycle Support Policy is designed to help communicate to ESRI users the technical support resources available during a product's life span and to provide advanced notification of planned changes to available support options. Read more about this in our [Product Life Cycle Support Policy](#)

Notes:

- All patches and hot fixes available for a particular version have the same support status as the version they address.
- Dates listed in a support column provide the date on which the product entered that support level.

Version	Release Date	General Availability	Extended Support	Mature Support	Retired	Notes
2.4	May 2006			<b>March 2007</b>	<b>X</b> July, 2010	This is a retired version
2.3	July 2004				<b>X</b> March 2007	This is a retired version
2.2	Jan 2003				<b>X</b> Sep 2005	This is a retired version
2.1	Apr 2001				<b>X</b> Sep 2005	This is a retired version
2.0a	Jan 2000				<b>X</b> Aug 2003	This is a retired version
2.0	Sep 1999				<b>X</b> Aug 2003	This is a retired version
1.2	Apr 1998				<b>X</b> Aug 2003	This is a retired version
1.1a	Feb 1997				<b>X</b> Jan 1998	This is a retired version
1.1	Dec 1996				<b>X</b> Jan 1998	This is a retired version
1.0	Jun 1996				<b>X</b> Jan 1998	This is a retired version

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

City of Roanoke CPE Equipment

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Roanoke E-911

CONTACT TITLE: Manager

CONTACT FIRST NAME: Mike

CONTACT LAST NAME: Crockett

ADDRESS 1: 215 Church Ave SW

ADDRESS 2: 2T

CITY: Roanoke

ZIP CODE: 24011

CONTACT EMAIL: Michael.crockett@roanokeva.gov

CONTACT PHONE NUMBER: 5408532945

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: 2T

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

Continuity and Consolidation

Enhancement

## TIER

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**Intrado Viper 3.0, SP2 installed April 2008 Hardware**

**Intrado Power911 5.3, SP3 installed April 2008 Hardware**

**PRIORITY/PROJECT FOCUS** CPE

**If "Other" selected, please specify:** 2T

## FINANCIAL DATA

Amount Requested: \$ 150,000

Total Project Cost: \$ 186,395 for hardware/software. Overall 5 year cost total **\$396,000**



## 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:

Customer Premise Equipment (CPE) receives the highest funding priority established by the grant committee. The City of Roanoke has operated its current CPE since 2008. The current CPE servers are out of date, at data capacity and no longer upgradable due to memory constraints and operating system. These limitations prevent the equipment from being further upgraded to newer software versions. The city is prepared to support and maintain new CPE equipment throughout the life cycle. The city, like most need assistance to acquire these very expensive technology platforms that are required to operate a PSAP. CPE is the primary means for citizens to access emergency services, including Wireless 911 calls and the consequences of not receiving funding would be a delay in replacing the current system after July 2014, which is beyond the lifecycle. The city does not want to be in a position of an unreliable 911 CPE system for citizen's use in emergencies.

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

The grant funds will be utilized to help purchase the new CPE equipment. The remaining balance will be paid by the city. Maintenance will be budgeted within the yearly operating budget of the E-911 center.

## 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 goal is an IP based, next generation CPE system. The city desires to replace the current CPE which was installed in 2008 by August of 2014. The current servers and workstations will be replaced with the latest hardware, software and operating systems to support access to emergency services. A detailed statement of work will be developed and agreed upon with the vendor to insure project milestones are met.

**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 type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	01 / 01 / 14
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	02 / 01 / 14
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	07 / 01 / 14



<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>08 / 01 / 14</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>08 / 30 / 14</b>

Identify the longevity or sustainability of the project.

The system longevity should be through 2019-2020. We will work with the manufacture to comply with recommended maintenance of the system. The city is prepared to fund annual maintenance cost.

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

The CPE system will support the goals of the State’s Comprehensive 9-1-1 Plan for IP based next generation ready equipment.

**REGIONAL INITIATIVE (if applicable)**



The relationship of the initiative to the participating PSAPs:

2T

Intended collaborative efforts:

2T

Resource sharing:

2T



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

2T

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T



What services should it perform:

2T

How should policies be made and changed:

2T

How should it be funded:

2T

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

2T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Please see the attached budgetary quote.

## EVALUATION

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

The system's success will be evaluated by the vendor meeting our statement of work and the system handling and routing calls correctly. This includes transferring/accepting calls outside jurisdiction boundaries.



## 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"



Software Upgrades  
for

City of Roanoke Communications Center, VA  
(Direct - HGAC Buy Pricing)

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

Item	Cost
VIPER	\$ 80,395.80
Power 911 Software	\$ -
Power MIS Software	\$ -
ePrinter Software	\$ -
Power IWS Hardware	\$ 55,757.50
Spares	\$ 11,700.00
Staging	\$ 8,000.00
Installation	\$ 20,300.00
Project Management Services	\$ 10,242.30
<b>Total</b>	<b>\$ 186,395.60</b>

## Maintenance Services

Item	Cost
On-Site Maintenance - April 15 2014 to April 14, 2015	\$ 41,250.00
On-Site Maintenance - April 15 2014 to April 14, 2019	\$ 206,250.00
Software Protection and Remote Technical Support - 1 Year	\$ 9,000.00
Software Protection and Remote Technical Support - 5 Years	\$ 36,000.00
Software Subscription Service - 1 Year	\$ 22,500.00
Software Subscription Service - 5 Years	\$ 112,500.00

## Configuration Parameters

### Answering Positions

Total Number of Positions to Upgrade and Replace	12
Total Number of Positions for OS Upgrade	3

Model #	Description	Qty	Unit Cost	Total
<b><sup>1</sup> VIPER</b>				
912817/BB	7 Foot Cabinet Prebuilt Building Block	1		
912890/BB	Media Kit Prebuilt Building Block Upgrade	1	Software Evergreen	
912800	Gateway Shelf	6		
912813/M	-48V Power Supply - Module Only	2		
912819/48	Cisco 3750 48 port switch	2		
912801	CAMA Interface Module	5		
912814	Admin Interface Module (AIM)	12		
912811/U	Backroom Position Access License Upgrade	17	Software Evergreen	
912812/U	PBX Access License - Per Workstation Upg	15	Software Evergreen	
913850/S	VIPER Enabling Kit (Sonic)	12		
				<b>Subtotal \$ 80,395.80</b>
<b><sup>1</sup> Power 911 Software</b>				
913100/U	Power 911 Client Access License (CAL) Upg	15	Software Evergreen	
913202/U	Power 911 Server Access License (SAL) Upg	15	Software Evergreen	
913152/U	Power 911 Add-on Recorder for Radio Upgr	15	Software Evergreen	
				<b>Subtotal \$ -</b>
<b><sup>1</sup> Power MIS Software</b>				
920100/U	Power MIS Server Software License Upgrade	1	Software Evergreen	
920101/U	Power MIS Concurrent Client Access License	1	Software Evergreen	
920102/U	Power MIS Data Access License Upgrade	15	Software Evergreen	
920100/CD	Power MIS Media & Documentation Upgrade	1	Software Evergreen	
				<b>Subtotal \$ -</b>
<b><sup>1</sup> ePrinter Software</b>				
917310/U	ePrinter Software & Documentation Upgrade	1	Software Evergreen	
				<b>Subtotal \$ -</b>

Model #	Description	Qty	Unit Cost	Total
<b><sup>1</sup> Power IWS Hardware</b>				
<b>Workstation</b>				
914102/BB	IWS Workstation Prebuilt Product Bundle	12		
914600/3	IWS Ext Prog Keypad Model 683-U - 24 But	2		
<b>Windows 7 Migration Packages</b>				
924143/2	IWS Elite 8200 - Windows 7 Migration Pack	3		
<b>Power 911 Server</b>				
914951	IWS Type B Rack Server Bundle	1		
914955	Hot Swap Drive for Type B Server	4		
<b>Power MIS Server</b>				
914951	IWS Type B Rack Server Bundle	1		
914955	Hot Swap Drive for Type B Server	4		
914422	Additional Backup EXEC SQL Agent	1		
<b>Object Server</b>				
914952	IWS Type A Rack Server	1		
914121/3	IWS Object Server - Underlying Software	1		
<b>ePrinter</b>				
914102/EP	ePrinter Desktop	1		
<b>Common Hardware</b>				
914434	Tape Backup & Software - DAT 160	1		
914434/R	Tape Backup, Rack Mount Kit	1		
			<b>Subtotal \$</b>	<b>55,757.50</b>

### Spares

913850/S	VIPER Enabling Kit (Sonic)	1		
912814/U	Admin Interface Module (AIM) Upgrade	1	Software Evergreen	
912801/U	CAMA Interface Module Upgrade	1	Software Evergreen	
912819/48	Cisco 3750 48 port switch	1		
912802/1	VIPER Primary Application Server	1		
			<b>Subtotal \$</b>	<b>11,700.00</b>

### Staging

950850	IWS Staging - up to 8 positions	1		
950851	IWS Staging - each additional position	4		
950856	Backroom Staging - up to 8 positions	1		
950857	Backroom Staging - each additional position	4		
			<b>Subtotal \$</b>	<b>8,000.00</b>

<b>Model #</b>	<b>Description</b>	<b>Qty</b>	<b>Unit Cost</b>	<b>Total</b>
<b>Installation</b>				
950104	Professional Services - Price Per Day	10		
960575	Installation - Living Expense Per Day	14		
960580	Installation - Travel Fee	2		
			<b>Subtotal \$</b>	<b>20,300.00</b>
<b>Project Management Services</b>				
950510	Project Management	1		
			<b>Subtotal \$</b>	<b>10,242.30</b>
		<b>Total</b>		<b>\$ 186,395.60</b>

Model #	Description	Qty	Unit Cost	Total
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## Maintenance Services

### <sup>2</sup> On-Site Maintenance - April 15 2014 to April 14, 2015

950999/ONS1-2	On-Site Maintenance - Year 1	15		
			<b>Subtotal \$</b>	<b>41,250.00</b>

### <sup>2</sup> On-Site Maintenance - April 15 2014 to April 14, 2019

950999/ONS5-2	On-Site Maintenance - 5 Years	75		
			<b>Subtotal \$</b>	<b>206,250.00</b>

### <sup>3</sup> Software Protection and Remote Technical Support - 1 Year

950999/PRO1	Software Protection and Remote Technical Support (1 Year, beginning Year 2)	15		
			<b>Subtotal \$</b>	<b>9,000.00</b>

### <sup>3</sup> Software Protection and Remote Technical Support - 5 Years

950999/PRO5	Software Protection and Remote Technical Support (5 Years)	60		
			<b>Subtotal \$</b>	<b>36,000.00</b>

### <sup>4</sup> Software Subscription Service - 1 Year

950999/SUB1	Software Subscription Service (Year 1)	15		
			<b>Subtotal \$</b>	<b>22,500.00</b>

### <sup>4</sup> Software Subscription Service - 5 Years

950999/SUB5	Software Subscription Service (5 Years)	75		
			<b>Subtotal \$</b>	<b>112,500.00</b>

## Notes

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- 1 This quote provides software upgrades to the City of Roanoke, VA.  
Quote provides new IWS hardware and VIPER servers to the site. Assumes reuse of monitors.  
To reduce implementation time, new Rack and Power supplies, CIM and AIM cards are also quoted here.

Please Note: City of Roanoke has 3 IWS workstations that were ordered last year, and were downgraded to XP. The OS is upgraded here. Maint for those 3 workstations will be ending in 2014, so maint is quoted for all 15 positions.

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- 2 On-site Support Services are primarily designed to assist with issues that require System expertise in troubleshooting and restoration at the customer's location.

On-site Support Services include travel costs and time and labor related to the service incident. Also included in the service are quarterly on-site preventative and routine maintenance reviews (four per year) of the customer's Intrado System. These maintenance visits can include the installation of routine updates to software. Training, configuration changes, reprogramming and System upgrade labor are not included in this offering, but are available for purchase.

On-Site Support Services options include the designation of a technician dedicated specifically to the customer's deployment(s), or alternately a non-dedicated resource available for use with other customers. Intrado may engage third-party vendors to provide the On-Site Support Services.

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- 3 Software Protection and Remote Technical Support is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least for a one year duration, is required at the time of any new system purchase.

Software Protection and Remote Technical Support cannot be deleted from quotes or system orders.

Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

- a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.
- b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

- a) Payment in full for the lapsed period at the prevailing per-seat rate
- b) Purchase of a new maintenance agreement (one-year or five-year)
- c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and

#### Software Protection

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Intrado will publish periodic software release bulletins to customers which announce important product updates for Intrado Software. Customers may then request the new update from Intrado, based on applicability of the release to Customer's System. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

#### Remote Technical Support:

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

- 4 The Software Subscription Service provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

Intrado will provide periodic software release bulletins to customers which announce and explain new feature releases for Intrado Software. Customers may then request the new release or version from Intrado, based on applicability of the release to Customer's System. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

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## Terms

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**SUBMIT P.O.** ordermanagement@intrado.com

**PRICING** All prices are in U.S. Funds.  
Taxes, if applicable, are extra.  
Shipping charges are extra unless specified on the proposal

**SHIPPING** FCA (Montreal), INCOTERMS 2010

**PAYMENT** Per Contract

**DELIVERY** TBD.

**VALIDITY** Quote is valid for 120 days; however, certain parts (indicated in this Quote as part numbers with the following identifier : QXXXXXX, constitute unique third party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancelable, non-refundable, and non-exchangeable at any time.

## Revision History

Revision Level	Reason for Revision	Date Revised
-	Original (RS)	April 16, 2012
A	Removed Training Removed Site Survey	April 23, 2012
B	Refresh (DR); add full cabinet and replace CIMs & AIMS Account for 3 newer workstations purchased last year	July 30, 2013
C	Increased CIMs and AIMS by 1, per customer	July 30, 2013
D	Added spares (DR)	September 17, 2013

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAP GRANT APPLICATION

## PROJECT TITLE

Regional CAD2CAD Data Interchange

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Roanoke E-911  
 CONTACT TITLE: E-911 Manager  
 CONTACT FIRST NAME: Michael  
 CONTACT LAST NAME: Crockett  
 ADDRESS 1: 215 Church Ave SW  
 ADDRESS 2: Suite 162  
 CITY: Roanoke  
 ZIP CODE: 24011  
 CONTACT EMAIL: Michael.Crockett@RoanokeVA.gov  
 CONTACT PHONE NUMBER: 540-853-2945  
 CONTACT MOBILE NUMBER: 540-588-7582  
 CONTACT FAX NUMBER: 540-853-1356  
 REGIONAL COORDINATOR: Buster Brown

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**City of Roanoke E-911**

<b>Roanoke County Communications</b>	

## GRANT TYPE

- |  |   |
|--|---|
| <input type="checkbox"/> Individual PSAP | <input checked="" type="checkbox"/> Regional Initiative |
| <input type="checkbox"/> Consolidation   | <input type="checkbox"/> Secondary Consolidation        |



**GRANT PROGRAM TYPE**

- Continuity and Consolidation       Enhancement

**TIER**

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

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

VERSION: \_\_\_\_\_ # YEARS of HARDWARE/SOFTWARE: \_\_\_\_\_

**PRIORITY/PROJECT FOCUS**

If "Other" selected, please specify: 1T

**FINANCIAL DATA**

Amount Requested: \$ 230,000

Total Project Cost: \$ 230,000

**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:

Both partner PSAPs provide significant mutual and automatic aid to each other. Fire-EMS aid average between 700-800 incidents in the last two years. The PSAPs operate on different current generation CAD systems. A long-term goal is to migrate towards shared systems but this is likely to require investments of several million dollars. This project will allow data sharing between the two PSAPs which will help the transition towards these shared systems while improving service delivery and reducing response times for these mutual aid calls. This project is included in the City of Roanoke E-911 Center Strategic Plan.

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

Support of the individual hardware and software components of the CAD2CAD interface will be including in each partner PSAPs on-going maintenance contracts for their CAD systems. Any increase in maintenance contract costs will be the responsibility of the PSAP owning that CAD system.

## 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 project will leverage existing technologies to implement a CAD to CAD interchange between the partner PSAPs. This interchange will include shared unit status information and the exchange of incident data between the systems. This should reduce the time from incident creation to dispatch for mutual aid calls around 90-120 seconds per incident. For life critical incidents this is a crucial difference since the goal is to have a trained responder on scene in 8 minutes or less. Each CAD vendor has an existing interface available which just requires licensing and implementation fees to activate. The PSAPs already have existing connectivity to support the interface. The PSAPs are geographically contiguous they have a significant number of wireless calls that are misrouted due to variances in location technology. Having the ability to share incident data will reduce the time to process these calls.

**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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	08 / 01 / 2014
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	08 / 01 / 2014
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	10 / 01 / 2014



<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>02 / 01 / 2015</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>03 / 01 / 2015</b>

Identify the longevity or sustainability of the project.

During the Design/Planning stage a governance procedure will be put in place with the intent of developing a more detailed MOU on how information will be shared. Included in the process will be provisions for sharing necessary information to keep each CAD system connected and configured. Also policies will be established covering ownership and archive of any shared information. The interface is compliant with existing APCO/NIEM standards so it could be expanded to include other neighboring PSAPs.

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

This project supports Initiative 2 by implementing interoperability in existing equipment and improving service offerings. The project is also compatible with the concept of a regional ESInet in Initiative 4 by creating a framework for data sharing between the PSAPs as we move towards NG911.

**REGIONAL INITIATIVE (if applicable)**



The relationship of the initiative to the participating PSAPs:

The partner PSAPs have a long history of cooperation. They operate as primary backup centers for each other and test this backup operation by actually operating from each other's center at least once a month. They handle overflow calls for each other daily and as has been noted average 700-800 mutual or automatic aid calls with each per year. Both PSAPs are CALEA Accredited and have assisted each other in the accreditation process. They operate on a shared radio system and have complimentary fire alerting systems.

Intended collaborative efforts:

The project uses translation tables so existing incident, status codes and unit designators can be used on each system. Some operational policies will require updating to reflect the shared information and how any loss of the interface would be handled. This will be accomplished during design/planning phase and updated as required based on final testing and acceptance.

Resource sharing:

The only resource that will be shared as part of this project is the data from existing systems and existing connectivity between the city and county.



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

This project is part of the PSAPs current strategic plan and paves the way for future shared system purchases which are also part of our strategic plans.

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T



What services should it perform:

1T

How should policies be made and changed:

1T

How should it be funded:

1T

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

1T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Estimated cost is \$230,000. Budgetary estimates from each CAD vendor are attached.

## EVALUATION

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

The project will include an Acceptance Test Plan to verify the individual functions work as intended. This includes the ability to change status of a unit in one system and see it reflected in the other interconnected system. Also the ability to create and update an incident in one system and have it reflected on the interconnected system. After the project has been completed a review of time from call received until dispatched will be done for mutual aid calls to allow comparison of before and after processing times. The project will be successful if the processing time is reduced by 30 seconds or more.



## 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"

# PREMIER CAD TO NEW WORLD CAD INTERFACE

## 13-PS-32593



The design, technical, and cost information furnished with this proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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August 27, 2013

Mike Crockett  
City of Roanoke, VA  
215 Church Avenue, SW  
Roanoke, VA 24011

Re: Proposal 13-PS-32593 for Premier CAD to New World CAD Interface (“Proposal”)

Dear Mr. Fasold:

Motorola Solutions, Inc. (“Motorola”) is pleased to provide the attached Proposal to City of Roanoke, VA. This Proposal is valid for 180 days from the date of this letter.

Motorola’s Proposal is subject to the terms and conditions of the attached Products Agreement. You may accept this Proposal by issuing a purchase order that references this Proposal Premier CAD to New World CAD Interface. Alternatively, Motorola would be pleased to address any concerns you might have regarding this Proposal. Please send your order to your Motorola Public Safety Solutions Consultant listed below.

Motorola appreciates your consideration of this Proposal and hopes you will find it acceptable. Motorola would be pleased to address any concerns you might have and we look forward to receiving your response. Please feel free to contact your Motorola Account Manager, Jeremy Thomas, (301) 922-2101, [Jeremy.Thomas@motorolasolutions.com](mailto:Jeremy.Thomas@motorolasolutions.com) or your Motorola Public Safety Solutions Consultant, Chris Carroll, (256) 679-8635, [ccarroll@motorolasolutions.com](mailto:ccarroll@motorolasolutions.com) with any questions.

Sincerely,  
Motorola Solutions, Inc.

A handwritten signature in black ink, appearing to read 'John J. Thompson'.

John J. Thompson  
MSSSI Vice President & Director  
North America Integrated Command and Control

Attachments

# SECTION 1

# STATEMENT OF WORK

## 1.1 GENERAL INFORMATION

This Statement of Work (SOW) defines the activities and responsibilities of all parties related to the deployment of a CAD-to-CAD interface between the City of Roanoke (hereinafter referred to as the “Customer”) Premier CAD to New World® CAD.

The system upgrade will be comprised of the following additional components:

- Existing Computer Aided Dispatch Subsystem (Premier CAD, v7.0x).
- Common Services Interface (CSI) version 3.1.9
- Modification APCO to NIEM Standard
- HP Server Hardware for CSI server
- Windows Server Software
- Microsoft SQL Software.

If factors beyond Motorola’s control prevent completion of this project within ninety (90) days of commencement, extension of the project duration must be mutually agreed to and documented in a change order.

## 1.2 ASSUMPTIONS

1. This proposal assumes the Standard 7.0 CAD to CAD version would be deployed and the Customer is aware that the interface will be modified to meet the NIEM Standards.
2. Motorola’s proposal is based on a CAD to CAD interface between Customer’s Premier CAD system and the New World © system.
3. Motorola has not proposed the setup of a training environment in the scope of this proposal. A VM environment could be used to facilitate a training environment. However, it would be the Customer’s responsibility to set up this environment once all configurations have been completed. Additionally the Customer’s training environment must be up to date and maintained in order for this to be successful.
4. Additional charges apply to each individual PCAD system CAD to CAD interface.
5. Customer is currently operating Motorola Premier Computer Aided Dispatch (“PCAD”) version 7.0.x and the interface will be developed for that version.
6. New World © (vendor) will write to Motorola specifications and will be responsible for all foreign CAD integrations into PCAD.
7. Motorola assumes the Customer will provide all network infrastructures.
8. Motorola’s proposal makes no provision for cabling or capital improvements to the installation environment that may be required when Customer upgrades to the PremierOne solution.
9. The Customer will be provided Motorola’s standard CAD-to-CAD interface. That interface does not include usage of the Priority Update flag, this functionality requires additional estimation by



the Motorola Engineering team to determine the additional cost to provide this enhanced functionality --and has not been included in the scope of this proposal.

10. Hardware has been included for the CSI server, HP server hardware, the necessary Microsoft Windows Server 2008 and SQL Server 2008 will be procured for Customer.
11. Customer will be responsible for normal OS and database maintenance --upon solution go live a 3 year 24x7x365 warranty wrap has been include for the DL server.
12. Customer will install server hardware and provide remote connection to allow remote configuration of server by Motorola resources.
13. Provide and make available (during business hours, 8:00am to 5:00pm EST) the appropriate lines for the installation, configuration, and testing of the interface.
14. The Customer will work with New World © and the project representatives to manage the relationship so that the interface can be deployed in an efficient and timely manner.
15. Motorola is not proposing to perform a network analysis. Diagnosis and correction of any network-related performance issues is the sole responsibility of the Customer. Motorola may be engaged to assist as requested through the change order process.
16. In the event the performance of an internal or external interface cannot be demonstrated due to factors beyond Motorola's control, (i.e., the availability of connectivity to an external interface, or New World ©'s completion of their portion of the interface) the degree to which the Motorola software or Motorola-provided connectivity is available or provided to support the interface shall be demonstrated and considered complete for purposes of recognizing performance or payment milestones.
17. This proposal does not include a failover solution in the event of the failure of the Common Services Interface Server hardware. Failover solutions are possible in a clustered environment, and would require additional charges that would be managed via a change order.

## 1.3 PROJECT KICKOFF TELECONFERENCE

In order to finalize the project schedules and procedures, the project will be initiated with a Project Kickoff teleconference that includes key Customer and Motorola project participants.

The objectives of this task are:

- To introduce all project participants
- Review roles of key participants
- Review overall project scope and objectives
- Review resource and scheduling requirements
- Review and finalize project schedule with Customer.

### 1.3.1 Motorola Responsibilities

Motorola will designate a Project Manager who will direct Motorola Solution's efforts and serve as the primary point of contact for the Customer. The responsibilities of the Motorola Project Manager include:

1. Maintain project communications with the Customer's Project Manager.
2. Manage the efforts of Motorola project team and coordinate Motorola activities with the Customer's project team members.



3. Coordinate and oversee the installation of all hardware.

## 1.3.2 Customer Responsibilities

Customer will designate a Project Manager who will direct Customer's efforts and serve as the primary point of contact for the Motorola Project Manager. The responsibilities of the Customer Project Manager include:

1. Maintain project communications with the Motorola Project Manager.
2. Identify the efforts required of Customer staff and assign appropriate resources to meet the Customer's task requirements described in this Statement of Work.
3. Liaison and coordinate with other Customer agencies, other governmental agencies and the Customer's vendors, contractors and common carriers, as applicable.

## 1.3.3 Completion Criteria

This task is considered complete when the Project Kickoff Teleconference has been held.

# 1.4 CSI SERVER HARDWARE AND SOFTWARE PROCUREMENT

## 1.4.1 Motorola Responsibilities

1. Procure CSI HP Server hardware, OS, and SQL software.
2. Notify the Customer when to expect large equipment deliveries.
3. Deliver the contracted equipment to the Customer's designated location.

## 1.4.2 Customer Responsibilities

1. Receive and safely store the contracted equipment upon delivery.
2. Procure any Customer-provided hardware components in accordance with the hardware and operating system software specifications.
3. Provide access to dumpsters for the removal of trash and shipping containers.
4. Completion Criteria

## 1.4.3 Completion Criteria

This task is considered complete upon shipment of contracted equipment to the Customer's designated location.

# 1.5 CAD TO CAD INTERFACE

The following pages describe Motorola's standard CAD-to-CAD interface.

A CAD-to-CAD Interface can now operate between multiple agencies on the Premier CAD system and many other systems. This is now a one-to-many ratio and has been expanded to accommodate more agencies.



## 1.5.1 Product Definitions

- **InterCAD:** refers to the complete interface concepts that enable Premier CAD to communicate with external CAD systems.
- **Common Services Interface:** Motorola's middleware solution that will maintain the business rules of the data transfers and provide for data manipulation.

## 1.5.2 Overview

Over the past few decades dispatching, tracking, and managing emergency calls and equipment has become increasingly complex. To meet the challenge, communication centers have requested and manufacturers delivered sophisticated computer programs and equipment aimed at assisting humans at these tasks. The common name for such systems has become Computer Aided Dispatch or CAD. With early CAD systems being custom programs, sometimes created in-house, a huge number of methods to represent the various assignments and duties have developed.

For some time, there has been a need to coordinate the exchange of data between different CAD systems. The alternative is to rely on human-to-human conversation over standard telephone or radio circuits.

The time honored call to another center has always been full of problems. Speed, accuracy, and priority top the list. To insure data was transferred properly, communicators would often have to repeat information and the receiving person would always need to confirm each entry. Priority was difficult to establish when all calls came through the same telephone system. Even when a private number existed, until answered there is no way to determine the difference between routine and emergency until after the call is answered.

The goal then of a Common Services Interface is to provide a message transmission system that will allow the CAD system at either end to recognize the information being transmitted and re-format that information in a usable manner. Of necessity, this approach demands a "hands-off" role when it comes to the data itself. Custom programming is still necessary, but it is now limited to transposing special data and codes into a common or standard format and transmitting that format. On the receiving end, the information will be arriving in one language and one format, regardless of the system on the far end. Again, translation must occur but only from one message format to that needed by the proprietary database on the receiving end.

## 1.5.3 Feature Set

It is intended that the interface be modular in nature to provide ease in continued growth and maintenance and to accommodate those systems that may only wish to utilize elements of the CAD-to-CAD interface. Minimally the feature set consists of:

- Unit Status Changes
- Incident Initiation/Transfer
- Incident Updates

### **System/Incident Table**

Common Services Interface will bear the burden of responsibility for permanently establishing the correlation between each system and their incidents.

- Common Services Interface shall provide the means to identify each system that will be sharing data through the interface.



- Common Services Interface shall identify the corresponding Agency ID of the foreign system to be used in initiating and updating incidents.
- Common Services Interface shall bear the burden of corresponding the Agency IDs and System IDs for accurate message delivery.
- A table shall be created and maintained that records an entry for each incident that data is transferred across systems.
- The table shall be responsible for retaining the system ID and incident number of the sending system and correlating it to the system ID and incident number of the receiving system.
- This interface shall not force each CAD system to maintain the incident number from the other CAD system, although Premier CAD shall record both systems incident numbers to ensure consistency and reduce the potential for errors.

## **Translate**

Each CAD system and even each agency within a CAD system utilizes different codes and commands. The use of translation tables has been implemented in Common Services Interface to support these disparate data elements.

- Common Services Interface shall support the ability to indicate those data elements that must be translated.
- Translation tables shall provide the means to configure the received data element and the transmitted data element for each CAD system.
- At a minimum translation shall be supported for System ID, Agency ID, Unit Status Code, Incident Type, Incident Priority, Sender ID, Incident Numbers, and Command Codes.

## **Units**

The destination CAD system receives the request as a pending dispatch, and processes it according to the response plan parameters. This processing presumes agreement on incident priority and the level of response or a specific response. The foreign system will receive a request to create an incident and said incident will have a pending status. This request can be imbedded in a pre-defined CAD incident response and therefore presented as a request

## **Incidents**

The following features and functions shall be supported in relation to the creation, updating, handling, and sharing of incident data and shall be implemented in support of CAD-to-CAD interfaces.

- When the local agency updates an incident that is associated with a foreign routed incident the updated incident information is sent as comments to the foreign agency.
- The foreign system will be notified of the changes and it will be the responsibility of the foreign user to review the comments and update their incident appropriately.

## **Error Handling**

At a minimum the following features and functions shall be supported in relation to error detection and handling.

- Connectivity Error - If connectivity cannot be established to the external CAD system, Common Services Interface shall return a message “Transaction Unsuccessful – Unable to Contact System” to the originating system/workstation.
- Incident Initiation Error - If an incident cannot be initiated to the external CAD system as a result of a failure, the error notification is written to the audit trail of the originating agency’s incident.
- Updates Not Support - If an incident was not created through the interface, then updates of the incident shall not be supported.



### 1.5.3.1 Motorola Responsibilities

1. Provide consultation with a mapping engineer so that the Customer's geofile is optimally built to accommodate the CAD-to-CAD interface.
2. Create the transformations and translations required to bridge the PCAD API to the NIEM IEPDs for CAD to CAD information exchange. This is a bidirectional interface, which will require transformation/translation work in both directions to & from PCAD. The work will be done in CSI, and on the PCAD side will match the existing PCAD API for CAD to CAD.
3. Develop an Interface Design Document ("IDD") and review remotely with the Customer.
4. Enable the interface functionality to allow New World © to initiate a Fire, Law, and EMS incident in Premier CAD with the following minimum information:
  - A. Incident Type (Signal)
  - B. Incident Address
  - C. Initial Comments
  - D. Caller's Phone (Callback Number)
  - E. SVRIA-DX Correlation ID
5. Enable the interface functionality to allow subsequent incident comments to pass between Premier CAD and SVRIA-DX Correlation ID.
6. Demonstrate that each server and server application is operational.
7. Demonstrate all CAD and CAD-related functionality included in this Agreement.
8. Demonstrate all inter-system communications between installed Motorola systems and between Motorola and non-Motorola systems.
9. Maintain a list of discrepancies and manage the resolution of all issues.

### 1.5.3.2 Customer Responsibilities

Review the Interface Design Document.

With Motorola's assistance, configure Premier CAD databases so that the CAD-to-CAD interface can function properly.

Manage the relationship with New World © and project representatives.

Customer will have resources available to work with Motorola to set up test records. After successful testing the customer is responsible for completing the remainder of the configuration.

Participate in the functional demonstration and acknowledge completion of the installation.

Conduct agreed-upon test procedures and verify all inter-system communications between installed Motorola systems and non-Motorola systems to ensure conformance with the approved product documentation, and the IDD's.

Identify in writing each discrepancy in system functionality and between subsystem and ancillary system functionality within ten (10) business days of installation and work with Motorola to identify the type of correction needed.

Provide and make available (during business hours, 8:00am to 5:00pm) the appropriate lines for the testing of interfaces.

### 1.5.3.3 Completion Criteria

This task is considered complete when the Premier CAD and New World © server applications have been demonstrated as operational and are ready for use in a production environment.



## SECTION 2

# PERFORMANCE SCHEDULE

The following pages provide the estimated Performance Schedule.

The Duration column shows the approximate window during which the task is to occur. The activity will not necessarily occupy the entire Duration shown.

Task order and timeframes can and will be modified by Project Manager to meet expected customer milestones.

Type	Name	2013		2014
		Jul	October	January
<b>Summary</b>	<b>Overall Project</b>			
Task	Contract Signing			
Task	Overall Project Activities			
Phase	Project Administration			
Task	Program Management			
Phase	Project Kickoff			
Task	Internal Kickoff			
Phase	Customer Kickoff Meeting			
Task	Project Kickoff Teleconference			
Phase	CAD to CAD Interface			
Task	Design & Analysis			
Task	Coding			
Task	Unit/Box Testing			
Task	Integration Testing			
Task	Field Testing (Remote)			
Task	Remote IDD Development			
Task	Remote IDD Review			
Task	Remote Mapping Consultation			
Task	CAD Interface Configuration			
Task	Interconnect Configuration			
Phase	Onsite configuration assistance			
Task	Assist customer with configuration			
Phase	Project Completion			
Task	Final project sign off by Customer			
Task	Customer Support Handover			
Task	Interface Acceptance			
Task	Create Hand Over Document			
Milestone	Project Complete			



# SECTION 3 PRICING

## 3.1 PROPOSAL EQUIPMENT LIST AND DETAIL PRICING

Category	Name	Qty	Total
<b>Motorola-Interfaces</b>			<b>\$1,800</b>
	New World CAD 2 CAD	1	
<b>Server Hardware and Software</b>			<b>\$7,957</b>
	CSI Server	1	
<b>Implementation/Installation</b>			<b>\$191,755</b>
<b>Grand Total</b>			<b><u>\$201,512</u></b>

Maintenance Summary	
Year 1	Warranty
Year 2	\$1,800
Year 3	\$1,890
Year 4	\$1,985
Year 5	\$2,084

**Note:** Maintenance pricing is based on 2013 rates, subject to then current rates upon commencement. Changes to configuration or count will result in a change to maintenance pricing.

Maintenance for Third Party products is subject to change based on prices quoted from the partners for first year of maintenance.



# SECTION 4

# PSA PRODUCTS

# AGREEMENT

The PSA Products Agreement is on the following pages.



## Products Agreement

Motorola Solutions, Inc. ("Motorola"), and City of Roanoke, VA ("Customer") enter into this "Agreement," pursuant to which Customer will purchase and Motorola will sell the Products, as described below. Motorola and Customer may be referred to individually as a "Party" and collectively as the "Parties." For good and valuable consideration, the Parties agree as follows:

### Section 1 EXHIBITS

The exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement takes precedence over the exhibits and any inconsistency between the exhibits will be resolved in their listed order.

- Exhibit A Motorola "Software License Agreement"
- Exhibit B "Technical and Implementation Documents"
  - B-1 "Pricing" dated August 27, 2013
  - B-2 "Statement of Work" dated August 27, 2013
- Exhibit C "Payment Schedule" (if applicable)

### Section 2 DEFINITIONS

2.1. "Confidential Information" means any information that is disclosed in written, graphic, verbal, or machine-recognizable form, and is marked, designated, or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure. Confidential Information does not include any information that: is or becomes publicly known through no wrongful act of the receiving Party; is already known to the receiving Party without restriction when it is disclosed; is or becomes, rightfully and without breach of this Agreement, in the receiving Party's possession without any obligation restricting disclosure; is independently developed by the receiving Party without breach of this Agreement; or is explicitly approved for release by written authorization of the disclosing Party.

2.2. "Contract Price" means the price for the Products, excluding applicable sales or similar taxes and freight charges.

2.3. "Effective Date" means that date upon which the last Party executes this Agreement.

2.4. "Equipment" means the equipment listed in the List of Products that Customer purchases from Motorola under this Agreement.

2.5. "Force Majeure" means an event, circumstance, or act of a third party that is beyond a Party's reasonable control (e.g., an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, and riots).

2.6. "Infringement Claim" means a third party claim alleging that the Equipment manufactured by Motorola or the Motorola Software directly infringes a United States patent or copyright.

2.7. "Motorola Software" means Software that Motorola or its affiliated company owns.

2.8. "Non-Motorola Software" means Software that another party owns.

2.9. "Open Source Software" (also called "freeware" or "shareware") means software that has its underlying source code freely available to evaluate, copy, and modify.

2.10. "Products" mean the Equipment and Software provided by Motorola under this Agreement.

2.11. "Proprietary Rights" means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any



corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

2.12. "Software" means the Motorola Software and Non-Motorola Software in object code format that is furnished with the Products.

2.13. "Specifications" means the functionality and performance requirements described in the Technical and Implementation Documents and any published descriptions of the Products.

2.14. "Warranty Period" means one (1) year from the date of shipment of the Products.

### **Section 3 SCOPE OF AGREEMENT AND TERM**

3.1. **SCOPE OF WORK.** Motorola will provide and install (if applicable) the Products, and perform its other contractual responsibilities, all in accordance with this Agreement. Customer will perform its contractual responsibilities in accordance with this Agreement.

3.2. **CHANGE ORDERS.** Either Party may request changes within the general scope of this Agreement. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3. **TERM.** Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues until the expiration of the Warranty Period or three (3) years from the Effective Date, whichever occurs last.

3.4. **ADDITIONAL EQUIPMENT OR SOFTWARE.** During the Term of this Agreement, Customer may order additional Equipment or Software if it is then available. Each order must refer to this Agreement and must specify the pricing and delivery terms. Notwithstanding any additional or contrary terms in the order, the applicable provisions of this Agreement (except for pricing, delivery, and payment terms) will govern the purchase and sale of the additional Equipment or Software. Payment is due within twenty (20) days after the invoice date, and Motorola will send Customer an invoice as the additional Equipment is shipped or Software is licensed. Alternatively, Customer may register with and place orders through Motorola Online ("MOL"), and this Agreement will be the "Underlying Agreement" for those MOL transactions rather than the MOL On-Line Terms and Conditions of Sale. MOL registration and other information may be found at <http://www.motorola.com/businessandgovernment/> and the MOL telephone number is (800) 814-0601.

3.5. **MAINTENANCE SERVICE.** This Agreement does not cover maintenance or support of the Products except as provided under the warranty. If Customer wishes to purchase maintenance or support, Motorola will provide a separate maintenance and support proposal upon request.

3.6. **MOTOROLA SOFTWARE.** Any Motorola Software, including subsequent releases, is licensed to Customer solely in accordance with the Software License Agreement. Customer hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.7. **NON-MOTOROLA SOFTWARE.** Any Non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software. All Open Source Software is licensed to Customer in accordance with, and Customer agrees to abide by, the provisions of the standard license of the copyright owner and not the Software License Agreement. Upon request by Customer, Motorola will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so,



identify the Open Source Software and provide to Customer a copy of the applicable standard license (or specify where that license may be found); and provide to Customer a copy of the Open Source Software source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

3.8. **SUBSTITUTIONS.** At no additional cost to Customer, Motorola may substitute any Equipment, Software, or services to be provided by Motorola, if the substitute meets or exceeds the Specifications and is of equivalent or better quality to the Customer. Any substitution will be reflected in a change order.

3.9. **OPTIONAL EQUIPMENT OR SOFTWARE.** This paragraph applies only if a "Priced Options" exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Motorola which must designate what equipment, software, and related services Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

#### **Section 4 PERFORMANCE SCHEDULE**

If this Agreement includes the performance of services, the Statement of Work will describe the performance schedule.

#### **Section 5 CONTRACT PRICE, PAYMENT, AND INVOICING**

5.1. **CONTRACT PRICE.** The Contract Price in U.S. dollars is \$201,512.00.

5.2. **INVOICING AND PAYMENT.** Unless otherwise set forth in a Payment Schedule attached as Exhibit C, Motorola will submit invoices to Customer for Products when they are shipped and for services, if applicable, when they are performed. Customer will make payments to Motorola within twenty (20) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For Customer's reference, the Federal Tax Identification Number for Motorola, Inc. is 36-1115800.

**FREIGHT, TITLE, AND RISK OF LOSS.** Motorola will pre-pay and add all freight charges to the invoices. Title and risk of loss to the Equipment will pass to Customer upon shipment. Title to Software will not pass to Customer at any time. Motorola will pack and ship all Equipment in accordance with good commercial practices.

**INVOICING AND SHIPPING ADDRESSES.** Invoices will be sent to the Customer at the following address:

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The city which is the ultimate destination where the Equipment will be delivered to Customer is:

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The Equipment will be shipped to the Customer at the following address (insert if this information is known):

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Customer may change this information by giving written notice to Motorola.

## **Section 6 SITES AND SITE CONDITIONS**

6.1. ACCESS TO SITES. If Motorola is providing installation or other services, Customer will provide all necessary construction and building permits, licenses, and the like; and access to the work sites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its contractual duties.

6.2. SITE CONDITIONS. If Motorola is providing installation or other services at Customer's sites, Customer will ensure that these work sites be safe, secure, and in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, Customer will ensure that these work sites have adequate: physical space, air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modem access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the Products.

## **Section 7 ACCEPTANCE**

Acceptance of the Products will occur upon delivery to Customer unless the Statement of Work provides for acceptance verification or testing, in which case acceptance of the Products will occur upon successful completion of the acceptance verification or testing. Notwithstanding the preceding sentence, Customer's use of the Products for their operational purposes will constitute acceptance.

## **Section 8 REPRESENTATIONS AND WARRANTIES**

8.1. EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship.

8.2. Motorola Software Warranty. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section that are applicable to the Motorola Software. TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERCEDES THIS SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

8.3. EXCLUSIONS TO EQUIPMENT AND MOTOROLA SOFTWARE WARRANTIES. These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Motorola Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; Customer's failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; and (vii) normal or customary wear and tear.

8.4. WARRANTY CLAIMS. To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola



Software. That action will be the full extent of Motorola's liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable Warranty Period. All replaced products or parts will become the property of Motorola.

8.5. ORIGINAL END USER IS COVERED. These express limited warranties are extended by Motorola to the original user purchasing the Products for commercial, industrial, or governmental use only, and are not assignable or transferable.

8.6. DISCLAIMER OF OTHER WARRANTIES. THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT AND MOTOROLA SOFTWARE PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## **Section 9 DELAYS**

Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. A Party that becomes aware of a Force Majeure that will significantly delay performance will notify the other Party promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the performance schedule for a time period that is reasonable under the circumstances.

## **Section 10 DISPUTES**

The Parties will use the following procedure to address any dispute arising under this Agreement (a "Dispute").

10.1. GOVERNING LAW. This Agreement will be governed by and construed in accordance with the laws of the State in which the Products are delivered.

10.2. NEGOTIATION. Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute"). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives. If the Dispute has not been resolved within ten (10) days from the Notice of Dispute, the Parties will proceed to mediation.

10.3. MEDIATION. The Parties will choose an independent mediator within thirty (30) days of a notice to mediate from either Party ("Notice of Mediation"). Neither Party may unreasonably withhold consent to the selection of a mediator. If the Parties are unable to agree upon a mediator, either Party may request that American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute.

10.4. LITIGATION, VENUE and JURISDICTION. If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in the state in which the Products are delivered. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

10.5. CONFIDENTIALITY. All communications pursuant to subsections 10.2 and 10.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

PSA Products Agreement.FINAL.5.12.06.Set.doc (domestic)  
City of Roanoke, VA  
Premier CAD to New World CAD Interface  
13-PS-32593

August 27, 2013  
Use or disclosure of this proposal is subject  
to the restrictions on the cover page.



## **Section 11     DEFAULT AND TERMINATION**

If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of the default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer's cure plan. If the non-performing Party fails to cure the default, the performing Party may terminate any unfulfilled portion of this Agreement and recover damages as permitted by law and this Agreement.

## **Section 12     PATENT AND COPYRIGHT INFRINGEMENT INDEMNIFICATION**

12.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

12.2. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Product; (b) replace or modify the Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Product and grant Customer a credit for the Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

12.3. Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Product; (c) Product designed or manufactured in accordance with Customer's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Product by a party other than Motorola; (e) use of the Product in a manner for which the Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Product.

12.4. This Section 12 provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 12 are subject to and limited by the restrictions set forth in Section 13.



## **Section 13      LIMITATION OF LIABILITY**

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or services with respect to which losses or damages are claimed. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT be liable for any commercial loss; inconvenience; loss of use, Time, DATA, GOOD WILL, REVENUES, profits or savings; or other SPECIAL, incidental, INDIRECT, OR consequential damages IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

## **Section 14      CONFIDENTIALITY AND PROPRIETARY RIGHTS**

### **14.1.    CONFIDENTIAL INFORMATION.**

During the term of this Agreement, the Parties may provide each other with Confidential Information. Each Party will: maintain the confidentiality of the other Party's Confidential Information and not disclose it to any third party, except as authorized by the disclosing Party in writing or as required by a court of competent jurisdiction; restrict disclosure of the Confidential Information to its employees who have a "need to know" and not copy or reproduce the Confidential Information; take necessary and appropriate precautions to guard the confidentiality of the Confidential Information, including informing its employees who handle the Confidential Information that it is confidential and is not to be disclosed to others, but these precautions will be at least the same degree of care that the receiving Party applies to its own confidential information and will not be less than reasonable care; and use the such Confidential Information only in furtherance of the performance of this Agreement. Confidential Information is and will at all times remain the property of the disclosing Party, and no grant of any proprietary rights in the Confidential Information is given or intended, including any express or implied license, other than the limited right of the recipient to use the Confidential Information in the manner and to the extent permitted by this Agreement.

### **14.2.    PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS.**

Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

## **Section 15      GENERAL**

15.1.    TAXES. The Contract Price does not include excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within twenty (20) days after the



date of the invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

15.2. **ASSIGNABILITY AND SUBCONTRACTING.** Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

15.3 **WAIVER.** Failure or delay by either Party to exercise any right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

15.4. **SEVERABILITY.** If a court of competent jurisdiction renders any part of this Agreement invalid or unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

15.5. **INDEPENDENT CONTRACTORS.** Each Party will perform its duties under this Agreement only as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

15.6. **HEADINGS AND SECTION REFERENCES; CONSTRUCTION.** The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

15.7. **ENTIRE AGREEMENT.** This Agreement, including all Exhibits, constitutes the entire agreement of the Parties regarding the subject matter of the Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any Customer purchase order, acknowledgment or other form will not be considered an amendment or modification of this Agreement, even if a representative of each Party signs that document.

15.8. **NOTICES.** Notices required under this Agreement to be given by one Party to the other must be in writing and either delivered personally or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt:

**Customer**  
Attn: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Motorola Solutions, Inc.**  
Attn: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



fax: \_\_\_\_\_ fax: \_\_\_\_\_

15.9. COMPLIANCE WITH APPLICABLE LAWS. Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System.

15.10. AUTHORITY TO EXECUTE AGREEMENT. Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

15.11. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.6 (Motorola Software), Section 3.7 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 10 (Disputes); Section 13 (Limitation of Liability); Section 14 (Confidentiality and Proprietary Rights; and all of the General terms in this Section 15.

The Parties hereby enter into this Agreement as of the Effective Date.

**Seller**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Customer**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



## Exhibit A

### SOFTWARE LICENSE AGREEMENT

This Exhibit A Software License Agreement ("Agreement") is between Motorola Solutions, Inc., ("Motorola"), and City of Roanoke, VA ("Licensee").

For good and valuable consideration, the parties agree as follows:

#### Section 1 DEFINITIONS

1.1 "Designated Products" means products provided by Motorola or other suppliers to Licensee with which or for which the Software and Documentation is licensed for use.

1.2 "Documentation" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

1.3 "Open Source Software" means software with either freely obtainable source code, license for modification, or permission for free distribution.

1.4 "Open Source Software License" refers to the terms or conditions under which the Open Source Software is licensed.

1.5 "Primary Agreement" means the agreement to which this exhibit is attached.

1.6 "Security Vulnerability" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

1.7 "Software" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

#### Section 2 SCOPE

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary Software or products containing embedded or pre-loaded proprietary Software, or both. This Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the Software and Documentation.

#### Section 3 GRANT OF LICENSE

3.1. Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and non-exclusive license under Motorola's copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code.

3.2. If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this

Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; (ii) identify the Open Source Software and provide Licensee a copy of the applicable Open Source Software License (or specify where that license may be found); and, (iii) provide Licensee a copy of the Open Source Software source code, without charge, if it is publicly available (although distribution fees may be applicable).

#### **Section 4      LIMITATIONS ON USE**

4.1. Licensee may use the Software only for Licensee's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; provided that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3. Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other device. Licensee may temporarily transfer Software installed on a Designated Product to one other device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.4. When using Motorola's Radio Service Software ("RSS"), Licensee must purchase a separate license for each location at which Licensee uses RSS. Licensee's use of RSS at a licensed location does not entitle Licensee to use or access RSS remotely. Licensee may make one copy of RSS for each licensed location. Licensee shall provide Motorola with a list of all locations at which Licensee uses or intends to use RSS upon Motorola's request.

4.5. The license for Cityworks or Customer Service Request Software is for the use of the Software with the Designated System or for the specified number of Concurrent Users for which it was provided, the purpose for which it was designed and only for the application specific use covered by this Agreement, or the Primary Agreement. This license does not allow access to the Software through other Designated Systems except as specifically permitted. "Concurrent User" means the maximum number of concurrent connections to Software authorized by this Agreement or the Primary Agreement at any one instance in time. "Designated System" means the computer hardware and operating system configuration specified in the Primary Agreement for which the Software is licensed for use. Additional Designated System licenses are required for communication with additional instances of a database or additional databases.

4.6. Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an

independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor. Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the Auditor and used solely for the purpose of verifying Licensee's compliance with the terms of this Agreement.

## **Section 5 OWNERSHIP AND TITLE**

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola's processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

## **Section 6 LIMITED WARRANTY; DISCLAIMER OF WARRANTY**

6.1. The commencement date and the term of the Software warranty will be a period of ninety (90) days from Motorola's shipment of the Software (the "Warranty Period"). If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software.

6.2 Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3. Warranty claims are described in the Primary Agreement.

6.4. The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

## **Section 7 TRANSFERS**

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee

paying all applicable license fees and agreeing to be bound by this Agreement. If the Designated Products are Motorola's radio products and Licensee transfers ownership of the Motorola radio products to a third party, Licensee may assign its right to use the Software (other than RSS and Motorola's FLASHport® software) which is embedded in or furnished for use with the radio products and the related Documentation; *provided* that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

## **Section 8 TERM AND TERMINATION**

8.1 Licensee's right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee's right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2 Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3 Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

## **Section 9 UNITED STATES GOVERNMENT LICENSING PROVISIONS**

This Section applies if Licensee is the United States Government or a United States Government agency. Licensee's use, duplication or disclosure of the Software and Documentation under Motorola's copyrights or trade secret rights is subject to the restrictions set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19 (JUNE 1987), if applicable, unless they are being provided to the Department of Defense. If the Software and Documentation are being provided to the Department of Defense, Licensee's use, duplication, or disclosure of the Software and Documentation is subject to the restricted rights set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (OCT 1988), if applicable. The Software and Documentation may or may not include a Restricted Rights notice, or other notice referring to this Agreement. The provisions of this Agreement will continue to apply, but only to the extent that they are consistent with the rights provided to the Licensee under the provisions of the FAR or DFARS mentioned above, as applicable to the particular procuring agency and procurement transaction.

## **Section 10 CONFIDENTIALITY**

Licensee acknowledges that the Software and Documentation contain Motorola's valuable proprietary and Confidential Information and are Motorola's trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

## **Section 11 LIMITATION OF LIABILITY**

The Limitation of Liability provision is described in the Primary Agreement.

## **Section 12 NOTICES**

Notices are described in the Primary Agreement.

## **Section 13      GENERAL**

13.1. **COPYRIGHT NOTICES.** The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. **COMPLIANCE WITH LAWS.** Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3. **ASSIGNMENTS AND SUBCONTRACTING.** Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

13.4. **GOVERNING LAW.** This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State to which the Software is shipped if Licensee is a sovereign government entity, or the internal substantive laws of the State of Illinois if Licensee is not a sovereign government entity. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement, or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.5. **THIRD PARTY BENEFICIARIES.** This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.6. **SURVIVAL.** Sections 4, 5, 6.3, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.7. **ORDER OF PRECEDENCE.** In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.8. **SECURITY.** Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.

**Exhibit B**  
**Technical and Implementation Documents**

- B-1    "Pricing"            See Section 3
- B-2    "Statement of Work"    See Section 1

**Exhibit C**  
**Payment Schedule**

<b><u>Payment Milestone</u></b>	<b><u>Payment</u></b>
1.) Execution of Contract	20%
2.) Completion of the Site Readiness Review and Delivery of the Interface Requirement documents	20%
3.) Delivery of applicable System Hardware and Application Software to Customer Site	50%
4.) Final System Acceptance	10%



August 9, 2013

**ADDITIONAL SOFTWARE LICENSE AGREEMENT**

Mr. Pat Shumate  
Chief Communications Officer  
Roanoke County Police Department  
5925 Cove Road  
Roanoke, VA 24019

Dear Mr. Shumate:

New World Systems is pleased to license you additional software per your request.

The attached forms (Exhibit AA and Proposal Summary dated 8/9/2013) are to be reviewed and approved by you and/or your authorized representative. They describe the additional software and services you have requested along with the related fees.

Other than for the purposes of internal review, we ask that you treat our fees as confidential information. This is due to the competitive nature of our business.

The General Terms and Conditions from our original License Agreement are incorporated and continue to apply. Any taxes or fees imposed from the course of this Agreement are the responsibility of the Customer.

We thank you for your continued business with New World Systems. We look forward to working on this project with you.

**ACKNOWLEDGED AND AGREED TO BY:**

**NEW WORLD SYSTEMS® CORPORATION**  
(New World)

By: \_\_\_\_\_  
Larry D. Leinweber, President

Date: \_\_\_\_\_

**ROANOKE COUNTY POLICE DEPARTMENT, VA**  
(Customer)

By: \_\_\_\_\_  
Authorized Signature Title

By: \_\_\_\_\_  
Authorized Signature Title

Date: \_\_\_\_\_

Each individual signing above represents that (s)he has the requisite authority to execute this Agreement on behalf of the organization for which (s)he represents and that all the necessary formalities have been met.

The "Effective Date" of this Agreement is the latter of the two dates in the above signature block.

***PRICING VALID FOR 30 DAYS FROM DATE REFERENCED ABOVE.***

**EXHIBIT AA  
TOTAL COST SUMMARY AND PAYMENT SCHEDULE**

**I. Total Costs Summary: Licensed Standard Software and Implementation Services**

<u>DESCRIPTION OF COST</u>	<u>COST</u>
A. LICENSED STANDARD SOFTWARE as further detailed in the Proposal Summary	\$15,000
B. IMPLEMENTATION AND TRAINING SERVICES as further described in the Proposal Summary	2,600
<b>ONE TIME PROJECT COST:</b>	<b><u>\$17,600</u></b>
C. TRAVEL EXPENSES (Estimate)	\$1,500

**II. Payments for Licensed Standard Software and Implementation Services**

<u>DESCRIPTION OF PAYMENT</u>	<u>COST</u>
A. ONE TIME PROJECT PAYMENT: 1. Amount due upon the Effective Date (100%)	\$17,600

**ONE TIME PROJECT PAYMENT: \$17,600**

B. TRAVEL EXPENSES (Estimate) 1. 1 trip is anticipated, to be billed at actual cost for reasonable expenses incurred for airfare, rental car, lodging, tolls, mileage, and daily per diem expenses. All travel costs will be billed weekly for services provided in the previous calendar week.	\$1,500
--	---------

<b>III. Standard Software Maintenance Services</b> Standard Software Maintenance Agreement (SSMA) fees for the software listed on the attached proposal will be added to <b>Customer's</b> current SSMA fees and will commence 90 days after delivery of the software; year one cost to be prorated to run concurrently with <b>Customer's</b> existing SSMA. Subsequent year SSMA fees for the above software will be consistent with the SSMA agreement currently in effect.	\$2,400
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**ALL PAYMENTS ARE DUE WITHIN FIFTEEN (15) DAYS FROM RECEIPT OF INVOICE**

**ROANOKE COUNTY POLICE DEPARTMENT, VA**

**Proposal Summary**

**August 9, 2013**

<b>A. STANDARD APPLICATION SOFTWARE <sup>1,2,3,4</sup></b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

**CAD**

<b>1. Aegis/MSP Third Party CAD Interface Software <sup>5</sup></b>		
- New World CAD to New World CAD Interface		15,000

<b>TOTAL SOFTWARE LICENSE FEE <sup>6,7</sup></b>	<b><u>\$15,000</u></b>
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<b>B. IMPLEMENTATION SERVICES <sup>8</sup></b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

<b>IMPLEMENTATION SERVICES</b>		
<b>1. Fixed Installation Service Fees:</b>		2,600
- New World CAD to New World CAD Interface	2,600	

<b>TOTAL IMPLEMENTATION SERVICES</b>	<b><u>\$2,600</u></b>
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<b>TOTAL ONE TIME COST</b>	<b><u>\$17,600</u></b>
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<b>C. MAINTENANCE</b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

<b>1. COMBINED STANDARD SOFTWARE MAINTENANCE AGREEMENT (SSMA) (Per Year Cost)</b>		
Annual SSMA to begin at the end of the warranty period; year one cost to be prorated to run concurrently with Customer's existing SSMA.		
	90-Day Warranty from Date of Delivery	No Charge
	Year 1 SSMA	\$2,400

<b>D. TRAVEL AND LIVING EXPENSES (Estimate)</b>		
<b>ITEM</b>	<b>DESCRIPTION</b>	<b>INVESTMENT</b>

<b>1. TRAVEL AND LIVING EXPENSES (Estimate)</b>		
Estimated 1 trip at \$1,500 per trip.		\$1,500

**PRICING VALID FOR 30 DAYS FROM DATE REFERENCED ABOVE.**

## MSP ENDNOTES

- <sup>1</sup> *Personal Computers must meet the minimum hardware requirements for New World Systems' Aegis products. Microsoft Windows XP or later is required for all client machines. Windows 2003/2008 Server and SQL Server 2005/2008 are required for the Application and Database Server(s).*
- <sup>2</sup> *New World Systems' Aegis product requires Microsoft Windows 2003/2008 Server and SQL Server 2005/2008 including required Client Access Licenses (CALs) for applicable Microsoft products. Servers must meet minimum hardware requirements provided by New World Systems.*
- <sup>3</sup> *New World Systems' Aegis product requires Microsoft Excel or Windows Search 4.0 for document searching functionality; Microsoft Word is required on the application server for report formatting.*
- <sup>4</sup> *New World recommends a 100/1000MB (GB) Ethernet network for the local area network. Wide area network requirements vary based on system configuration, New World will provide further consultation for this environment.*
- <sup>5</sup> *Does not include any required 3rd party hardware or software unless specified in Section C of this proposal. Customer is responsible for any 3rd party support.*
- <sup>6</sup> *Prices assume that all software is licensed.*
- <sup>7</sup> *Licensed Software, and third party software embedded therein, if any, will be delivered in a machine readable form to Customer via an agreed upon network connection. Any taxes or fees imposed are the responsibility of the purchaser and will be remitted when imposed.*
- <sup>8</sup> *Travel and expenses are described in Section IIB of Exhibit AA.*



# Roanoke County

EMERGENCY COMMUNICATION CENTER

Pat Shumate  
Chief Communications  
Officer

September 18, 2013

To: Mike Crockett, Manager Roanoke 911

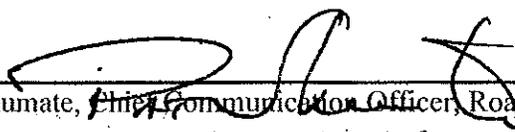
Re: CAD to CAD Interface

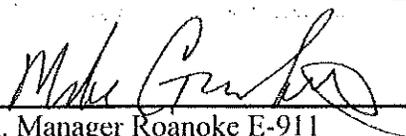
The purpose of this letter is to establish a memorandum of understanding between Roanoke E-911 and Roanoke County Emergency Communication Center concerning a CAD to CAD interface. Such a connection will enhance the Public Safety interoperability between the two 911 dispatch centers.

Roanoke and Roanoke County agree to pursue a joint grant to fund a CAD to CAD connection with each responsible for the connection of their respective Computer Aided Dispatch software.

This agreement shall remain in effect until such time as either party decides to withdraws or an agreed upon alternative is developed.

Signature:

 9-18-13  
Pat Shumate, Chief Communications Officer, Roanoke County ECC

 9 18 13  
Mike Crockett, Manager Roanoke E-911

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Regional CAD2CAD Data Interchange

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Roanoke E-911

CONTACT TITLE: E-911 Manager

CONTACT FIRST NAME: Michael

CONTACT LAST NAME: Crockett

ADDRESS 1: 215 Church Ave SW

ADDRESS 2: Suite 162

CITY: Roanoke

ZIP CODE: 24011

CONTACT EMAIL: Michael.Crockett@RoanokeVA.gov

CONTACT PHONE NUMBER: 540-853-2945

CONTACT MOBILE NUMBER: 540-588-7582

CONTACT FAX NUMBER: 540-853-1356

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**City of Roanoke E-911**

**Roanoke County Communications**

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### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



**GRANT PROGRAM TYPE**

Continuity and Consolidation

Enhancement

**TIER**

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**PRIORITY/PROJECT FOCUS** CAD

If "Other" selected, please specify: 2T

**FINANCIAL DATA**

Amount Requested: \$ 230,000

Total Project Cost: \$ 230,000

**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:

Both partner PSAPs provide significant mutual and automatic aid to each other. Fire-EMS aid average between 700-800 incidents in the last two years. The PSAPs operate on different current generation CAD systems. A long-term goal is to migrate towards shared systems but this is likely to require investments of several million dollars. This project will allow data sharing between the two PSAPs which will help the transition towards these shared systems while improving service delivery and reducing response times for these mutual aid calls. This project is included in the City of Roanoke E-911 Center Strategic Plan.

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

Support of the individual hardware and software components of the CAD2CAD interface will be including in each partner PSAPs on-going maintenance contracts for their CAD systems. Any increase in maintenance contract costs will be the responsibility of the PSAP owning that CAD system.

## 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 project will leverage existing technologies to implement a CAD to CAD interchange between the partner PSAPs. This interchange will include shared unit status information and the exchange of incident data between the systems. This should reduce the time from incident creation to dispatch for mutual aid calls around 90-120 seconds per incident. For life critical incidents this is a crucial difference since the goal is to have a trained responder on scene in 8 minutes or less. Each CAD vendor has an existing interface available which just requires licensing and implementation fees to activate. The PSAPs already have existing connectivity to support the interface. The PSAPs are geographically contiguous they have a significant number of wireless calls that are misrouted due to variances in location technology. Having the ability to share incident data will reduce the time to process these calls.

**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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	08 / 01 / 2014
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	08 / 01 / 2014
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	10 / 01 / 2014



<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>02 / 01 / 2015</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>03 / 01 / 2015</b>

Identify the longevity or sustainability of the project.

During the Design/Planning stage a governance procedure will be put in place with the intent of developing a more detailed MOU on how information will be shared. Included in the process will be provisions for sharing necessary information to keep each CAD system connected and configured. Also policies will be established covering ownership and archive of any shared information. The interface is compliant with existing APCO/NIEM standards so it could be expanded to include other neighboring PSAPs.

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

This project supports Initiative 2 by implementing interoperability in existing equipment and improving service offerings. The project is also compatible with the concept of a regional ESInet in Initiative 4 by creating a framework for data sharing between the PSAPs as we move towards NG911.

**REGIONAL INITIATIVE (if applicable)**



The relationship of the initiative to the participating PSAPs:

The partner PSAPs have a long history of cooperation. They operate as primary backup centers for each other and test this backup operation by actually operating from each other's center at least once a month. They handle overflow calls for each other daily and as has been noted average 700-800 mutual or automatic aid calls with each per year. Both PSAPs are CALEA Accredited and have assisted each other in the accreditation process. They operate on a shared radio system and have complimentary fire alerting systems.

Intended collaborative efforts:

The project uses translation tables so existing incident, status codes and unit designators can be used on each system. Some operational policies will require updating to reflect the shared information and how any loss of the interface would be handled. This will be accomplished during design/planning phase and updated as required based on final testing and acceptance.

Resource sharing:

The only resource that will be shared as part of this project is the data from existing systems and existing connectivity between the city and county.



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

This project is part of the PSAPs current strategic plan and paves the way for future shared system purchases which are also part of our strategic plans.

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T



What services should it perform:

2T

How should policies be made and changed:

2T

How should it be funded:

2T

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

2T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Estimated cost is \$230,000. Budgetary estimates from each CAD vendor are attached.

## EVALUATION

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

The project will include an Acceptance Test Plan to verify the individual functions work as intended. This includes the ability to change status of a unit in one system and see it reflected in the other interconnected system. Also the ability to create and update an incident in one system and have it reflected on the interconnected system. After the project has been completed a review of time from call received until dispatched will be done for mutual aid calls to allow comparison of before and after processing times. The project will be successful if the processing time is reduced by 30 seconds or more.



## 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"

FY15

# PSAP GRANT PROGRAM APPLICATION





## FY15 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](mailto: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.

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



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Mapping/GIS Update

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Russell County E911

CONTACT TITLE: E911

CONTACT FIRST NAME: Brian

CONTACT LAST NAME: Ferguson

ADDRESS 1: 656 Clydesway Dr

ADDRESS 2: PO Box 338

CITY: Lebanon

ZIP CODE: 24266

CONTACT EMAIL: brian.ferguson@russellcountyva.us

CONTACT PHONE NUMBER: (276) 889-8232

CONTACT MOBILE NUMBER:

CONTACT FAX NUMBER: (276) 889-8250

REGIONAL COORDINATOR: Timothy Addington

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

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**Russell County**

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**Town of Lebanon**

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**Town of Honaker**

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### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

Continuity and Consolidation  Enhancement

## TIER

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

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

VERSION: \_\_\_\_\_ # YEARS of HARDWARE/SOFTWARE: \_\_\_\_\_

<b>Trimble GeoXT Handheld</b>	<b>10</b>
<b>Addressing DMS Tools Arcmap 9.1</b>	<b>9</b>

**PRIORITY/PROJECT FOCUS** GIS High Priority

## FINANCIAL DATA

Amount Requested: \$ 32,875

Total Project Cost: \$ 32,875

## 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:

In order to meet the growing demands and needs of our 9-1-1 communications center and to better serve the citizens of Russell County, these hardware and software upgrades are necessary. The Russell County E911 mapping and addressing commitment to maintain accurate data requires the upgrade of our outdated GPS units, mapping DMS addressing tools, and MSAG manager for Arcmap that is no longer supported by the vendor and the **tools used for addressing are inoperable at this time**. In order to provide our 911 communication center with more accurate data, faster getting information and the delivery of the data to the emergency responders this upgrade is necessary. This upgrade will give us the opportunity to better progress in the future and help us also meet the future needs of more accurate data and provide greater services to the citizens of Russell County.

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

As is the case with all equipment for the Russell County E911 Communications Center, equipment will be maintained properly and judiciously.

## 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 Russell County E911 Communications Center wishes to replace our outdated GPS unit and Inoperable GIS addressing tools in the 911 addressing office in order to maintain accurate and up to date maps. This replacement of the GPS units, DMS addressing tools and MSAG manager will assure that the 911 operations and functions can move forward in meeting the needs of the citizens of Russell County and the needs of emerging technologies and the requirement of faster and more accurate data. Without the GPS unit, DMS addressing and MSAG managers tools it will make it virtually impossible to provide accurate data for the communication center to pass along to the emergency responders and also be impossible to keep accurate data for the MERG and RCL data.

**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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	07 / 01 / 2014
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	08 / 15 / 2014
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	09 / 01 / 2014



<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>09 / 10 / 2014</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>10 / 31 2014</b>

Identify the longevity or sustainability of the project.

The longevity and sustainability of this project is for a minimum of 5 years unless the products become no longer vendor supported or become outdated.

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

This project will meet the statewide standards and guidelines for equipment, technology, and infrastructure to guarantee interoperability and allow for resource sharing. Will also provide accurate data. Also the ability to maintain accurate data in the MERG for the RCL project.

**REGIONAL INITIATIVE (if applicable)**



The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A

Resource sharing:

N/A



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

N/A

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

N/A

How should it be organized and staffed:

N/A



What services should it perform:

N/A

How should policies be made and changed:

N/A

How should it be funded:

N/A

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

N/A



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Russell County has requested budgetary pricing for GPS units and software. Listed below is an itemized list of purchase and upgrading prices.

IKE GPS unit with 5 yr maintenance \$ 12,880

Geocomm DMS GIS Manager and MSAG Manager Tools with 5yr maintenance \$19,995

IKE GPS Unit Replaces our out of Service GPS Units.

Geocomm DMS Tools Replaces our addressing tools and are out of service or compatible with our ArcGIS

## EVALUATION

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

Installation and conversion of equipment will be overseen by the 911 GIS Mapping Tech. All vendors will be expected to ensure that every performance measure is met and acceptance will not be granted until such time.



## 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"



Surveylab USA Inc.  
 8270 Greensboro Drive  
 Suite 810  
 McLean, VA 22102  
 United States of America  
 T: 1 703 760 8601  
 W: www.ikeGPS.com

**Account Name** Russell County E911  
**Ship To** 656 Clydesway  
 Lebanon, VA 24266  
**Contact Name** Brian Ferguson  
**Phone** (276) 889-8232  
**Email** brian.ferguson@russellcountyva.us

**Opportunity Owner** Brian Deem  
**Phone** 919 495 7997  
**E-mail** brian.deem@ikegps.com

**Quote Name** Russell E911 ikePro1000  
**Quote Number** Q-00000351  
**Created Date** 9/25/2013  
**Expiration Date** 8/31/2014  
**Payment Terms** 30 days from invoice  
**Freight Terms** CIP (Carriage & Insurance Paid): Freight paid by shipper to named port. Duties may be payable by Receiver

Product Code	Product	Quantity	Sales Price	Total Price
971-01000-OR	ikePro 1000 (Orange)	1.00	USD 9,495.00	USD 9,495.00
960-00904-Pro2	2yr Hardware Warranty/Software Maintenance - ikePro	2.00	USD 1,595.00	USD 3,190.00
960-00510	Freight & Handling - ikeBasic/ikePro (Economy)	1.00	USD 195.00	USD 195.00
<b>Grand Total</b>				USD 12,880.00

Additional Notes Tax ID 54-6001589

**Terms & Conditions**

**Conditions:**

- **Taxes:** This ikeGPS quote is exclusive of any applicable local, state or national sales taxes, duties and/or levies. If applicable, these will be added to the final invoice upon acceptance of this quote.
  - **Delivery:** Estimated 1 week after receipt of order/payment (ARO/ARP) - to be confirmed upon processing of order.
  - **Cancellation:** If order is cancelled (in whole or in part) within 2 weeks of scheduled delivery, a fee equal to 20% of the value of the order shall be payable by the buyer. An order cannot be cancelled within 1 week of the scheduled shipment of the order.
  - **Acceptance:** Acceptance of this quote must be confirmed in writing. Where possible, a corporate purchase order reference should be included.
- For Wire Transfer, payment of the **Grand Total** is required to the below bank account with respect to the **Payment Terms** of this ikeGPS Quotation
- Bank Details:** Branch Banking & Trust Company,  
 8200 Greensboro Drive, Suite 1000, McLean, VA 22102, USA  
 Account Name: Surveylab Inc.  
 Account Number: 5235308268  
 Routing Number / Fedwire / ABA: 056005318

**Quote Acceptance:** I/We accept the above quotation and **Terms & Conditions** as described

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



Surveylab USA Inc.  
8270 Greensboro Drive  
Suite 810  
McLean, VA 22102  
United States of America  
T: 1 703 760 8601  
W: www.i!keGPS.com

Tax Number (required for shipping purposes only): \_\_\_\_\_



Mr. Bo Bise  
 E-911 Coordinator  
 Russell County, VA  
 Lebanon, VA 24266

RE: Quote for GeoComm DMS Tools

Below is a quotation for GeoComm's DMS tools. This includes 1<sup>st</sup> line support from King-Moore, Inc. and 2<sup>nd</sup> line support from GeoComm. Geolynx DMS adds a toolbar to ESRI's ArcMap that exposes features and functions specific to maintaining public safety GIS data that are not present in the standard ArcGIS product from ESRI: address assignment, address range creation, wireless cell sector maintenance, atlas generation, MSAG and CAD geofile management, and a broad range of quality assurance and quality control (QA/QC) audits.

**Software/Services**

GeoComm DMS – GIS Manager	1	\$6,995.00
Annual Support and Maintenance	1	\$1,500.00
Installation / Setup / Training	1	\$500.00
Optional: GeoComm DMS – MSAG Manager	1	\$2,500.00
Optional: Annual Support and Maintenance	1	\$500.00
<b>Licenses</b>		<b>Annual Fee</b>

Respectfully submitted,

*Brandon Moore*

Brandon Moore, GIS President  
 King-Moore, Inc.

276.356.8224 or moore@king-moore.com

Date: 9/20/2013

FY15

# PSAP GRANT PROGRAM APPLICATION





## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

24 Hour Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Salem Police Department

CONTACT TITLE: Communications Supervisor

CONTACT FIRST NAME: Valerie

CONTACT LAST NAME: Ramey

ADDRESS 1: 36 E Calhoun Street

ADDRESS 2: [Click here to enter text](#)

CITY: Salem VA

ZIP CODE: 24153

CONTACT EMAIL: [vramey@salemva.gov](mailto:vramey@salemva.gov)

CONTACT PHONE NUMBER: 540-375-3078

CONTACT MOBILE NUMBER: 540-588-9005

CONTACT FAX NUMBER: 540-375-4125

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

Continuity and Consolidation       Enhancement

## TIER

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

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

VERSION: 48 channel NiceCall Focus III  
 HARDWARE/SOFTWARE: Analog NCF3C -48

# YEARS of: 5

## PRIORITY/PROJECT FOCUS VOICE RECORDER

**If "Other" selected, please specify:** [Click here to enter text](#)

## FINANCIAL DATA

Amount Requested: \$ 61,559.52

Total Project Cost: \$ 61,559.52

## STATEMENT OF NEED

The recorder that we have now is analog and with a new telephone system, digital is will be required. With the proposed revisions to GS-17, the general schedule for local law enforcement entities.

Dispatch (Communications) Recordings: Not Retained as Evidence

100740 Retain 60 Days after event Confidential Destruction

This series documents the radio communications between dispatch/central communications and officers in the field. This series includes audio recordings.



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:

Replacing the non vendor supported (as of July 2014) logging recorder with a NG-911 recorder is vitally important to the operational services of The City of Salem. The funding is essential to preserving viable recordings and moving forward to the next generation platform. With out funding The City of Salem risks losing important telephone and radio audio used to assist dispatchers, officers, and prosecutors. This grant will enable us to enhance our level of communication with the public and support training initiatives.

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

The grant will be maintained by the Salem Police Department and manufactures maintenance/warranty agreement that includes emergency services as well as, annual product maintenance, and updates.

## 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.

Replacing the existing outdated recorder is a necessary step toward achieving our goal of providing the most capable emergency communications for our citizens and public safety personnel.

A NG-911 compliant recorder will support analog, digital, and VoIP telephony, as well as multimedia recording, and allow eventual integration with central, cloud based NG-911 storage. This project also supports The City of Salem's objective of moving toward greater agency interoperability while continuing to provide secure and authenticated data.

Our implementation strategy will be focused on the continuity of operations. With this in mind we plan to work closely with the chosen vendor to assure that all audio will be recorded during this transition. This collaboration will include, system design and specification meeting, pre-install site check list, site preparation, installation (includes: Verify Networking Requirements, Check/Inspect Materials, Verify Environmental Requirements (location/space), Check Power Supply, Check UPS, Connect Audio Sources, Channel Mapping, Install the Integration Driver, Connect Recorder to the County Environment/Network, Define Site Components/Users/Groups in System Administrator, Additional Site Workstations (Configure/Install Applications as required), training, and evaluation.

#### **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.

<b>PROJECT PHASE</b>	<b>ESTIMATED COMPLETION DATE</b>
<input type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>07/ 01 / 14</b>
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>07/ 14 / 14</b>
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>08/ 04 / 14</b>



<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>09/ 15 / 14</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>09 / 22 / 14</b>

Identify the longevity or sustainability of the project.

The system supports expansion up to 200 channels and delivers analog, digital, VoIP and radio recording. The server is a standard off-the-shelf server allowing for cost effective upgrades and repairs.

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

NICE Inform Matrix allows current standalone logging systems to integrate with central, cloud based NG9-1-1 logging systems whilst maintaining existing on-site logging during the initial transition to NG9-1-1. In many cases, even if the main 911 services are recorded centrally, there will be local administration services that need logging. NICE Inform allows a mixture of on-site and cloud logging to be accessed through one application suite.

The NICE NG9-1-1 solution is:

Ready to start building a system today. The NICE Inform application suite is ready for NG9-1-1.

### **REGIONAL INITIATIVE (if applicable)**



**The relationship of the initiative to the participating PSAPs:**

[Click here to enter text](#)

**Intended collaborative efforts:**

[Click here to enter text](#)

**Resource sharing:**

[Click here to enter text](#)



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

[Click here to enter text](#)

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)



**What services should it perform:**

Click here to enter text

**How should policies be made and changed:**

Click here to enter text

**How should it be funded:**

Click here to enter text

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

Click here to enter text



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

[Click here to enter text](#)

## EVALUATION

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

After completion of the installation and training the project will be evaluated for success based on the ability of the equipment to aid in providing exceptional communication between the public and public safety personnel. The recorder will be tested for accuracy and reliability as well as monitored 24 hours a day for system incidents or failure.



## 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"



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

# EQUIPMENT QUOTE

Date: 07/11/2013

Quote #: 2251

Sales Rep: Lana Etherton

**Prepared For:** Valerie Ramey  
Salem Police Dept.  
36 E Calhoun Street  
Salem, VA 24153  
Phone: (540) 375-3078

**Ship To:** Valerie Ramey  
Salem Police Dept.  
36 E Calhoun Street  
Salem, VA 24153  
Phone: (540) 375-3078

**Proposed Work:** 42ch NICE Recording eXpress with Inform Essential: Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based reconstruction and last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction and verify communications with 4U Server, Convertible Chassis, Server 2008, 8GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW. Package includes 1TB external HD and ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service

## PRODUCTS

Item #	Qty	Description	Price	Ext. Price
ADS-RM-002	1	4U Server, Convertible Chassis, Server 2008, 8GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW	\$4,800.00	\$4,800.00
PS-INFRM-ESNT-SITE	1	Inform Essential Site license. Includes one recording system interface and one concurrent Reconstruction user license	\$1,500.00	\$1,500.00
PS-INFRM-ESNT-1CH	42	Audio Recording license, including Inform Essential application support, per channel	\$425.00	\$17,850.00
PS-INFRM-ESNT-ANIAL I-1CH	10	ANI-ALI Annotator license, per channel	\$25.00	\$250.00
PS-INFRM-ESNT-VER-1 CC	3	NICE Inform Essential Verify concurrent user license	\$300.00	\$900.00
PS-INFRM-ESNT-RCON -1CC	1	NICE Inform Essential Reconstruction concurrent user license	\$1,000.00	\$1,000.00
PS-NR-ANALOG-24CH	2	Analogue board package up to 24 channels; full size base PCI-E board + 3 modules	\$2,000.00	\$4,000.00
EXT-HD-1TB	1	External Hard Drive, 1TB	\$398.00	\$398.00
T3AMS1MS9S-10FT	2	Amphenol Cable, 25 Pair, 10 FT	\$125.00	\$250.00
ADS-ALERT	1	ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service	\$0.00	\$0.00
Products SubTotal				\$30,948.00

## SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$4,642.20
1 Year Extended Warranty (8x5) including labor, travel and material	\$4,332.72
Services SubTotal	\$8,974.92

Project SubTotal \$39,922.92

## Other Considerations

Initials

Customer Allowance

(\$750.00)

Shipping

\$200.00

Grand Total

\$39,372.92

**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 and Conditions:

1. Price quotations are valid for 30 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 up to the 66 block (telco connector block).

\_\_\_\_\_  
Initials



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

# BUDGETARY PROPOSAL

Date: 09/25/2013

Quote #: 2296

Sales Rep: Lana Etherton

**Prepared For:** Valerie Ramey  
Salem Police Dept.  
36 E Calhoun Street  
Salem, VA 24153  
Phone: (540) 375-3078

**Ship To:** Valerie Ramey  
Salem Police Dept.  
36 E Calhoun Street  
Salem, VA 24153  
Phone: (540) 375-3078

---

## PRODUCTS

Item #	Description	Price
BUDGET-42CH		

### Prepaid Maintenance Options

Years 2 through 5 - 8x5	\$22,186.60
Years 2 through 5 - 24x7	\$27,733.25

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*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:

1. Budgetary proposals 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 up to the 66 block (telco connector block).

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

24 Hour Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Salem Police Department

CONTACT TITLE: Communications Supervisor

CONTACT FIRST NAME: Valerie

CONTACT LAST NAME: Ramey

ADDRESS 1: 36 E Calhoun Street

ADDRESS 2: 1T

CITY: Salem VA

ZIP CODE: 24153

CONTACT EMAIL: vramey@salemva.gov

CONTACT PHONE NUMBER: 540-375-3078

CONTACT MOBILE NUMBER: 540-588-9005

CONTACT FAX NUMBER: 540-375-4125

REGIONAL COORDINATOR: Buster Brown

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

Continuity and Consolidation       Enhancement

## TIER

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

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

VERSION: 48 channel NiceCall Focus III  
HARDWARE/SOFTWARE: Analog NCF3C -48

# YEARS of: 5

## PRIORITY/PROJECT FOCUS VOICE RECORDER

If "Other" selected, please specify: 1T

## FINANCIAL DATA

Amount Requested: \$ \$30,000.00

Total Project Cost: \$ \$30,000.00

## STATEMENT OF NEED

The recorder that we have now is analog and with a new telephone system, digital is will be required. We are currently running on XP and the system becomes Non-Vendor Supported. With the proposed revisions to GS-17, the general schedule for local law enforcement entities.

Dispatch (Communications) Recordings: Not Retained as Evidence

100740 Retain 60 Days after event Confidential Destruction

This series documents the radio communications between dispatch/central communications and officers in the field. This series includes audio recordings.



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:

1T

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

The grant will be maintained by the Salem Police Department and manufactures maintenance/warranty agreement.

## **COMPREHENSIVE PROJECT DESCRIPTION**

**The plan for the 24 hour recorder is:**

- **Reduce search time for calls**
- **Archive calls longer**
- **User friendly when bundling large scale calls including radio/telephone traffic**



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 24 hour recorder will record all telephone and radio traffic in the 9-1-1 communications center. The recorder will keep the integrity of calls to instantly play back telephone and radio traffic to field unit safety.

**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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	01/ 01/ 2015
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	XX / XX / XX
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	03/ 01 / 2015



<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>04 / 01 / 2015</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>04/ 15 / 2015</b>

Identify the longevity or sustainability of the project.

The longevity of a new recorder is approximately 3 to 4 years considering if upgradable.

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

This recorder will handle digital data which will meet the next gen requirements.

**REGIONAL INITIATIVE (if applicable)**

**N/A**



The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A

Resource sharing:

N/A



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

N/A

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

N/A

How should it be organized and staffed:

N/A



What services should it perform:

N/A

How should policies be made and changed:

N/A

How should it be funded:

N/A

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

N/A



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

The 24 hour recorder is replacing the NiceFocus which is out dated. We are currently running on XP and the system becomes Non-Vendor Supported. This will enhance recording information and play back of calls.

## EVALUATION

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

This recorder will be used in telephone and radio scenarios.



## 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

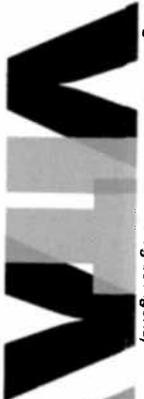
(Selected system or solution is configured and installed)

- 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"



# FY15 PSAP GRANT APPLICATION

**PROJECT TITLE**

CPE

**GRANT APPLICANT PROFILE/PROJECT CONTACT**

PSAP/HOST PSAP NAME: Scott County 911

CONTACT TITLE: Director

CONTACT FIRST NAME: Janice

CONTACT LAST NAME: Jennings

ADDRESS 1: 239 Nena Street

ADDRESS 2: P O Box 395

CITY: Gate City

ZIP CODE: 24251

CONTACT EMAIL: jjennings@scottcountyva.com

CONTACT PHONE NUMBER: 276-386-7220

CONTACT MOBILE NUMBER: 423-571-1942

CONTACT FAX NUMBER: 276-386-9098

REGIONAL COORDINATOR: Tim Addington

**HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES**


**GRANT TYPE**

- Individual PSAP
- Consolidation
- Regional Initiative
- Secondary Consolidation



**GRANT PROGRAM TYPE**

Continuity and Consolidation       Enhancement

**TIER**

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

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

VERSION: RescueStar      8 # YEARS of  
HARDWARE/SOFTWARE: Sentinel

**PRIORITY/PROJECT FOCUS**    CPE

If "Other" selected, please specify: [Click here to enter text](#)

**FINANCIAL DATA**

Amount Requested: \$ 150,000  
Total Project Cost: \$ 224,042.02

**STATEMENT OF NEED:** This money is requested for the need of a new Customer Premise Equipment for the 911 Emergency Communications Center. The current Cassidan RescueStar at the Dispatch Center has received the end of life notices (which I have included a copy) and will no longer be vendor supported. The consequence of not receiving the money would be detrimental to the emergency communications to the center.



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:

[Click here to enter text](#)

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

Budgetary Funds will be requested each year through our local county government board

### 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.

This request is for total replacement of the CPE equipment in the Emergency Communications Center. If the grant is awarded, the difference in the total cost would be requested in a yearly budget through our local resources.

Procurement would begin with the development of the RFP upon notice of the award.

RFP solicitation would occur in July through October 2014

**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.

<b>PROJECT PHASE</b>	<b>ESTIMATED COMPLETION DATE</b>
<input type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>08 / 15 / 2013</b>
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>07 / 15 / 2014</b>
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>10 / 31 / 2014</b>



<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>02 / 28 / 2015</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>04 / 30 / 2015</b>

Identify the longevity or sustainability of the project.

The product will be maintained through the requests of maintenance contract funds, which is approved by our local county government. Proper training of the Employees. Health checks performed on the system to make sure everything is operational.

---

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

This project aligns with the purpose of the plan, especially during times of rapid and changing technology advancement. It will continue to meet the continuing challenges of the 911 system.

**REGIONAL INITIATIVE (if applicable)**



**The relationship of the initiative to the participating PSAPs:**

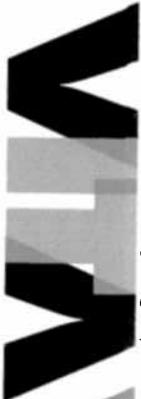
[Click here to enter text](#)

**Intended collaborative efforts:**

[Click here to enter text](#)

**Resource sharing:**

[Click here to enter text](#)



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

[Click here to enter text](#)

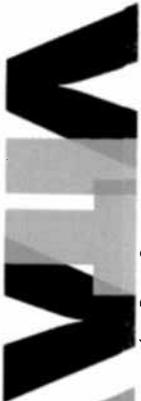
**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)



**What services should it perform:**

[Click here to enter text](#)

**How should policies be made and changed:**

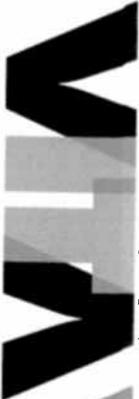
[Click here to enter text](#)

**How should it be funded:**

[Click here to enter text](#)

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

[Click here to enter text](#)



## BUDGET AND BUDGET NARRATIVE

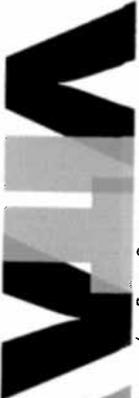
List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

I have a Vendor quote for the CPE equipment in hand, which I have included. Line item provided for ancillary equipment and services. I have also added 20% to the final quote on the equipment to allow for unseen expenses. I have also included a quote from Bruce Williams with Wireless Communications for the maintenance on the new system which totals \$28,835.40 per year. The total project expense is submitted in our cost.

## EVALUATION

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

Proper testing and evaluation of the equipment, including Wireline and Wireless trunks. Tally counts on Administration calls. Tally counts for calls of service.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

#### SAMPLE ACTIVITIES

PHASE	SAMPLE ACTIVITIES
<b>INITIATION</b> (Project approved by appropriate stakeholders)	<ul style="list-style-type: none"> <li>• Project concept is documented</li> <li>• Local Board or governing authority approval or endorsement is received</li> <li>• PSAP grant application is filed</li> <li>• Local budgets are obtained</li> <li>• Appropriated grant funds are approved</li> <li>• Budgetary estimates are obtained</li> </ul>
<b>DESIGN /PLANNING</b> (Project, system, or solution requirements are developed)	<ul style="list-style-type: none"> <li>• Requirements are documented</li> <li>• Components to be purchased are identified</li> <li>• General design is documented</li> </ul>
<b>ACQUISITION</b> (Selected system or solution is procured)	<ul style="list-style-type: none"> <li>• RFP (or other bid related processes) are drafted</li> <li>• Proposals are evaluated</li> <li>• Contract is signed</li> <li>• Purchase orders are issued</li> <li>• Quotes are obtained/grant funds draw down</li> </ul>
<b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<ul style="list-style-type: none"> <li>• Purchased components are delivered and installed</li> <li>• Training is performed</li> </ul>
<b>TESTING /COMPLETION</b> (Selected system or solution is tested and put in production)	<ul style="list-style-type: none"> <li>• Performance of system/solution is validated</li> <li>• System/solution goes "live"</li> </ul>

## **Janice "Tutti" Jennings**

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**From:** Bruce Williams <bwilliams@wirelessnc.com>  
**Sent:** Friday, August 16, 2013 8:36 AM  
**To:** 'Tutti Jennings'  
**Subject:** RE: Info

Good morning lady,

The 24x7 maintenance and hardware support will be \$10,925.40 per year based on the 911 system per the most recent quote. There is also ongoing cost for Cassidian services for Software support and Remote Monitoring. The Software support cost is \$7,635 per year and Remote Monitoring is \$10, 275. I will tell you that Cassidian discounts the software support if you purchase multiple years up front. So, if you buy 5 years of software support at the time of the original purchase it is discount approximately 20% over the year to year cost. Does that make sense?

Let me know if you have any questions. Have a good weekend!

**BRUCE WILLIAMS, ENP**  
**WIRELESS COMMUNICATIONS, INC.**  
**E9-1-1 ACCOUNT MANAGER**  
**OFC 336-510-8681**  
**CELL 336-324-3627**  
**FAX 888-412-6139**  
**WWW.WIRELESSNC.COM**

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**From:** Tutti Jennings [mailto:[jennings@scottcountyva.com](mailto:jennings@scottcountyva.com)]  
**Sent:** Tuesday, August 13, 2013 10:18 PM  
**To:** <[bwilliams@wirelessnc.com](mailto:bwilliams@wirelessnc.com)>  
**Subject:** Re: Info

Whenever you can give it to me I will try my best to see you on the 4th of Sept just remind me please

Thanks

 Tutti

On Aug 13, 2013, at 9:40 PM, "Bruce Williams" <[bwilliams@wirelessnc.com](mailto:bwilliams@wirelessnc.com)> wrote:

Hey Lady!  
I'll be glad to provide both things. How soon do you need it?

**BRUCE WILLIAMS, ENP**  
**WIRELESS COMMUNICATIONS, INC.**  
**E9-1-1 ACCOUNT MANAGER**  
**OFC 336-510-8681**  
**CELL 336-324-3627**



**February 22, 2013**

**Customer: Scott County**

**Quote: Patriot E9-1-1 Phone System**

QTY	DESCRIPTION	TOTAL
1	Sentinel Patriot VoIP E9-1-1 System	\$ 74,065.40
3	Sentinel 9-1-1 Workstations	
3	19" Touchscreen Monitors	
3	24 Key keypads	
1	Recommended Spare Parts	\$ 3,617.78
1	Aurora MIS System	\$ 23,285.29
1	Shipping	\$ 1,018.66
1	Turn Key Installation	\$ 29,510.72
4	Call Taker and Administrator Training	\$ 2,496.00
	<b>Options</b>	
1	CommandPost w/Docking Station & Monitor	\$ 14,492.28
1	24x7 Remote Monitoring and Diagnostics	\$ 13,215.56
	<b>Total:</b>	<b>\$ 161,701.68</b>
<small>(This is a turnkey quote for the E9-1-1 system including installation, training, warranty and software support for 1 year)</small>		

## Product Discontinuation Notice

Document ID: ECS100730

Title: Sentinel® ECS-1000™ ANI/ALI Controller (Single PSAP only) and Sentinel® RescueSTAR® – End of Sale / Support Plan

Effective Date: July 30, 2010

This Product Discontinuation Notice (PDN) announces a change in the product lifecycle for our ECS-1000 Single PSAP ANI/ALI Controllers and RescueSTAR customers for the following products:

- Sentinel® ECS-1000™ Controller
- Sentinel® RescueSTAR®
- Sentinel 9-1-1 for ECS-1000 / RescueSTAR
- Sentinel Instant Recall Recorder for ECS-1000 / RescueSTAR
- Sentinel Stats for Sentinel 9-1-1 / ECS-1000 / RescueSTAR
- Sentinel Activity Tracker for Sentinel 9-1-1 / ECS-1000 / RescueSTAR
- Sentinel ECS-1000 / RescueSTAR CommandPOST
- Sentinel Enhanced ALL for Sentinel 9-1-1 / ECS-1000 / RescueSTAR
- SMART for Sentinel 9-1-1 / ECS-1000 / RescueSTAR
- Sentinel 9-1-1 Pro for Sentinel 9-1-1 / ECS-1000 / RescueSTAR Nortel PBX Integration

Information on quoting, last time buy dates, support plans, and migration options are included below.

Please be advised that this notice is not for the customers of the ECS-1000 Multi-PSAP, Selective Router, Hybrid systems, their Sentinel 9-1-1 workstations or the Sentinel ECS-1000 SS7 Gateway. There is no End of Sale / End of Support or End of Life notice for those customers at this time. Customers of these products are asked to review PCN# ECSSR100730 for details regarding ongoing sales and support information.

### Future Sales & Support Plans

This PDN outlines sales and support information, and a listing of the effected part numbers for each of the above referenced legacy systems. In addition to milestone dates, PlantCML is please to provide migration options for each product.

**Summary of Milestone Dates for Each Product:**

Milestone	Description	ECS-1000 ANI/ALI Controller (Single PSAP)	RescueSTAR	Optional Applications
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End of Sale

End of New System Sale	The final date on which a new system will be available for sale.	July 30, 2010	July 30, 2010	N/A
End of Expansion Quote	The final date to obtain quotes for spares and/or add-ons.	Jan. 28, 2011	Jan. 28, 2011	Jan. 28, 2011
End of Expansion Sale	The final date on which spares and/ or add-ons will be available for sale.	May 27, 2011	May 27, 2011	May 27, 2011

End of Support

End of Support Contract Renewal	The last date to extend or renew a support contract for the product. The extension or renewal period cannot extend beyond the last date of support delivery.	Jan. 25, 2015	Jan. 25, 2015	Jan. 25, 2015
End of Support Delivery	The last date to receive support for the product. PlantCML will provide best effort attempt to resolve any issues beyond the given date.	Jan. 25, 2016	Jan. 25, 2016	Jan. 25, 2016

**Sentinel ECS-1000 Controller Support Plan**

The information below outlines the schedule and details of the sales and support plan.

**END OF NEW SYSTEM SALES DATE:**

**PlantCML will no longer accept orders for new Sentinel ECS-1000 Controller systems effective July 30, 2010**, 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 **Sentinel ECS-1000 Controller** systems. Quotes for spare parts and/or add-ons will be produced until January 28, 2011.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 180 days from date of issue of the quote.
- **Existing orders:** All existing orders will be honored as is.

## SUPPORT FOR EMBEDDED BASE:

PlantCML will continue to support our embedded customers through:

- **Existing Sentinel ECS-1000 Controller system expansion:** Customers desiring to expand their existing Sentinel ECS-1000 Controller system to address growth / capacity needs may purchase through May 27, 2011 or through the date identified in the customer's contract, if such date is later than May 27, 2011.
- **Spare parts available** for purchase through May 27, 2011, based on product availability.
- **Technical Support:** Phone support will be available to those sites that have a current software support agreement or current support agreements. Those sites that do not have a current software support agreement will be referred to PlantCML's Service Contract Administrators to facilitate the activation of support.
- **Support Renewal:** Support renewal may only be purchased in one year increments until the last buy date of January 25, 2015. No monthly support renewals will be offered. Please note that although software updates are available, any hardware or software that is required to support the upgrade will be at the customer's expense.
- **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.

## DISCONTINUED PART NUMBERS:

The following multi-year support part numbers have been discontinued effective immediately. Please remove these part numbers from all product catalogs.

80-2YRFIRMECS-AA	SPT FIRMWARE 2 YR ECS
80-3YRFIRMECS-AA	SPT FIRMWARE 3 YR ECS
80-4YRFIRMECS-AA	SPT FIRMWARE 4 YR ECS
80-5YRFIRMECS-AA	SPT FIRMWARE 5 YR ECS
80-HWLG2-AA	HARDWARE SUP LG 2 YR
80-HWLG3-AA	HARDWARE SUP LG 3 YR
80-HWLG4-AA	HARDWARE SUP LG 4 YR
80-HWLG5-AA	HARDWARE SUP LG 5 YR
80-HWMD2-AA	HARDWARE SUP MED 2 YR
80-HWMD3-AA	HARDWARE SUP MED 3 YR
80-HWMD4-AA	HARDWARE SUP MED 4 YR
80-HWMD5-AA	HARDWARE SUP MED 5 YR
80-SEN52-AA	SENTINEL 5.X SPT 2 YR
80-SEN53-AA	SENTINEL 5.X SPT 3 YR
80-SEN54-AA	SENTINEL 5.X SPT 4 YR
80-SEN55-AA	SENTINEL 5.X SPT 5 YR
80-SEN52-AB	SENTINEL 5.X 2 YR NPCML
80-SEN53-AB	SENTINEL 5.X 3 YR NPCML
80-SEN54-AB	SENTINEL 5.X 4 YR NPCML
80-SEN55-AB	SENTINEL 5.X 5 YR NPCML

**ORDERING INFORMATION:**

The following support part numbers will be available for ordering to support existing customers through January 25, 2015 or through the expiration date of the customer's contract whichever is later.

**ECS-1000 Firmware Support**

80-1YRFRMECS-AA	SPT FIRMWARE 1 YR ECS
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**ECS-1000 Hardware Support**

80-HWLG1-AA	HARDWARE SUP LG 1 YR
80-HWMD1-AA	HARDWARE SUP MED 1 YR

**Sentinel Software & Support**

80-SEN51-AA	SENTINEL 5.X SPT 1 YR
80-SEN51-AB	SENTINEL 5.X 1 YR NPCML

The following part numbers will be available for ordering to support existing customers while component supplies last, at minimum through January 28, 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.

<b>ECS-1000 Software</b>	<b>Upgrades-System</b>
70-B40UP-CB	B:4.0 ECS Upg 3APs B3
70-B40UP-AA	B:4.0 ECS Upg 2APs MC&B3
70-B40UP-AB	B:4.0 ECS Upg 3APs MC&B3
70-B40UP-BA	B:4.0 ECS Upg 2APs MC
70-B40UP-BB	B:4.0 ECS Upg 3APs MC
71-50UPG-AA	5.0 Upgrade
71-50UPGNC-AA	5.0 UPGRADE NC
71-R581UP-AA	R5.8.1 UPGRADE PACK
71-R581UP-BA	R5.8.1 UPG PACK T&M
71-R581HF1-AA	REL 5.8.1 HF1 UPGRADE
71-R581HF2-AA	RELEASE 5.8.1 HF2 UPG
71-R59FU-AA	5.9F UPGRADE PACKAGE
71-591HF1-AA	5.9.1 HF1 UPG KIT
71-R591U-AA	RELEASE 5.9.1 UPG PACK
71-R510UPG-AA	REL 5.10 UPG V581
71-R510UPG-AB	REL 5.10 UPG V591
71-R510UPG-BA	REL 5.10 UPG V581 T&M
71-R510UPG-BB	REL 5.10 UPG V591 T&M
71-R511UPG-AA	ECS/RSTAR REL 5.11 UPG
71-ADDCONF-AA	ECS SYS CONFIG FEE.ADDS

**ECS-1000 Shelves**

70-30721-AA	ECS-1000 CE Shelf- Master
70-30722-AA	ECS-1000 CE Sf- Sive Dig
70-30723-AA	ECS-1000 CE Sf- Sive Anal
70-20177-AA	REPLACE 84IN CAB W/ 48IN
70-20178-AA	ECS-1000 Cabinet (84 in)
70-30478-ED	Add a 5th CE Shelf DC to
70-30723-AB	ADD 5TH CE SHELF DC
71-SYSCONF-AA	ECS SYS CONFIG FEE/SHELF

<b>ECS-1000 Modules</b>	<b>Power</b>	<b>Shelves/</b>
71-20580-AA	AC/DC Pwr Supply Module	
71-20581-AA	DC/DC +5V Pwr Supply Modu	
71-20582-AA	DC/DC +/- 12V Pwr Supply	
70-30705-UB	Dual DC Upg 2 SH System	
70-30705-UC	Dual DC Upg 3 SH System	
70-30705-UD	Dual DC Upg 4+ System	
71-TSNHR-BA	Technical Services	
70-CB2AC-AA	ECS-1000 2 Shelf AC Power	
70-CB2DC-AA	ECS-1000 2 Shelf DC Power	
70-CB3AC-AA	ECS-1000 3 Shelf AC Power	
70-CB3DC-AA	ECS-1000 3 Shelf DC PW	
70-CB4AC-AA	ECS-1000 4 Shelves AC Pwr	
70-CB4DC-AA	ECS-1000 4 Shelves DC Pwr	
70-CB5AC-AA	ECS-1000 5 Shelves AC Pwr	
70-CB5DC-AA	ECS-1000 5 Shelves DC Pwr	
70-CB6AC-AA	ECS-1000 6 Shelves AC Pwr	
70-CB6DC-AA	ECS-1000 6 Shelves DC Pwr	

**ECS-1000 System Modules**

71-30679-AA	AP Gen 3 Module
71-30679-AB	AP Gen 3 Module 5.X
71-30596-AA	BIU Module - 3.X
71-30596-AB	BIU Module - 5.X
71-30212-AA	Data Interface Mod 3.X
71-30212-AB	Data Interface Mod 4.X
71-30212-AC	Data Interface Mod 5.X
70-30528-AA	DCM Gen 3 Module 3.X
70-30528-AB	DCM Gen 3 Module 5.X
70-30615-AA	DCM G3 Mod//ISDN PRI 4.X
70-30615-AB	DCM G3 Mod//ISDN PRI 5.X
70-30382-AA	DCM G3 Module/caller ID
70-30382-AB	DCM G3 Module/caller ID
70-30615-BB	DCM-PRI Daughter Board
70-30382-BA	DCM-DSP Daughter Board

71-30613-AA	ISDN BRI S/T Module
71-30614-AA	ISDN BRI U Module 3.X
71-30614-AB	ISDN BRI U Module 5.X
70-30649-AA	L/T G2 Module (6 x 2)
71-30648-AA	L/T G2 Module (4x4)
71-30538-AA	MIXER 2K
71-30262-AA	Mixer 1024 Module
71-30302-AA	MF/DTMF Module
71-30197-AA	TDD Module
71-30325-AA	CE Fan Unit (48V)
71-30465-AA	Digital Power Monitor Mod
71-30455-AA	Internal 1.2 Kbps Modem
71-30690-AA	Internal Fax/Modem
71-30193-AA	Ring-Generator Module
71-23388-AA	Service Processor Module
71-25258-AA	Voltage Test Card

**ECS-1000 Cables**

70-30478-CA	Add a 3rd CE Shelf CA to
70-30478-CD	Add a 3rd CE Shelf DC to
70-30478-DA	Add a 4th CE Shelf AC to
70-30478-DD	Add a 4th CE Shelf DC to
70-30478-EA	Add a 5th CE Shelf AC to
70-30478-ED	Add a 5th CE Shelf DC to
70-20411-AA	Bix Cable T#1A (130 in)
70-20412-AA	Bix Cable T#1B (130 in)
70-20413-AA	Bix Cable T#2A (130 in)
70-20414-AA	Bix Cable T#2B (130 in)
70-20415-AA	Bix Cable T#3A (130 in)
70-20417-AA	Bix Cable T#4A (130 in)
70-20418-AA	Bix Cable T#4B (130 in)
70-30594-AA	Bix to R-A Champ Cb T#A
70-BBHW1-AA	BIX Block Frame Kit
70-BBHW2-AA	BIX Block Mounting Bar Kit
70-CON01-AA	Connector/Hood Bundle
70-30363-CA	DCM ExpKit 3rdShelf AC
70-30363-CD	DCM ExpKit 3rdShelf DC
70-30363-DA	DCM ExpKit 4th Shelf AC
70-30363-DD	DCM ExpKit 4th Shelf DC

**ECS-1000 - Reader Board**

**Equipment**

71-24232-AA	SPECTRUM 3617C WALLBOARD
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**ECS-1000 PSAP Features**

70-43450-AA	Increase Trunk Cap to 450
70-LAACD-AA	Look Ahead ACD ECS-1000
70-MKBSY-AA	Make Busy for ECS-1000
70-OGTTC-AA	Add. OGT tables (100/Tbl)
70-AAAL01-AA	Administrative ACD List
71-EMF01-AA	Enhanced MF signaling
71-EMF20-AA	EMF Signaling - 20 Trunks
71-EMF30-AA	EMF Signaling 30 Trunks
70-DD096-AA	96 DADONS
70-PW128-AA	128 Call-Taker Passwords
70-PW256-AA	256 Call-Taker Passwords
70-PW512-AA	512 Call-Taker Passwords
70-VD256-AA	256 VADONS
70-VD480-AA	480 VADONS
70-CC128-AA	128 S.-Wde Spd for CO Tra

**Sentinel Software & Support**

71-B40UP-AA	B:4.0 Sentinel Upg MC&B3
71-B40UP-BA	B:4.0 Sentinel Upg MC
71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-S50UP-AB	SENTINEL 5.0 UPG N CHR
71-R511U-AA	SENT R5.1.1 URGRADE PACK
71-R511U-BA	SENT R5.1.1 UPG PACK T&M
71-R52UPG-AA	SEN REL 5.2 UPG
71-R52UPG-BA	SEN REL 5.2 UPG T&M
71-31782-AC	SENTINEL 9-1-1 5.X SW

**ECS Workstation Equipment**

71-NSD44ACBL-AA	CBL DELTA44 NORSTAR
71-30597-AB	New Style HLIM Module
71-30597-BB	HLIM w/ CML I/O
71-30597-CA	HLIM w/CML I/O & Int Mod
71-30597-CB	HLIM w/CML I/O & Mod 5.X

## Sentinel RescueSTAR Support Plan

The information below outlines the schedule and details of the sales and support plan.

### **END OF NEW SYSTEM SALES DATE:**

**PlantCML will no longer accept orders for new RescueSTAR systems effective July 30, 2010**, 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 **RescueSTAR** systems. Quotes for spare parts and/or add-ons will be produced until January 28, 2011.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 180 days from date of issue of the quote.
- **Existing orders:** All existing orders will be honored as is.

### **SUPPORT FOR EMBEDDED BASE:**

PlantCML will continue to support our embedded customers through:

- **Existing RescueSTAR system expansion:** Customers desiring to expand their existing RescueSTAR system to address growth / capacity needs may purchase through May 27, 2011 or through the date identified in the customer's contract, if such date is later than May 27, 2011.
- **Spare parts available** for purchase through May 27, 2011, based on product availability.
- **Technical Support:** Phone support will be available to those sites that have a current software support agreement or current support agreements. Those sites that do not have a current software support agreement will be referred to PlantCML's Service Contract Administrators to facilitate the activation of support.
- **Support Renewal:** Support renewal may only be purchased in one year increments until the last buy date of January 25, 2015. No monthly support renewals will be offered. Please note that although software updates are available, any hardware or software that is required to support the upgrade will be at the customer's expense.
- **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.

### **DISCONTINUED PART NUMBERS:**

The following multi-year support part numbers have been discontinued effective immediately. Please remove these part numbers from all product catalogs.

80-2YRFIRMRS-AA	SPT FIRMWARE 2 YR RSTAR
80-3YRFIRMRS-AA	SPT FIRMWARE 3 YR RSTAR
80-4YRFIRMRS-AA	SPT FIRMWARE 4 YR RSTAR
80-5YRFIRMRS-AA	SPT FIRMWARE 5 YR RSTAR
80-HWSM2-AA	HARDWARE SUP SMALL 2 YR

80-HWSM3-AA	HARDWARE SUP SMALL 3 YR
80-HWSM4-AA	HARDWARE SUP SMALL 4 YR
80-HWSM5-AA	HARDWARE SUP SMALL 5 YR
80-HWMD2-AA	HARDWARE SUP MED 2 YR
80-HWMD3-AA	HARDWARE SUP MED 3 YR
80-HWMD4-AA	HARDWARE SUP MED 4 YR
80-HWMD5-AA	HARDWARE SUP MED 5 YR
80-SENS2-AA	SENTINEL 5.X SPT 2 YR
80-SENS3-AA	SENTINEL 5.X SPT 3 YR
80-SENS4-AA	SENTINEL 5.X SPT 4 YR
80-SENS5-AA	SENTINEL 5.X SPT 5 YR
80-SENS2-AB	SENTINEL 5.X 2 YR NPCML
80-SENS3-AB	SENTINEL 5.X 3 YR NPCML
80-SENS4-AB	SENTINEL 5.X 4 YR NPCML
80-SENS5-AB	SENTINEL 5.X 5 YR NPCML

**ORDERING INFORMATION:**

The following support part numbers will be available for ordering to support existing customers through January 25, 2015 or through the expiration date of the customer's contract whichever is later.

**RescueSTAR Firmware Support**

80-1YRFIRMRS-AA	SPT FIRMWARE 1 YR RSTAR
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**RescueSTAR Hardware Support**

80-HWSM1-AA	HARDWARE SUP SMALL 1 YR
80-HWMD1-AA	HARDWARE SUP MED 1 YR

**Sentinel Software & Support**

80-SEN51-AA	SENTINEL 5.X SPT 1 YR
80-SEN51-AB	SENTINEL 5.X 1 YR NPCML

The following part numbers will be available for ordering to support existing customers while component supplies last, at minimum through January 28, 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

**RescueSTAR Upgrades -System Software**

74-B40UP-AA	B:4.0 RS Upg 2APs MC&B3
74-B40UP-BA	B:4.0 RSUpg 2APs MC
74-B40UP-AB	B:4.0 RS Upg 3APs MC&B3
74-B40UP-BB	B:4.0 RS Upg 3APs MC
74-RS50U-AA	RescueStar 5.0 Upg/No
74-RS50USS-AA	RescueStar 5.0 Upg/Stats

74-R550U-AB	RSTAR 5.0 UP N CHR9
74-R550USS-AB	RECUSTAR 5.0 U/STATS NC
71-R581UP-AA	R5.8.1 UPGRADE PACK
71-R581UP-BA	R5.8.1 UPG PACK T&M
71-R510UPG-AA	REL 5.10 UPG V581
71-R510UPG-AB	REL 5.10 UPG V591
71-R510UPG-BA	REL 5.10 UPG V581 T&M
71-R510UPG-BB	REL 5.10 UPG V591 T&M
71-R511UPG-AA	ECS/RSTAR REL 5.11 UPG

**RescueSTAR Shelves**

74-SH2AC-AC	RescueStar Dble Shelf-AC
74-SH2AC-BC	RescueStar Dble Sh-AC 3
74-SH2AC-CC	RescueStar Dble Sh-AC 3
70-CON01-AA	Connector/Hood Bundle
74-SH1AC-AC	RescueStar - Sgle Shelf-AC
74-SH1AC-BC	RescueStar Sgle Shf w/3
74-SH1AC-CC	RescueStar Sgle Sh w/3dt
70-CON01-AA	Connector/Hood Bundle
74-30568-AA	Add 2nd CE Shelf to RSTAR

**RescueSTAR - System Modules**

71-30212-AA	Data Interface Mod 3.X
71-30212-AB	Data Interface Mod 4.X
71-30212-AC	Data Interface Mod 5.X
71-30648-AA	L/T G2 Module (4x4)
70-30649-AA	L/T G2 Module (6 x 2)
71-30596-AA	BIU Module - 3.X
71-30596-AB	BIU Module - 5.X
74-30864-AA	BIU-LT Module-Special ASS
71-30302-AA	MF/DTMF Module
71-30197-AA	TDD Module
71-30679-AA	AP Gen 3 Module
71-30679-AB	AP Gen 3 Module 5.X
71-30690-AA	Internal Fax/Modem

**RescueStar - Reader Board Equipment**

71-24232-AA	SPECTRUM 3617C WALLBOARD
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**RescueStar - Time Sync Equipment**

04000-08177	DISPLAY CLOCK 4IN LED
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**PSAP Features**

71-EMF01-AA	Enhanced MF signaling
71-EMF20-AA	EMF Signaling - 20 Trunks
71-EMF30-AA	EMF Signaling 30 Trunks
70-AAAL01-AA	Administrative ACD List
70-DD096-AA	96 DADONS
70-PW128-AA	128 Call-Taker Passwords
70-PW256-AA	256 Call-Taker Passwords
70-PW512-AA	512 Call-Taker Passwords
70-VD256-AA	256 VADONS
70-VD480-AA	480 VADONS

**Sentinel Software & Support**

71-B40UP-AA	B:4.0 Sentinel Upg MC&B3
71-B40UP-BA	B:4.0 Sentinel Upg MC
71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-R511U-AA	SENT R5.1.1 URGRADE PACK
71-R511U-BA	SENT R5.1.1 UPG PACK T&M
71-R52UPG-AA	SEN REL 5.2 UPG
71-R52UPG-BA	SEN REL 5.2 UPG T&M
71-31782-AC	SENTINEL 9-1-1 5.X SW

**Sentinel Workstations      RescueSTAR**

71-30597-CA	HILIM w/CML I/O & Int Mod
71-30597-CB	HILIM w/CML I/O & Mod 5.X
71-30597-BB	HILIM w/ CML I/O
71-GENERICONF-AA	GENERIC WORKSTATION FEE
71-GENERICONF-AB	GENERIC WRKSTN FEE NPCML

**Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications Sales & Support Plan**

PlantCML announces the end of life for the following Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications:

- Sentinel Instant Recall Recorder
- Sentinel Stats
- Sentinel Activity Tracker
- Sentinel ECS-1000/RescueSTAR CommandPOST
- Sentinel Enhanced ALI
- SMART
- Sentinel 9-1-1 PRO
- Training
- Documentation

The information below outlines the schedule and details of the sales and support plan.

**END OF NEW SYSTEM SALES DATE:**

**PlantCML will no longer accept orders for new Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications effective January 28, 2011**, 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:** Quotes for new **Sentinel ECS-1000 and Sentinel RescueSTAR Optional Applications** will be produced until January 28, 2011.
- **Existing quotes:** PlantCML will honor outstanding orders based on original quote date for 180 days from date of issue of the quote.
- **Existing orders:** All existing orders will be honored as is.

**SUPPORT FOR EMBEDDED BASE:**

PlantCML will continue to support our embedded customers through:

- **Existing Sentinel ECS-1000 Controller and Sentinel RescueSTAR system expansion:** Customers desiring to expand their existing Sentinel ECS-1000 Controller and Sentinel RescueSTAR system to address growth / capacity needs may purchase optional applications through May 27, 2011 or through the date identified in the customer's contract, if such date is later than May 27, 2011.
- **Spare parts available** for purchase through May 27, 2011, based on product availability.
- **Technical Support:** Phone support will be available to those sites that have a current software support agreement or current support agreements. Those sites that do not have a current software support agreement will be referred to PlantCML's Service Contract Administrators to facilitate the activation of support.
- **Support Renewal:** Support renewal may only be purchased in one year increments until the last buy date of January 25, 2015. No monthly support renewals will be offered. Please note that although software updates are available, any hardware or software that is required to support the upgrade will be at the customer's expense.

- **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.

**DISCONTINUED PART NUMBERS:**

The following multi-year support part numbers have been discontinued effective immediately. Please remove these part numbers from all product catalogs.

80-SIRR2-AA	SENTINEL IRR SPT 2 YR
80-SIRR3-AA	SENTINEL IRR SPT 3 YR
80-SIRR4-AA	SENTINEL IRR SPT 4 YR
80-SIRR5-AA	SENTINEL IRR SPT 5 YR
80-SIRR2-AB	SENTINEL IRR 2 YR NPCML
80-SIRR3-AB	SENTINEL IRR 3 YR NPCML
80-SIRR4-AB	SENTINEL IRR 4 YR NPCML
80-SIRR5-AB	SENTINEL IRR 5 YR NPCML
80-SSDC2-AA	STATS SPT DATAC 2YR
80-SSDC3-AA	STATS SPT DATAC 3YR
80-SSDC4-AA	STATS SPT DATAC 4YR
80-SSDC5-AA	STATS SPT DATAC 5YR
80-SSDC2-AB	STATS DATAC 2YR NPCML
80-SSDC3-AB	STATS DATAC 3YR NPCML
80-SSDC4-AB	STATS DATAC 4YR NPCML
80-SSDC5-AB	STATS DATAC 5YR NPCML
80-SAT02-AA	AT 2.X SPT 2 YR
80-SAT03-AA	AT 2.X SPT 3 YR
80-SAT04-AA	AT 2.X SPT 4 YR
80-SAT05-AA	AT 2.X SPT 5 YR
80-SAT02-AB	AT 2.X SPT 2 YR NPCML
80-SAT03-AB	AT 2.X SPT 3 YR NPCML
80-SAT04-AB	AT 2.X SPT 4 YR NPCML
80-SAT05-AB	AT 2.X SPT 5 YR NPCML
80-SPRO2-AA	SENTINEL PRO SPT 2 YR
80-SPRO3-AA	SENTINEL PRO SPT 3 YR
80-SPRO4-AA	SENTINEL PRO SPT 4 YR
80-SPRO5-AA	SENTINEL PRO SPT 5 YR
80-SPRO2-AB	SENTINEL PRO 2 YR NPCML
80-SPRO3-AB	SENTINEL PRO 3 YR NPCML
80-SPRO4-AB	SENTINEL PRO 4 YR NPCML
80-SPRO5-AB	SENTINEL PRO 5 YR NPCML

**ORDERING INFORMATION:**

The following support part numbers will be available for ordering to support existing customers through January 25, 2015 or through the expiration date of the customer's contract whichever is later.

**Sentinel Instant Recall Recorder**

80-SIRR1-AA	SENTINEL IRR SPT 1 YR
80-SIRR1-AB	SENTINEL IRR 1 YR NPCML

**Sentinel STATS Support**

80-SSDC1-AA	STATS SPT DATAC 1YR
80-SSDC1-AB	STATS DATAC 1YR NPCML

**Sentinel Activity Tracker Support**

80-SAT01-AA	AT 2.X SPT 1 YR
80-SAT01-AB	AT 2.X SPT 1 YR NPCML

**Sentinel 9-1-1 PRO Support**

80-SPRO1-AA	SENTINEL PRO SPT 1 YR
80-SPRO1-AB	SENTINEL PRO 1 YR NPCML

The following part numbers will be available for ordering to support existing customers while supplies last, at minimum through January 28, 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.

**Sentinel Instant Recall Recorder**

71-31646-MC	IRR MAINT REL NO CHRГ
71-31646-AB	Sentinel IRR 11.0
71-30631-AA	IRR Cb HLIM RJ11/3.5mm
71-31646-MB	IRR Maibnt. Rel. 11.01
3210772-7-SR1	SENTINEL IRR KIT
71-HASPR-AU	SENTINEL HASP REP - USB

**Sentinel STATS**

71-31963-DC	Stats 3.0 Upgrd.
71-31963-EC	Stat3.0 Upgrade Data Coil
70-31963-EC	SENTINEL STATS 3.3 UGD LI
71-SS331-AB	SENTINEL STATS 3.3.1 UPG
71-SS341U-AA	STATS 3.4.1 UPGD PACK
71-SS342U-AA	STATS 3.4.2 UPGRADE PKG
71-SS344U-AA	SENTINEL STATS 3.4.4 UPG
71-31963-AC	Stats PSAP GTWY
70-31963-BC	Sentinel Stats 3.0 Netw.
71-31963-BC	SENT STATS 3.X DATA COIL

80-RSAC1-AA	STATS ADD PSAP GTWAY
80-SSADD-CG	SS: STATS PSAP GATEWAY
80-SSADD-CH	SS: STATS PSAP ADD DATAC
70-31963-CC	SENTINE STATS 3.3 EACH AD
70-31963-DC	SENTINEL STATS 3.3 UGLIC
70-31963-FC	SENTINEL STATS 3.3 EACH A
71-31963-CC	Add.Report Generator-PSAP
80-SSADD-CI	STATS PSAP ADD REP GEN

**Sentinel Activity Tracker**

71-31998-AB	SENTINEL ACTIVITY TRCKR 2.X
70-31998-AB	SENTINEL Acty Tracker - N
70-31998-NC	SEN ACTIVITY TRACKER N/NC

**SMART**

71-501XP-AA	5.01 Upgrade kit-Smart XP
71-50DXP-AA	5.0d SMART XP Upgrade Kit
71-500EP-AA	5.0e SMART Upgrade Kit
71-50EXP-AA	5.0e SMART XP Upgrade Kit
70-31528-AA	SMART Maintenance Sfw
70-31528-AB	SMART Maintenance Sfw
70-31528-AC	SMART Software-Maint Lev
70-31528-BA	SMART Swt Maint & MIS
70-31528-BB	SMART Swt Maint & MIS
70-31528-BC	SMART Sof.-Maint & MIS L
70-31528-CB	SMART Swt Maint & Reconf
70-31528-CC	SMART Sof.-Maint & Reco
70-31528-DB	SMART Swt Maint/Rctfg/MIS
70-31528-DC	SMART Swf Maint MIS& Rec
70-41083-AA	SMART XP Maintenance Sfw
70-41083-BA	SMART XP Maint & MIS
70-41083-CA	SMART XP Maint & Reconf
70-41083-DA	SMART XP Maint MIS & Rec

**Sentinel 9-1-1 PRO**

71-31782-DC	SENT Pro 5.0 Add-On Sw
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**Sentinel Enhanced ALI**

72-SEALI23U-AA	SEALI 2.0.0 UPGRADE KIT
72-SEALI22U-BA	SEALI 2.2.0 UPGRADE KIT
71-S23HF1-AA	SEALI 2.3 HF1 UPG
72-SEALI2-BA	SEALI 2.0- UNLIMITED POSI
2215180-1	SEALI 2.2 PRN. ALBE.
72-SEALI21-BA	SEALI Enhanc ALI 2.1- New
72-SEALI-BB	Sentinel Enhanced ALI 2.1
71-SEALISP1-AA	SEALI 2.3 SP1 UPG KIT

**Replacement HASP Keys**

71-HASPR-AP	SENTINEL HASP REP - PAR
71-HASPR-AU	SENTINEL HASP REP - USB
71-HASPR-PA	SENTINEL HASP REP PAR NC
71-HASPR-UA	SENTINEL HASP REP - U NC

**Sentinel ECS / RescueSTAR CommandPOST**

71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-S50UP-AA	Sentinel 9-1-1 5 Upgrade
71-R511U-AA	SENT R5.1.1 URGRADE PACK
71-R511U-BA	SENT R5.1.1 UPG PACK T&M
71-R52UPG-AA	SEN REL 5.2 UPG
71-R52UPG-BA	SEN REL 5.2 UPG T&M
71-SCP01-AB	Sentinel CommandPOST 4.0
71-SCP01-AC	Sentinel CommandPOST 5.0
71-SCPHW-AC	SENTINEL CPOST HARDWARE
2213362-2-SR1	HEADSET TELEPHONE
71-30691-AA	ECS/RS EXTERNAL MODEM KIT

**Support**

To place orders, please email [insidesales@plantcml-leads.com](mailto:insidesales@plantcml-leads.com) or call Order Management at 800.491.1734 (International: 951.719.2895). Allow 8-10 weeks for delivery after receipt of order (ARO).

Technicians needing assistance or information regarding this PDN may contact PlantCML's Technical Support Team. Please note that the combined product line support number for the Gattineau and Temecula facilities is 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-leads.com](mailto:tsupport@plantcml-leads.com). Emails received will be responded to within 24 hours.

For more information on how your EOC should transition seamlessly from these products to one of our NextGen call processing solutions, contact your local service provider or your PlantCML Regional Account Manager. If you are unsure of who to contact, feel free to reach out to your Area Sales Manager, listed below:

West Region (CA, OR, WA, NV, AZ, UT, ID, AK, HI)

Sara Boulger  
714.974.6182  
[sboulger@plantcml-leads.com](mailto:sboulger@plantcml-leads.com)

Central Region (MT, WY, CO, NM, TX, OK AR)

Becky Stewart  
951.544.6061  
[bstewart@plantcml-leads.com](mailto:bstewart@plantcml-leads.com)

Midwest Region (ND, SD, NE, KS, MN, IA, MO, WI, IL, IN, MI, OH)

Bill Quinlan  
951.972.9768  
[bquinlan@plantcml-leads.com](mailto:bquinlan@plantcml-leads.com)

Southeast Region (LA, MS, AL, TN, KY, NC, SC, GA, FL)

Karen Fink  
951.553.5114  
[kfink@plantcml-leads.com](mailto:kfink@plantcml-leads.com)

Northeast Region (ME, NH, VT, MA, NY, PA, WV, VA, MD, DE, NJ, NY, CT)  
Leon Malinoski  
610.349.6465  
lmalinoski@plantcml-leads.com

PlantCML's Field Engineering Services are available on a time-and-material basis for those desiring on-site engineering support for this update.

### **Closing**

Your immediate attention to this matter is greatly appreciated. If you have any questions or we may be of any further assistance, please feel free to contact us at 951.719.2100 or [productlinemanagement@plantcml-leads.com](mailto:productlinemanagement@plantcml-leads.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**

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

24 Hour Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Shenandoah County ECC

CONTACT TITLE: CAD Administrator

CONTACT FIRST NAME: Brandi

CONTACT LAST NAME: Hall

ADDRESS 1: 600 North Main Street

ADDRESS 2: Suite 109

CITY: Woodstock

ZIP CODE: Virginia

CONTACT EMAIL: bhall@shenandoahcountyva.us

CONTACT PHONE NUMBER: 540-459-6175

CONTACT MOBILE NUMBER: 540-481-0433

CONTACT FAX NUMBER: 540-459-6200

REGIONAL COORDINATOR: Amy Ozeki

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### 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: 24ch Dictaphone Freedom # YEARS of: 9  
HARDWARE/SOFTWARE: Dictaphone Freedom Freepak version 2.12

---

**PRIORITY/PROJECT FOCUS VOICE RECORDER**

**If "Other" selected, please specify:** [Click here to enter text](#)

**FINANCIAL DATA**

Amount Requested: \$ 45,818.32  
Total Project Cost: \$ 45,818.32



## 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 recorder that we have now is not supported by the manufacturer, is analog and with a new telephone system, will not have the digital capabilities for full compatibility and NG911 migration.

Replacing the non-supported logging recorder with a NG9-1-1 capable recorder is vitally important to the operational services of Shenandoah County. The funding is essential to preserving viable recordings and moving forward to the next generation platform. Without funding Shenandoah County risks losing important telephone and radio audio used to assist dispatchers, officers, and prosecutors. This grant will enable us to enhance our level of communication with the public and support training initiatives.

In April of 2006 Shenandoah County's current recorder, the Dictaphone Freedom, was announced for sunset. As of December 1, 2010 the manufacturer ceased to provide support for the Dictaphone Freedom. We feel that upgrading our recorder would be in our best interest for several reasons. As we move forward with the Virginia NG9-1-1 State Plan we will be making upgrades in software, hardware, phones, radios and other equipment that our outdated logger will no longer be able to handle. The new loggers are able to straddle the line between old and new, allowing compatibility with multiple forms of audio from analog to VoIP, all in one solution. The NICE Recording eXpress with Inform Essential, in particular, allows for the recorder to grow as Shenandoah County grows. As a leader in the industry NICE has demonstrated i3 compliant logging at industry collaboration events and continues to evolve its i3 compliant logging product as future revisions of the specification are approved.

We can take advantage of newer technology to save time. As the number of records requests increase more time and assets will have to be allocated to fulfilling those requests. By utilizing the simple search features, advanced filters, recent call replay, monitor, and verify features we can spend less time searching for pertinent records and more time serving the community. The newer technology also allows us to better monitor and train dispatchers. If we are empowered to train our staff to the highest degree possible, our staff will be able to effectively do their jobs in a more efficient manner. In the end that would mean less staff turnover, less money spent on training and hiring, and a better quality of service.

Shenandoah County's 911 service will greatly benefit with a new recorder. Instead of sinking money into an outdated a product, we can take advantage of newer technology. The new technology will bring us in line with The Virginia NG9-1-1 State Plan, it will save us time, money and improve the quality of our service. The proposed recorder will grow with us rather than holding us back and keeping us tied to outdated phones, radios, and software



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

The grant will be maintained by the Shenandoah County ECC and manufactures maintenance/warranty agreement that includes emergency services as well as, annual product maintenance, and updates.

**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 logging recorder replacement project is part of the CPE upgrade project to replace our non-supported CPE equipment and move away from our stand-alone ALI database to an ALI solution that will be NG911 compliant. The objective is two-fold; replace obsolete equipment, and prepare the Emergency Communications Center for transition to an i3 compliant NG9-1-1 solution when ESInet is deployed.

Replacing the existing outdated recorder is a necessary step toward achieving our goal of providing the most capable emergency communications for our citizens and public safety personnel.

A NG9-1-1 compliant recorder will support analog, digital, and VoIP telephony, as well as multimedia recording, and allow eventual integration with central, cloud based NG9-1-1 storage. This project also supports Shenandoah County’s objective of moving toward greater agency interoperability while continuing to provide secure and authenticated data.

Our implementation strategy will be focused on the continuity of operations. With this in mind we plan to work closely with the chosen vendor to assure that all audio will be recorded during this transition. This collaboration will include, system design and specification meeting, pre-install site check list, site preparation, installation (includes: Verify Networking Requirements, Check/Inspect Materials, Verify Environmental Requirements (location/space), Check Power Supply, Check UPS, Connect Audio Sources, Channel Mapping, Install the Integration Driver, Connect Recorder to the County Environment/Network, Define Site Components/Users/Groups in System Administrator, Additional Site Workstations (Configure/Install Applications as required), training, and evaluation.

**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 type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	07/ 01 / 14
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	07/ 14 / 14
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	08/ 04 / 14



<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>09/ 15 / 14</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>09 / 22 / 14</b>

Identify the longevity or sustainability of the project.

The system supports expansion up to 200 channels and delivers analog, digital, VoIP and radio recording. The server is a standard off-the-shelf server allowing for cost effective upgrades and repairs. There is no end of product support date published by the manufacturer for this product at this time



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

NICE Inform Matrix allows current standalone logging systems to integrate with central, cloud based NG9-1-1 logging systems whilst maintaining existing on-site logging during the initial transition to NG9-1-1. In many cases, even if the main 911 services are recorded centrally, there will be local administration services that need logging. NICE Inform allows a mixture of on-site and cloud logging to be accessed through one application suite.

The NICE NG9-1-1 solution is:

- Ready to start building a system today.
- The NICE Inform application suite is ready for NG9-1-1.
- Ready to incorporate new media types as they become relevant.
- Capable of recording both active and passive VoIP.
- Ready to handle central logging architectures.
- Provide traceability of actions.

This adds to the security that NICE Inform provides – every action taken with the data is recorded and available for review to monitor the interactions with critical incident data.

**Improved interoperability.**

Easy and secure information sharing within the agency and between agencies. NICE Inform is a browser-based application, so any authorized user with the right level of privileges can access the incident folder assigned for them. For example, a police investigator can access a specific incident folder, review information – playback voice and video, add additional information he or she finds relevant or might have produced during their investigation, such as an incident report. Information sharing can also be accomplished using NICE Inform Media Player, which enables a non-NICE Inform recipient to view the event in a graphical, consolidated and organized manner. NICE is experienced in VoIP and involved with NENA's planning and standard definition for NG9-1-1. NICE has deployed over 1,000,000 channels of VoIP and 25,000 channels of IP-based radio logging.

**REGIONAL INITIATIVE (if applicable)**



**The relationship of the initiative to the participating PSAPs:**

[Click here to enter text](#)

**Intended collaborative efforts:**

[Click here to enter text](#)

**Resource sharing:**

[Click here to enter text](#)



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

[Click here to enter text](#)

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)



**What services should it perform:**

Click here to enter text

**How should policies be made and changed:**

Click here to enter text

**How should it be funded:**

Click here to enter text

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

Click here to enter text



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Applied Digital Solutions quote is attached.

## EVALUATION

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

After completion of the installation and training the project will be evaluated for success based on the ability of the equipment to record without failure the Emergency Communications Center communications with the public and with public safety personnel. The recorder will be tested for accuracy and reliability as well as monitored 24 hours a day for system incidents or failure.



## 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"



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

# BUDGETARY PROPOSAL

Date: 09/25/2013

Quote #: 2104

Sales Rep: Lana Etherton

**Prepared For:** Brandi Hall  
Shenandoah County Emergency  
Communications  
600 North Main Street  
Woodstock, VA 22664  
Phone:

**Ship To:** Brandi Hall  
Shenandoah County Emergency  
Communications  
600 North Main Street  
Woodstock, VA 22664  
Phone:

---

## PRODUCTS

Item #	Description	Price
BUDGET-24CH		

### Prepaid Maintenance Options

Years 2 through 5 - 8x5	\$14,586.12
Years 2 through 5 - 24x7	\$ 18,232.65

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*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:

1. Budgetary proposals 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 up to the 66 block (telco connector block).

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

# EQUIPMENT QUOTE

Date: 09/25/2013

Quote #: 2103

Sales Rep: Lana Etherton

**Prepared For:** Brandi Hall  
Shenandoah County Emergency  
Communications  
600 North Main Street  
Woodstock, VA 22664  
Phone: (540) 481-0504

**Ship To:** Brandi Hall  
Shenandoah County Emergency  
Communications  
600 North Main Street  
Woodstock, VA 22664  
Phone: (540) 481-0504

**Proposed Work:** 24ch NICE Recording eXpress with Inform Essential: Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based live monitoring and last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction, Monitor and verify communications with 4U Server, Convertible Chassis, Server 2008, 4GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW. Includes 1TB external hard drive and ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service.

## PRODUCTS

Item #	Qty	Description	Price	Ext. Price
ADS-RM-002	1	4U Server, Convertible Chassis, Server 2008, 4GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW	\$4,500.00	\$4,500.00
PS-NR-ANALOG-24CH	1	Analogue board package up to 24 channels; full size base PCI-E board + 3 modules	\$2,000.00	\$2,000.00
PS-INFRM-ESNT-SITE	1	Inform Essential Site license. Includes one recording system interface and one concurrent Reconstruction user license	\$1,500.00	\$1,500.00
PS-INFRM-ESNT-1CH	24	Audio Recording license, including Inform Essential application support, per channel	\$425.00	\$10,200.00
PS-INFRM-ESNT-ANIAL I-1CH	4	ANI-ALI Annotator license, per channel	\$25.00	\$100.00
PS-INFRM-ESNT-MON-1CC	1	NICE Inform Essential Monitor concurrent user license	\$300.00	\$300.00
PS-INFRM-ESNT-VER-1CC	4	NICE Inform Essential Verify concurrent user license	\$300.00	\$1,200.00
PS-NR-CTC	1	Contact closure board for up to 96 record channels	\$1,075.00	\$1,075.00
EXT-HD-1TB	1	External Hard Drive, 1TB	\$298.00	\$298.00
ADS-RM-PART4	1	4U Rackmount Mount Rail Kit	\$125.00	\$125.00
T3AMS1MS9S-10FT	1	Amphenol Cable, 25 Pair, 10 FT	\$125.00	\$125.00
ADS-ALERT	1	ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service	\$0.00	\$0.00
Products SubTotal				\$21,423.00

## SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$3,213.45
1 Year Extended Warranty (8x5) including labor, travel and material	\$2,999.22
Services SubTotal	\$6,212.67

Project SubTotal

\$27,635.67

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**Other Considerations**

Trade In:	(\$250.00)
Shipping	\$200.00
Grand Total	\$27,585.67

---

**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 and Conditions:

1. Price quotations are valid for 30 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 up to the 66 block (telco connector block).

\_\_\_\_\_  
Initials

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Southampton Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

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

CONTACT TITLE: 911 Manager

CONTACT FIRST NAME: Jerry

CONTACT LAST NAME: Smith

ADDRESS 1: 22336 Main St

ADDRESS 2: P O Box 70

CITY: Courtland

ZIP CODE: 23837

CONTACT EMAIL: jsmith@shso.org

CONTACT PHONE NUMBER: 757-653-2100

CONTACT MOBILE NUMBER: 757-653-8080

CONTACT FAX NUMBER: 757-653-9452

REGIONAL COORDINATOR: Lyle Hornbaker

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



**GRANT PROGRAM TYPE**

Continuity and Consolidation

Enhancement

**TIER**

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**Nice CallFocus III  
as of July 31, 2014.**

**Install in 2006, Nice has announced end of support**

**PRIORITY/PROJECT FOCUS VOICE RECORDER**

**If "Other" selected, please specify: 1T**

**FINANCIAL DATA**

Amount Requested: \$ 36000

Total Project Cost: \$ 36000

**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:

A voice recorder is vital to the safe and effective operations of a 9-1-1 center. Due to the age and lack of continued support from the manufacturer, it is now necessary to replace this recorder with a recorder that is technically up-to-date and supportable, local funds are not available for this replacement.

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

The grant will pay for the first year of maintenance and the county's budget is funded for continuing maintenance.

## 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 grant will pay for the installation of a new audio/video recording device to record activities associated with the 9-1-1 center.

**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 type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	07/01/2014
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	07/01/2014
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	08/01/2014



<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>10/01/2014</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>11/01/2014</b>

Identify the longevity or sustainability of the project.

Continued maintenance of the system should allow for normal use until manufacturer's end of use.

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

Recording 9-1-1 calls allows for review, training and quality control to ensure proper procedures and best practices are being utilized to allow for continued improvement of core 9-1-1 functions.

**REGIONAL INITIATIVE (if applicable)**



The relationship of the initiative to the participating PSAPs:

1T

Intended collaborative efforts:

1T

Resource sharing:

1T



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

1T

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T



What services should it perform:

1T

How should policies be made and changed:

1T

How should it be funded:

1T

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

1T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See the attached cost breakdown, provided by vendor.

## EVALUATION

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

Upon installation, testing will be performed to verify functionality of all recording and playback functions.



## 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"

## NiceCall Focus III Sunset Announcement

NiceCall Focus III was first introduced in 2005, designed to meet the needs of small sites such as bank branches, insurance offices, emergency centers and small contact centers. It is a compact recording solution, supporting up to 48 recording channels per recording unit.

NiceCall Focus III is based on Microsoft Windows XP and SQL 2000, both of which are now end of life. It also uses the NICE 8.9 application which became end-of-sale in July 2010.

The product will begin its sunset according to the sunset plan specified below.

### Sunset Milestones

NiceCall Focus III will follow these sunset milestones:

- **December 1, 2011- End-of-sale and expansions date:** The final date when NiceCall Focus III will be available for sale.
- **December 1, 2012- End-of-development date:** The final date when NICE will cease to provide code fixes, changes and third-party software certifications for NiceCall Focus III.
- **July 31, 2014 - End-of-support date:** The final date when NICE will cease to support NiceCall Focus III including technical support, on-site support, help desk support, training and spare parts.

### Spare Parts and RMA Availability

NICE will provide third-party hardware spare parts under the Return Material Authorization (RMA) process as follows:

- For non-RoHS NiceCall Focus III (systems issued prior to 2007) - until December 31, 2011
- For RoHS NiceCall Focus III - until July 31, 2014

The above is subject to the following policy:

1. NICE hardware support is subject to the sunset policy of its vendors
2. NICE will make every effort possible to find a hardware substitute
3. If a hardware substitute cannot be found, NICE will:
  - a. Announce a "last buy" date for NICE Business Partners
  - b. Deliver spare part orders on a first come/first serve basis

Note: NICE reserves the right to restrict the number of spare parts for orders.

June 2011

MN1234

**Archiving Devices Availability**

The NiceCall Focus3 was provided with either one of the following archiving devices:

- DVD
- DAT tapes

Since the DVD model in use is not available in the market anymore, starting July 1<sup>st</sup> 2011, NiceCall Focus3 will only be available with a DAT tape.

**Replacement Solutions**

Recently, NICE enhanced its offering for small and medium-sized businesses with two solutions:

- **NICE Recording eXpress:**

The NICE Recording eXpress Voice Recording System is a reliable recording solution ideal for capturing, storing, retrieving and playing back voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality voice recordings for all applications, including verification and compliance, dispute resolution, training and quality monitoring.

Appendix A provides further information about the NICE Recording eXpress.

- **NICE Perform eXpress:**

NICE Perform eXpress addresses the small and medium-sized business market and offers our customers a comprehensive and easy recording solution which addresses risk management and compliance needs.

Appendix B provides further information about NICE Perform eXpress.

Appendix B provides further information about NICE Perform eXpress.

## **Appendix A– NICE Recording eXpress:**

The NICE Recording eXpress system is a reliable and future-proofed recording solution ideal for any size enterprise to capture, store, retrieve and playback voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality voice recordings for all applications, including verification and compliance, dispute resolution, training and quality monitoring.

NICE Recording eXpress is the first open and secure recording solution designed to use industry standards-based hardware and software. The technology is being used by the world's leading financial institutions, governmental and public safety organizations, and contact centers. The solution can scale up from a few recording channels to thousands. The recording system can also be upgraded to a server/satellite architecture with thousands of recording channels.

By connecting multiple servers, an enterprise-wide recording system can be deployed with centralized user management as well as search and replay.

### **Resiliency Options with NICE Recording eXpress**

- Complete secondary system stand-by
- Trading E1/PCM32 N+1 satellite redundancy
- VoIP satellite redundancy
- CTI server redundancy
- CTI satellite redundancy
- Active/standby core server resilience

## **Appendix B– NICE Perform eXpress Highlights**

NICE Perform eXpress is a cost effective, easy-to-use call recording solution for small to medium-sized contact centers and branches.

NICE Perform eXpress provides the following value added enterprise grade capabilities:

- Single box, standard commercial server, all-in-one solution
- Support for TDM, VoIP and hybrid telephony environments
- Support of CTI and D-channel (for non-CTI environments)
- Quality Management including screen recording and reports
- Open, non-proprietary architecture
- Centralized configuration, storage and monitoring
- Rapid deployment and installation
- Fully integrated with NICE Interaction Management enabling Hub & Spoke architecture
- Virtualization Support
- Ease-of-use, intuitive web-based applications enabling call recording, archiving and playback

For any additional information, contact your NICE Sales Representative.

For additional announcements, updates and information, visit <http://www.extranice.com>.

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

# EQUIPMENT QUOTE

Date: 08/12/2013

Quote #: 2273

Sales Rep: Lana Etherton

**Prepared For:** Jerry Smith  
Southampton County Sheriff  
22336 Main Street  
Courtland, VA 23637  
Phone: (757) 556-2880

**Ship To:** Jerry Smith  
Southampton County Sheriff  
22336 Main Street  
Courtland, VA 23637  
Phone: (757) 556-2880

**Proposed Work:** 24ch NICE Recording eXpress with Inform Professional: Quality management with screen recording, Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based live monitoring and last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction, Monitor and verify communications with 4U Server, Convertible Chassis, Server 2008, 8GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW. Includes 1TB external hard drive and ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service.

## PRODUCTS

Item #	Qty	Description	Price	Ext. Price
ADS-RM-002	1	4U Server, Convertible Chassis, Server 2008, 8GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW	\$4,800.00	\$4,800.00
PS-NR-ANALOG-24CH	1	Analogue board package up to 24 channels; full size base PCI-E board + 3 modules	\$2,000.00	\$2,000.00
PS-INFRM-PROF-SITE	1	Inform PRO Bundle including Site Mgmt license, one data source interface and one concurrent Reconstruction User License	\$3,000.00	\$3,000.00
PS-INFRM-PROF-1CH	24	Audio Recording license, including Inform Professional application support, CDR integration and ANI/ALI support, Per Channel	\$550.00	\$13,200.00
PS-INFRM-PROF-VER-1CC	3	NICE Inform Professional Verify concurrent user license	\$300.00	\$900.00
PS-INFRM-PROF-MON RCR-1CC	1	NICE Inform Professional Monitor and Recent Call Replay module concurrent user license	\$1,200.00	\$1,200.00
PS-INFRM-PROF-SQM-1CC	9	Quality Management with Screen Recording per named agent	\$250.00	\$2,250.00
PS-INFRM-PROF-AUDIO-1CH	1	NICE Inform Professional audio channel add-on license	\$150.00	\$150.00
EXT-HD-1TB	1	External Hard Drive, 1TB	\$298.00	\$298.00
ADS-RM-PART4	1	4U Rackmount Mount Rail Kit	\$125.00	\$125.00
T3AMS1MS9S-10FT	1	Amphenol Cable, 25 Pair, 10 FT	\$125.00	\$125.00
ADS-ALERT	1	ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service	\$0.00	\$0.00
Products SubTotal				\$28,048.00

## SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$4,207.20
1 Year Extended Warranty (8x5) including labor, travel and material	\$3,926.72
Services SubTotal	\$8,133.92

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Project SubTotal

\$36,181.92

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**Other Considerations**

Customer Allowance

(\$750.00)

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Shipping

\$200.00

Grand Total

\$35,631.92

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**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 and Conditions:

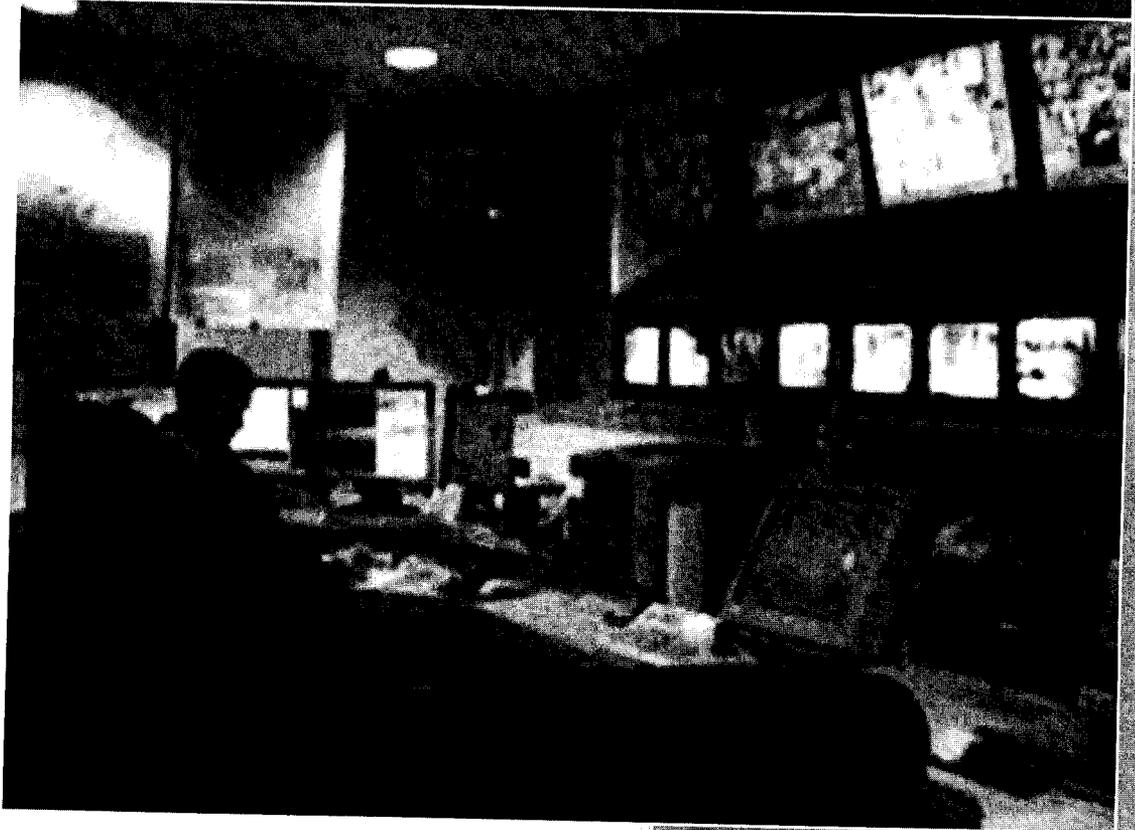
1. Price quotations are valid for 30 days.
2. Payment Terms: Due Upon Receipt
3. New installations automatically include a 90 day labor and 1 year parts warranty.
4. Applicable taxes will be charged extra.
5. Delivery: CFR-Factory
6. Estimated Delivery: 4 weeks ARO
7. Physical location must be provided 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 up to the 66 block (telco connector block).

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Initials

**FY15**

**PSAP GRANT PROGRAM  
APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## **FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAP GRANT APPLICATION

## PROJECT TITLE

Spotsylvania 911 Sentinel CommandPosts (Portable E911 telephone system)

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Spotsylvania County Sheriff's Office – E911 Center

CONTACT TITLE: Communications Manager

CONTACT FIRST NAME: Becky

CONTACT LAST NAME: Skebo

ADDRESS 1: 9119 Dean Ridings Lane

ADDRESS 2: P.O. Box 1146

CITY: Spotsylvania

ZIP CODE: 22553

CONTACT EMAIL: bskebo@spotsylvania.va.us

CONTACT PHONE NUMBER: 540-507-7178

CONTACT MOBILE NUMBER: 540-850-9438

CONTACT FAX NUMBER: 540-582-5321

REGIONAL COORDINATOR: Amy Ozeki

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES


## GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

Secondary Consolidation

**GRANT PROGRAM TYPE**

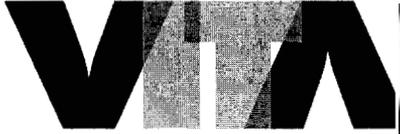
- Continuity and Consolidation       Enhancement

**TIER**

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

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

**STATEMENT OF NEED:** Currently our PSAP does not have a back-up E911 center in place. Therefore, I respectfully request financial assistance to purchase four (4) Sentinel CommandPosts. Essentially this is a portable telephone system that duplicates our current E911 telephone system. It is a laptop computer system that only needs to be plugged into power and network lines in order to begin to answer calls. This type of system supports a quick and easy set-up of remote answering positions in the event of a call center evacuation, special event emergency and disaster recovery management, and special event handling, to provide emergency response services from literally any location. At this current time, if any of the above were to happen, we would most likely transfer our 911 calls to an adjacent jurisdiction until a location could be set up to include establishing outside phone lines to use. Once phone lines were established we would be able to communicate with our adjacent jurisdiction and continue operations but they would still have control of our E911 phone lines. With this funding, we would be able to purchase the Sentinel CommandPosts and continue E911 operations with very minimal down time and the ability to handle our own E911 calls in a very timely manner.



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

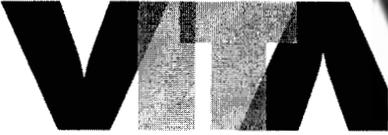
Spotsylvania County will keep the equipment maintained by a pre-paid extended maintenance warranty through Carousel Industries for minimum of 5 years to include customer support 24/7 to ensure continued maintenance, support and updates to the system as needed. The pre-paid extended maintenance warranty would be purchased at the same time as the original purchase of the Sentinel CommandPosts.

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**PRIORITY/PROJECT FOCUS** [Click to select a project focus from the drop down list](#)

**If "Other" selected, please specify:** [Click here to enter text](#)



**FINANCIAL DATA**

Amount Requested: \$ 68,800.00

Total Project Cost: \$ 86,000.00 (to include anticipated price increase from the attached quote which is only valid for 90 days)

**COMPREHENSIVE PROJECT DESCRIPTION**

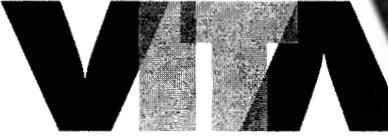
Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

The goals and objectives of this project are to purchase four (4) Sentinel Command Posts which is a supported product that will provide our E911 center the ability to answer emergency phone calls to include wireline and wireless at a secondary location. These command posts are identical to our current E911 telephone system; however, they are portable and will only need power and internet/network service to function. Our implementation strategy is to utilize these command posts in the event of a mandatory center evacuation, special event emergency and disaster recovery management, and special event handling to continue to be able to provide emergency response services from our secondary location (i.e. another office building or mobile command unit). Our work plan is to coordinate with the Carousel Industries to ensure adequate training is received for all communications personnel. Once training has been conducted, I will implement quarterly training so all personnel become familiar with the equipment on a consistent basis so they are totally comfortable when/if an emergency situation would occur for us to evacuate to a secondary location.

**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.

<b>PROJECT PHASE</b>	<b>ESTIMATED COMPLETION DATE</b>
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<input type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>08 / 15 / 14</b>
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>09 / 15 / 14</b>
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>11 / 01 / 14</b>
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>01 / 15 / 15</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>02 / 15 / 15</b>

Identify the longevity or sustainability of the project.

The equipment is expected to be functional for a minimum of five years with upgrades as needed and extended warranty plan to include customer support 24/7/365.



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

This project directly supports the Virginia Statewide E-911 Strategic Comprehensive Plan by providing the same and current E911 telephone system that we utilize in a cost-effective mobile solution (portable telephone system) for our PSAP when there is need of having to move to a secondary location due to an emergency that occurs within our PSAP. It will result in improved and more efficient timely assistance to be able to provide to callers in need of emergency assistance without having to take the time to transfer our E911 lines to an adjacent jurisdiction.

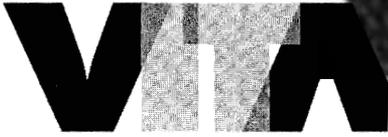
**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

[Click here to enter text](#)

Intended collaborative efforts:

[Click here to enter text](#)



**Resource sharing:**

Click here to enter text

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

Click here to enter text

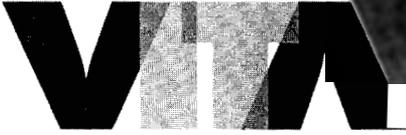
**CONSOLIDATION (Primary or Secondary) - (if applicable)**

**How would a consolidation take place and provide improved service:**

Click here to enter text

**How should it be organized and staffed:**

Click here to enter text



**What services should it perform:**

Click here to enter text

**How should policies be made and changed:**

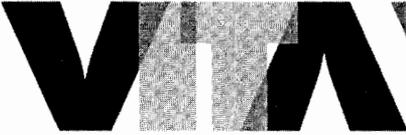
Click here to enter text

**How should it be funded:**

Click here to enter text

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

Click here to enter text



## BUDGET AND BUDGET NARRATIVE

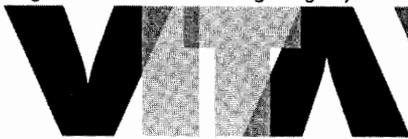
List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

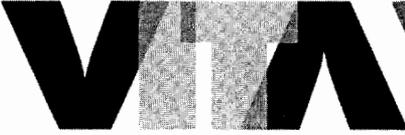
See attached quote provided by Carousel Industries. The attached quote is for the purchase of one (1) Sentinel CommandPost and pre-paid extended 5 year warranty option for \$21,225.71. The grand total for purchasing four (4) Sentinel CommandPosts would be \$84,902. Since the quote for this item is only valid for 90 days, we anticipate the costs to increase \$86,000 by the time the equipment could actually be purchased in FY15. We respectfully request \$68,800 in PSAP Grant Funding while we (Spotsylvania Sheriff's Office) will provide the remaining \$17,200 or 20% of the total project costs from our budget. There are no anticipated monthly reoccurring charges for this product/system. Once the warranty has expired, money will be requested through the County's budget process for any extended warranties/support for this product.

## EVALUATION

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

The equipment will be purchased, installed and maintained by qualified technicians. After installation, training will be provided and quarterly testing will be conducted by qualified communications personnel to measure effectiveness and reliability of the system. Repairs or unusual occurrences with the system will be reported and tracked for future reliability assessments.





## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

<b>PHASE</b>	<b>SAMPLE ACTIVITIES</b>
<p><b>INITIATION</b> (Project approved by appropriate stakeholders)</p>	<ul style="list-style-type: none"> <li>• Project concept is documented</li> <li>• Local Board or governing authority approval or endorsement is received</li> <li>• PSAP grant application is filed</li> <li>• Local budgets are obtained</li> <li>• Appropriated grant funds are approved</li> <li>• Budgetary estimates are obtained</li> </ul>
<p><b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)</p>	<ul style="list-style-type: none"> <li>• Requirements are documented</li> <li>• Components to be purchased are identified</li> <li>• General design is documented</li> </ul>
<p><b>ACQUISITION</b> (Selected system or solution is procured)</p>	<ul style="list-style-type: none"> <li>• RFP (or other bid related processes) are drafted</li> <li>• Proposals are evaluated</li> <li>• Contract is signed</li> <li>• Purchase orders are issued</li> <li>• Quotes are obtained/grant funds draw down</li> </ul>
<p><b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)</p>	<ul style="list-style-type: none"> <li>• Purchased components are delivered and installed</li> <li>• Training is performed</li> </ul>
<p><b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)</p>	<ul style="list-style-type: none"> <li>• Performance of system/solution is validated</li> <li>• System/solution goes "live"</li> </ul>



**Proposal For:** Spotsylvania County, VA

**Solution Proposed:** Sentinel CommandPost

**Site Name:** Spotsylvania

**Date:** September 13, 2013

**Sentinel CommandPOST System**

Qty.	Part No.	Description	Unit Price	U/M	Total
1	873099-00303.0	<b>Sentinel Patriot CommandPOST</b> PAT 3.X PER SEAT LIC	\$7,857.14	EA	\$7,857.14
1	809800-07805	CPOST SW SPT 5YR	\$4,714.29	EA	\$4,714.29
<b>Sentinel Patriot CommandPOST Hardware</b>					
1	61050-J409611-XP	SENT CPOST 8570P XP	\$1,988.57	EA	\$1,988.57
1	04000-00486	ADV DOCK STATION 8570P	\$575.71	EA	\$575.71
1	04401-00097	BATTERY 9-CELL 8570P 100W	\$404.29	EA	\$404.29
1	64020-10013	KYBD USB MATTE BLK	\$21.43	EA	\$21.43
1	64014-10011	MOUSE 3-BTN USB/PS2 BLK	\$11.43	EA	\$11.43
1	63000-221691	MNTR FP WIDE SCR LCD 22IN	\$470.00	EA	\$470.00
1	853004-00201	SENT PAT CPOST HW KIT	\$901.43	EA	\$901.43
1	809800-35058	SENT IWS CFG	\$285.71	EA	\$285.71
1	870890-07501	CPR/SYSPREP IMAGING	\$0.00	EA	
<b>Sentinel Monitor</b>					
1	873099-00801	SEN AGENT MNTR LIC	\$1,071.43	EA	\$1,071.43
<b>Aurora - MIS System Licensing &amp; Support</b>					
1	873391-00201	AURORA COLLECTION LIC	\$1,142.86	EA	\$1,142.86
1	809800-03305	AURORA STD SPT 5YR	\$685.71	EA	\$685.71
<b>Sentinel CommandPOST System Subtotal</b>					<b>\$20,130.00</b>

**Extended Warranties**

Qty.	Part No.	Description	Unit Price	U/M	Total
1	04000-07866	<b>Workstation Extended Warranty</b> WARR CPOST 8570P 5YR <i>Note: Warranty upgrade from 3YRs warranty 9x5 NBD to 5YRs 9x5 NBD.</i>	\$445.71	EA	\$445.71
<b>Extended Warranties Subtotal</b>					<b>\$445.71</b>

**Cassidian Communications Services**

Qty.	Part No.	Description	Unit Price	U/M	Total
5	809800-17102	<b>Field Engineering Services</b> FIELD ENG - SECONDARY	\$130.00	EA	\$650.00
<b>Cassidian Communications Services Subtotal</b>					

**Summary**

Qty	Product Code	Product Description	Ext. Price
1		Sentinel CommandPOST System	\$20,130.00
1		Extended Warranties	\$445.71
1		Cassidian Communications Services	\$650.00
1		Carousel Industries Installation	\$1,250.00
1		Carousel Industries - Project Management	\$200.00

Pricing is valid for 90 days

Total Equipment & Services Cost: \$21,225.71

**Total This Site: \$21,225.71**

# Sentinel® CommandPost™

NG Ready, Portable, On-Location Call Center

## Mobile Call Center Solution

**Sentinel® CommandPost™** is a unique and cost-effective mobile solution for mission-critical call centers in need of setting up a temporary call center. From PlantCML®, an EADS North America company, Sentinel CommandPost can serve as a backup to the primary call center in addition to providing on-scene call handling, such as the scene of an emergency situation or disaster.

## Backup, Disaster Recovery and Overflow Operations

When an emergency situation arises, an immediate need to evacuate the call center without advance warning is imminent. With Sentinel CommandPost, public safety officials simply move to a pre-arranged backup site – or any appropriate location – plug into power and network lines, and begin answering calls. Sentinel CommandPost can be connected via wireline or wireless Internet connection via VPN back to the primary Sentinel® Patriot® controller, providing many options to the existing and future call center including contingency planning, Emergency Operation Centers (EOC) and additional flexibility in general day-to-day operations.

## Reliable Service Under Unexpected Conditions

The system supports quick and easy set-up of remote answering positions in the event of a call center evacuation, special event emergency and disaster recovery management, and special event handling, to provide emergency response services from literally any location. Designed to meet the exacting standards of the public safety sector, Sentinel CommandPost is lightweight, portable and robust.

## Familiar Sentinel 9-1-1 Software

The same, easy-to-use Sentinel 9-1-1 software already running in your primary call center is presented in a ruggedized mobile package providing features such as Automatic Number Identification (ANI) and Automatic Location Identification (ALI) display, up to four-party conferencing, intelligent call transfer prompts, one-button callback, and programmable voice and data speed dial buttons.

Sentinel® CommandPost™ features the same powerful and intuitive Sentinel 9-1-1 call-taking application familiar to hundreds of top public safety agencies throughout North America.

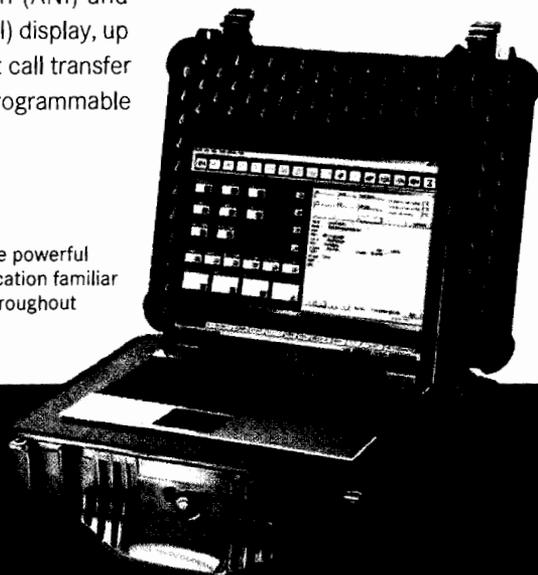


## Key Benefits

- Self-contained, portable, ruggedized solution
- Uses the familiar Sentinel 9-1-1 software
- Provides access to the primary call center functions
- Handles wireline and wireless connections
- Everything you need to quickly answer emergency calls at any time from any location

## Key Features

- ANI/ALI Display
- Multiple area code numbers
- Multiple call hold and retrieval
- Up to four-party conferencing
- Call waiting indication
- Abandoned call warning
- Manual ALI query
- ALI data transfer to law enforcement
- Direct access and speed dial
- Selective transfer
- Automatic Call Distribution



**PLANT CML**  
an EADS North America Company

Sentinel

## System Hardware

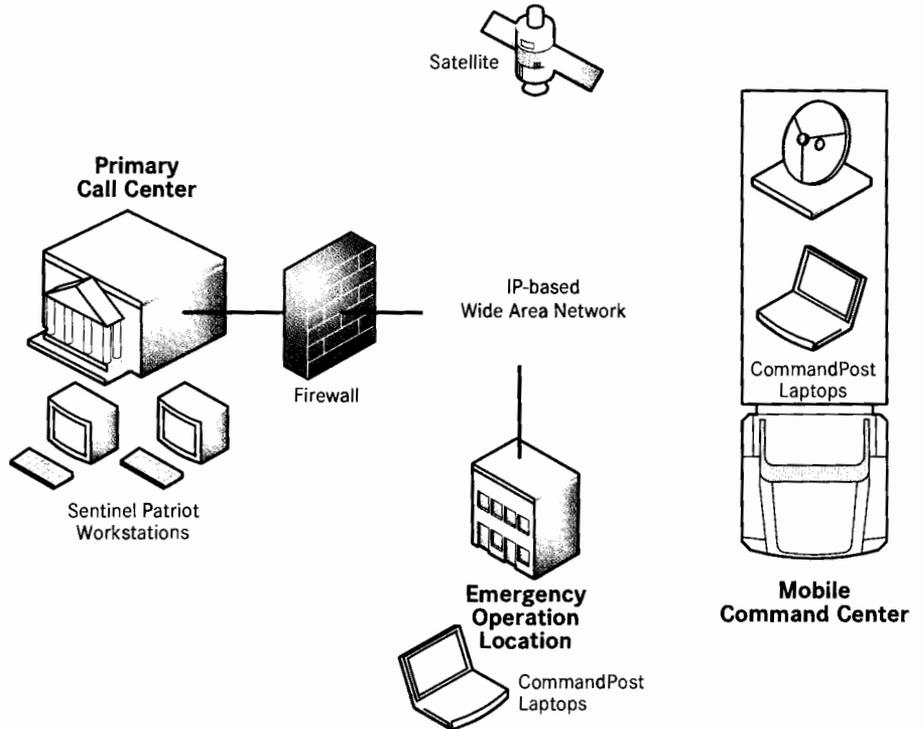
- Ruggedized laptop computer
- All cables and connections
- Water-tight case with foam packing
- Total weight less than 10 pounds

## Network Considerations

Sentinel CommandPost provides a level of portability allowing it to be used from a remote location that will require IP network connectivity back to a central location. In order to guarantee suitable performance and voice quality, the network must satisfy minimum requirements including:

- Minimum of 300 kbps dedicated and symmetrical bandwidth
- Maximum of one percent packet loss
- Average delay of less than 100 ms
- Average jitter not exceeding 30 ms

It is important to note that the Internet is a collection of best effort networks, and performance and voice quality cannot be guaranteed in such an environment. PlantCML recommends that the CommandPost be deployed within a private network that provides a deterministic level of service.



Sentinel CommandPost facilitates the deployment of remote call taking in a back up or overflow capacity for emergency remote locations and mobile command center operations

## The Industry Leader

For nearly 40 years, PlantCML has developed and supported comprehensive solutions to address the rapidly changing communications needs of the mission-critical environment. Join the growing number of public safety and private security operations implementing leading-edge call processing technology. Join those who rely on PlantCML, an EADS North America company.

**PLANT★CML**  
an EADS North America Company

42505 Rio Nedo • Temecula, CA 92590 • TEL 951.719.2100 • FAX 951.296.2727

# SPOTSYLVANIA COUNTY SHERIFF'S OFFICE



**Office of the Sheriff**  
Sheriff Roger L. Harris  
Post Office Box 124  
Spotsylvania, Virginia 22553  
Phone: 540-582-7115 • Fax: 540-582-9448

October 2, 2013

Dear Sir or Madam,

Stafford County has submitted a regional grant request to facilitate the procurement and deployment of an ESInet to support the Fredericksburg Region. This ESInet's primary function will be in having the capability of supporting all telephone service provider end offices that originate and route 9-1-1 calls. We are aware the future of NextGeneration 9-1-1 will be dependent upon such a network. Understanding the importance of this effort and, further, the critical importance that it support an entire region, the below signed jurisdiction is in support of and anticipates participating in this regional effort.

Your consideration in reviewing the grant request on behalf of the entire Fredericksburg region is appreciated.

Sincerely,

A handwritten signature in black ink that reads "Becky J. Skebo".

Becky J. Skebo  
Communications Manager

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAP GRANT APPLICATION

## PROJECT TITLE

Click here to enter text

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Stafford County

CONTACT TITLE: ECC Director

CONTACT FIRST NAME: Carol

CONTACT LAST NAME: Adams

ADDRESS 1: P.O. Box 189

ADDRESS 2: Click here to enter text

CITY: Stafford

ZIP CODE: 22555

CONTACT EMAIL: cadams@staffordcountyva.gov

CONTACT PHONE NUMBER: 540-658-4712

CONTACT MOBILE NUMBER: 540-295-7814

CONTACT FAX NUMBER: 540-658-4429

REGIONAL COORDINATOR: Amy Ozeki

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

## GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

Secondary Consolidation



**GRANT PROGRAM TYPE**

Continuity and Consolidation

Enhancement

**TIER**

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

9-1-1 Inc.

**PRIORITY/PROJECT FOCUS** CPE

**If "Other" selected, please specify:** [Click here to enter text](#)

**FINANCIAL DATA**

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 750,000.00 - \$900,000.00



## 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:

- I. Relationship to current funding priorities established by the Grant Committee:
  - a. Stafford's grant request for funding assistance with its CPE project is applicable under Tier 2 (non-vendor supported) and Tier 3 (technically outdated).
  - b. Under the list of priorities applicable to Continuity projects, the CPE ranks #1. Stafford, in conjunction with and as part of its CPE, will be procuring call accounting equipment which ranks #5 within the list of priorities. The MIS which is inclusive in our current CPE provided equipment. As a part of Stafford's 9-1-1/CPE system, it is applicable under Tier 2 (non-vendor supported) and Tier 3 (technically outdated).
- II. Evidence of financial need:
  - a. Funds are collected for the general public specifically to support wireless E-911 services, ultimately providing funding to PSAPs, including Stafford County. Current grant guidelines states, "The primary purpose of this program is to financially assist Virginia primary PSAPs with the purchase of equipment and services that support the continuity and enhancement of wireless E-911. Stafford County has a single Primary PSAP and this is a "standalone applicant."
  - b. Purpose of this grant submission falls directly in relation to the grant guidelines. Specifically, "to replace or upgrade wireless E-911 equipment and services that are ..., *without vendor support, technically outdated, or can no longer perform at an established minimum functional standard* to sustain an acceptable level of service... (*emphasis added*)."
  - c. The County is in support of this project and has specifically requested grant funding opportunities be explored to assist in the cost of the project. Stafford is not unlike any other County or locality in the State that has not been impacted by economic conditions over the past several years.
- III. Impact on operational services:
  - a. Per Grant Guidelines, as defined, Stafford's current CPE is "non-vendor supported." This means the replacement of wireless E-911 equipment or software, is no longer supported by manufacturing vendor, TriTech (formerly Nine-One-One, Inc.), thereby not allowing Stafford County to maintain current service levels for replacement, software & maintenance of its system. Letter from TriTech dated \_\_\_\_ is attached.
  - b. Stafford is at a point where its CPE must be replaced. In doing so, it would "strengthen" the infrastructure, functionality and capabilities beyond current non-vendor supported equipment through its upgrade of equipment and/or services beyond the current functional capabilities of Stafford's PSAP.



- C. Stafford's current CPE equipment fails to support current and/or future technologies as described:
- i. Current CPE equipment has demonstrated the inability to support the call volume in Stafford County. On two (2) instances within the past six (6) months, the CPE has locked up as staff members attempted to answer incoming wireless E-911 calls. It has been determined that the CPE is locking up as multiple individuals attempt to utilize a single function key to answer emergency calls.
  - ii. Current CPE equipment does not provide for nor meet anticipated standards for an IP-based solution.
  - iii. The current CPE does not provide flexibility in providing for the continuity of operations. Current technologies will allow the County to have more options than the current one (1) (mobile command bus) option for its backup over the life of the CPE.
- IV. Consequences of not receiving funding:
- a. For Stafford not to receive grant funding, it would 1) be a failure of the grant process and 2) the purpose of the grant program.
  - b. Stafford County is not unlike any locality that has, in recent years, been impacted by the downturn in the economy.
  - c. Funding would permit Stafford County to ensure available funding for applicable services and/or products to assist in procuring a product that would serve the community for many years to come. A lack of funding may limit the functionality the County may be able to procure thereby costing the County more or returning to the grant process.
- V. Inclusion of project in a long-term or a strategic plan:
- a. Stafford last facilitated a project to update its 9-1-1/CPE system in 2008 through a forklift from its original infrastructure.
  - b. Although not part of a long-term or strategic plan, the County has recognized the critical nature of its 9-1-1 system and the importance of insuring a system which is reliable; provides call delivery from multiple devices as NG9-1-1 becomes a reality; ensures sustainability through dedicated monitoring and technical, on-site, support; and provides a more up-to-date environment for the continuity of operations (back-up or alternate PSAP); etc.
  - c. Stafford's current facility provides sixteen (16) frontline dispatch positions with opportunity to expand that within our current configuration and footprint to twenty (20) positions. The expansion would be accounted for within this 9-1-1/CPE procurement as an efficient way to meet the long-term goals of the County.
  - d. Stafford's backup 9-1-1 center supported by its CPE is currently limited by a phone box that is tethered to a facility within the County. Current and future technologies enhanced by 9-1-1/CPE systems that will allow for virtual centers from which calls can be processed will provide the County with the flexibility and functionality of managing calls in emergency situations when/if the center needs to be evacuated.
    - i. Currently, the City of Fredericksburg supports Stafford in the allowance of call-rerouting through a NCM when needed. This is taking traffic flow from a larger PSAP with twenty-one (21) positions and pushing them into a facility with seven (9) positions, not to mention staffing situations are disparate as well. As a result, it is the County's desire to improve its backup capabilities.

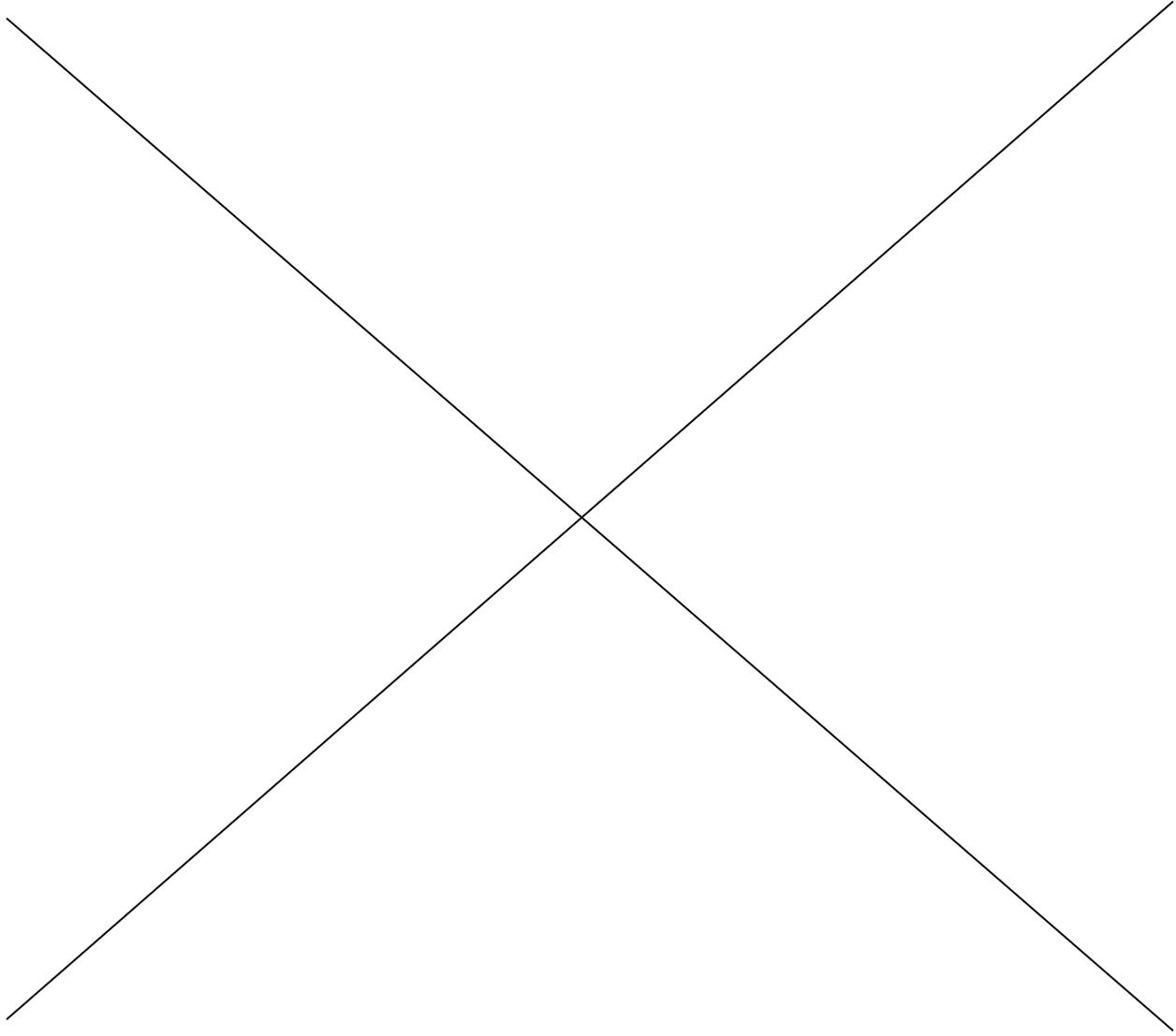


VI. Local sustainability continued:

- a. Through local funding, the CPE will be sustained in the future through a County responsible maintenance agreement. The County has demonstrated its desire and ability to do so over many years. It has, in the past, provided funding and support without grant funding tied to its CPE or provided for its CPE's main purchase or forklift upgrade conducted five (5) years ago.
- b. This is a short-term need with long-term implications for which the County is aware and is ready to support locally so long as other state and/or federal funding does not become available.

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

- 1. Stafford County is prepared to maintain 100% the 9-1-1 system/CPE. See VI above. This includes maintenance, support, software/firmware updates, etc.





## 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 County seeks to plan for the evolution of its legacy 9-1-1 system to one capable of delivering Internet Protocol (IP)-enabled, NG capable CPE with the capability of handling its current and future call flow and process. Its CPE must and will be capable of delivering IP-based data elements, digital voice communications and associated location information while insuring sustainability through a mission critical, secure and a fail-safe public safety system.

Goals and objectives:

- Procure and deploy a CPE/9-1-1 system that will
  - a. meet the County's needs for a growing community;
  - b. position the County for a seamless integration into the next generation of 9-1-1;
  - c. provide a system infrastructure that will enable communication utilizing voice, data, and video;
  - d. provide an opportunity for seamless data exchange and information/intelligence sharing for responding to and managing emergencies of any type and scale;
  - e. provide technology, enhancing and maintaining capability of responding to the deaf and hard of hearing community while utilizing future applications to ensure the deliverance of emergency calls anytime, anywhere, from any device;
  - f. Ensure responsive vendor to support this critical infrastructure 24x7x365 with a reliable monitoring system and trained technicians within close proximity and/or available for support; etc.
  - g. Ensure redundancy and
  - h. continuity of operations;
  - i. Manage anticipated and future technologies, as far as information is current and available; etc.
- Through procurement, ensure
  - a. Best system to meet Stafford's current needs and, as best it can, the future needs;
  - b. Stafford is seen as one of the fastest growing communities in the Commonwealth; population projections are being taken into account to make sure functionality/capabilities will be met as the growth continues; etc.



- Implementation Strategy
  - a. Research current customer premise equipment including applicable Plans (state and federal) while having an understanding of the features that will be possible with current and future needs (i.e. NG9-1-1);
  - b. Define specifications to meet needs of the County in delivery 9-1-1 services while insuring all local, state and federal laws and regulations are maintained;
  - c. Evaluate current products, qualifications, etc. of vendors in the delivery of customer premise equipment and in meeting service/response expectations;
  - d. Utilize subject matter experts and/or consultants, as needed, in the evaluation and selection of the county's desired system;
  - e. Procure CPE solution that will meet the goals and objectives set forth by the County;
  - f. Ensure orderly transition and deployment schedule in place to meet all rules as identified by this grant;
    - Ensure project management system/plan is in place for deployment, change orders, system testing, system acceptance, warranty, etc.

#### 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.

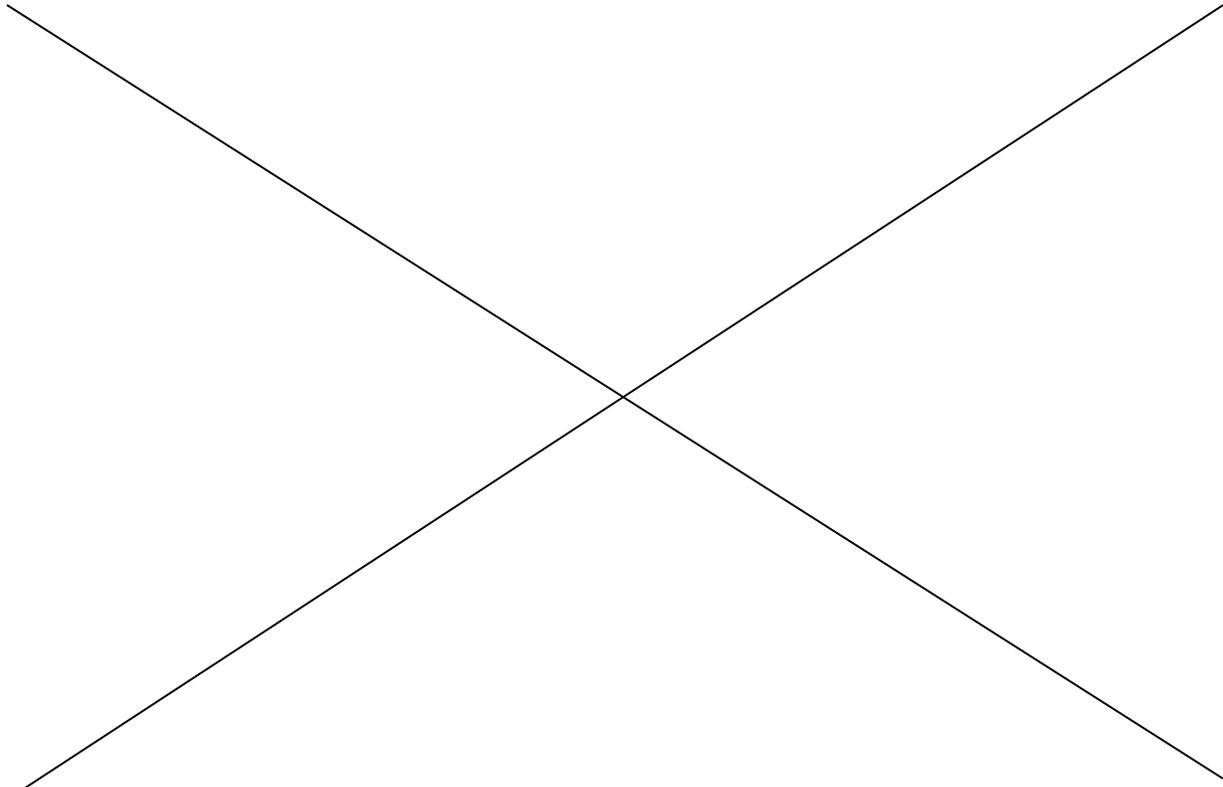
PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>10 / 01 / 2013</b>
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>02 / 28 / 2014</b>
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>07 / 01 / 2014</b>
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>04 / 30 / 2014</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>06 / 30 / 2014</b>



Identify the longevity or sustainability of the project.

The County plans to take the following into consideration to ensure the longevity and/or sustainability of the project:

1. Procure a system which will provide a sustainable platform in meeting the needs of the County. A sustainable platform takes into consideration current information and anticipated standards action related to NG9-1-1 applications, supporting systems and infrastructure;
2. Ensure interoperability today and with future NG9-1-1 applications within County operations and with our neighboring and regional partners;
3. Ensure plan in place to ensure adequate response for any service issues which may exists in sustainment of the system;
4. Ensure the purchase is provided by a reliable vendor who can meet the needs and expectations of the County from procurement through deployment and then sustainment of its system;
5. County will maintain the system through maintenance and support agreement and, as such, will work diligently to maintain its fiscal integrity.





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

The Virginia Statewide Comprehensive 9-1-1 Plan dated March 2011 is utilized.

1. The purpose of the “Plan” includes key strategic initiatives for improving 9-1-1 services and functionality, *especially* during times of rapid technology advancement.
  - a. This project serves to move Stafford’s 9-1-1 services and functionality into the 21<sup>st</sup> century by procuring a product which will accommodate foreseen technological advances. Its 9-1-1/CPE procurement focuses on NG9-1-1 technologies (known & unknown).
2. Successful achievements of the Plan’s initiatives are the same as expected from Stafford’s local governing body and its citizens.
  - a. Continue to meet the public’s high level of expectations for 9-1-1 emergency dispatch services;
  - b. Provide a consistent level of 9-1-1 emergency dispatch services; and
  - c. Contribute to excellent public safety capabilities that maintain secure communities.
3. Continuing Challenges of new technologies are addressed in this project:
  - a. Bringing the capability of new technologies and new ways of communicating, whether today or in the foreseeable future;
  - b. Providing a technology which will support Voice over Internet Protocol (VoIP), text messaging, picture messaging, and video, which are “preferred communication mechanisms.” Note: Many of these technologies will only be available with an IP-solution which is supported by this project only to the degree that Stafford will internally have the capability to process. Without a statewide IP network, the opportunity to readily transport these calls and information to other localities as needed, would be limited.
4. The “Vision” contained in 2.1 of the Plan represents the ideal operational picture for 9-1-1 emergency dispatch function at an optimal level of service and capability. This includes:
  - a. Services and capabilities:
    - i. This project allows for Stafford County to continue providing a “consistent, seamless, and comprehensive level of 91-1 dispatch services statewide using an IP-enabled system that is *dependable* and *reliable*.”
    - ii. This project allows for Stafford County, in the future and through the product procured, to accept “calls” from “all devices and in all forms, in any language, and from special needs populations, such as the hearing impaired, to ensure that no request for assistant goes unanswered.”



- iii. This project provides a means for Stafford County to process calls virtually or from outside the 9-1-1 center. This is addressed extensively in this grant application as Stafford is limited, to a detriment, in its current backup capabilities.
- 5. The “Strategic Goals” addressed in 2.2 of the Plan encourages the “provision of a standard level of 9-1-1 emergency dispatch services to the public.”
  - a. Goal A:
    - i. This grant will continue to allow Stafford to provide a consistent 9-1-1 emergency dispatch services to anyone residing in or passing through the Commonwealth, at any time of day, and during any event. Note: Stafford has one of the most travelled corridors in the Commonwealth and one of the most congested areas along the I-95 route.
    - ii. This grant will allow Stafford the ability to continue to provide a consistent level of services through a 9-1-1 center that can receive, process and dispatch calls in a dependable, reliable and consistent manner.
  - b. Goal B:
    - i. Will provide Stafford with the equipment and technology to continuously meet the public’s expectations. Stafford’s 9-1-1/CPE is at end of life and no longer supported.

**REGIONAL INITIATIVE (if applicable)**

Not applicable.

The relationship of the initiative to the participating PSAPs:  
[Click here to enter text](#)

Intended collaborative efforts:  
[Click here to enter text](#)

Resource sharing:  
[Click here to enter text](#)



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

[Click here to enter text](#)

**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:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)

How should policies be made and changed:

[Click here to enter text](#)

How should it be funded:

[Click here to enter text](#)



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

[Click here to enter text](#)

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## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

Item #1: Acquisition and implementation of 9-1-1 hardware solution = \$150,000.00

- a. Reason: Supplement County anticipated funding for replacement 9-1-1 system;
- b. Basis for Cost: Estimates for a replacement of Stafford County's 9-1-1 system is approximately \$750,000.00.
  - i. Cost includes:
    1. Customer Premise Equipment – 25 positions
    2. Virtual capabilities to support backup 9-1-1 Center
    3. MIS call accountability system – included as part of the Customer Premise Equipment.
    4. Voice logging recorder redundant capabilities (this will require either a total telephony replacement or the procurement of a new recording device).

## EVALUATION

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

The following will occur:

1. A detailed project plan will be developed for the project prior to and through the procurement, deployment and implementation;
2. Staging will occur to ensure all systems are optimal and as expected;
3. Deployment will be conducted by trained technical individuals;
4. Extensive pre-testing of systems will be conducted prior to any cutover;
5. A detailed and comprehensive acceptance test plan will be developed and conducted;
6. The County will continue to monitor the system to ensure expected operations and functionality is maintained;
7. Performance of system/solution is validated;
8. System/solution goes "live"; etc.



## 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"



**Stafford County Supporting Documentation:**

- 1. Letter from current CPE vendor indicating “end of life” and “non-support.”**
- 2. Resolution from County Board of Supervisors showing support for CPE project.**



September 17, 2012

Carol W. Adams, RPL  
Stafford County Sheriff's Office  
Division of Emergency Communications  
P.O. Box 189  
Stafford, Virginia 22555  
Office: 540-658-4712

Dear Carol,

As part of our service commitment to our clients, Trittech Software Systems continues to design and develop better products, services and technologies. This effort provides value to our clients and helps the company manage costs better.

During a recent evaluation of your 911 telephony system, it became clear that the hardware and software platform you are currently operating on has past the generally accepted life expectancy of commercially available technology. Because of the high reliability expectations of a 911 Emergency Telephony system, Trittech Software Systems is strongly encouraging you to make plans to upgrade your current system.

Our records indicate that your system was originally installed in 2002. Based upon the age of the system, the servers and workstations of your current system should be replaced, upgrading them to current hardware and a contemporary operating system. This will also allow your agency to benefit from manufacturer's warranties and support that are nonexistent for the End of Life hardware and software in your current system.

Because of the age of your current hardware and the increased likelihood of a serious hardware failure, Trittech Software Systems highly recommends an evaluation of your current system and discussions of possible options to minimize your risk of hardware failure as well as bring your legacy system forward to an IP- Next Gen solution.

Please feel free to contact Jennifer Swaney your Customer Account Manager to discuss upgrading your system. Jennifer's contact information is:

**Jennifer Swaney** Mobile: 303.330.5118 Email: Jennifer.swaney@tritech.com

Sincerely,

Brenda Steihl

Vice President of Finance



R13-282

BOARD OF SUPERVISORS  
COUNTY OF STAFFORD  
STAFFORD, VIRGINIA

RESOLUTION

At a regular meeting of the Stafford County Board of Supervisors (the Board) held in the Board Chambers, Stafford County Administration Center, Stafford, Virginia, on the 17<sup>th</sup> day of September, 2013:

<u>MEMBERS:</u>	<u>VOTE:</u>
Susan B. Stimpson, Chairman	Yes
Robert "Bob" Thomas, Jr., Vice Chairman	Yes
Jack R. Cavalier	Yes
Paul V. Milde III	Yes
Ty A. Schieber	Yes
Gary F. Snellings	Yes
Cord A. Sterling	Absent

On motion of Mr. Milde, seconded by Mr. Thomas, which carried by a vote of 6 to 0, the following was adopted:

A RESOLUTION AUTHORIZING TWO GRANT APPLICATIONS:  
PLANNING AND DESIGN OF REPLACEMENT WIRELESS E-911  
EQUIPMENT AND SERVICES; AND FREDERICKSBURG  
REGIONAL EMERGENCY SERVICES IP NETWORK GRANT

WHEREAS, the Board desires to participate in the Virginia E-911 Services Board Grant Program in support of the County's E-911 operations; and

WHEREAS, the County's current E-911 system, which supports and routes E-911 emergency calls, has reached its "end-of-life" and is technically outdated; and

WHEREAS, a Grant through the Virginia E-911 Services Board is available in an amount up to \$150,000 (One Hundred Fifty Thousand Dollars) and, if awarded, would be allocated for the design and planning of replacement wireless E-911 equipment and services; and

WHEREAS, a Grant through the Commonwealth of Virginia is available and would, if awarded, provide 100% funding for procurement (by the County) of an Emergency Services IP Network (ESInet), which is capable of supporting all telephone service provider-end offices that originate and route E-911 calls;



NOW, THEREFORE, BE IT RESOLVED by the Stafford County Board of Supervisors on this the 17<sup>th</sup> day of September, 2013, that it be and hereby does authorize the Sheriff's Office staff to apply for the two aforementioned grants through the Virginia E-911 Services Board, and through the Commonwealth of Virginia, in the upcoming FY15 Grant cycle.

A Copy, teste:



Anthony J. Romanello, ICMA-CM  
County Administrator

AJR:CEJ:ca

**FY15**

**PSAP GRANT PROGRAM  
APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



# FY15 PSAP GRANT APPLICATION

## PROJECT TITLE

Fredericksburg Area Next Generation 9-1-1 Project

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Stafford County

CONTACT TITLE: ECC Director

CONTACT FIRST NAME: Carol

CONTACT LAST NAME: Adams

ADDRESS 1: P.O. Box 189

ADDRESS 2: [Click here to enter text](#)

CITY: Stafford

ZIP CODE: 22555

CONTACT EMAIL: [cadams@staffordcountyva.gov](mailto:cadams@staffordcountyva.gov)

CONTACT PHONE NUMBER: 540-658-4712

CONTACT MOBILE NUMBER: 540-295-7814

CONTACT FAX NUMBER: 540-658-4299

REGIONAL COORDINATOR: Amy Ozeki

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

## GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

- Continuity and Consolidation
  Enhancement

## TIER

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

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**Not Applicable**

## PRIORITY/PROJECT FOCUS NEXT GENERATION

**If "Other" selected, please specify:** [Click here to enter text](#)

## FINANCIAL DATA

Amount Requested: \$ 325,000.00

Total Project Cost: \$ 250,000 - \$ 325,000.00

## 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:

The Virginia E911 Services Board encourages PSAPs within a given region to cooperate to achieve enhancement goals that, individually, no single agency could satisfy. Deploying an ESInet is an example of such an undertaking. The Commonwealth of Virginia's Statewide Comprehensive Plan for 9-1-1, strongly recognizes the need for IP-based solutions; from infrastructure to the path for the receipt and delivery of all communication methods (voice, data, pictures, text, etc).



Although it does not directly relate to a current funding priority, it is felt that in order for the region to have the ability to utilize NG9-1-1 technologies and methods of communication, that an ESInet be explored and deployed to support the IP-network necessary to support IP-infrastructure which Stafford and its neighbors throughout the Region are and will be migrating to in the very near future. The region desires the ability to utilize all the technologies available to it and to do so, must explore a regional ESInet to do so.

This grant serves to request sufficient resources to acquire the services of a project management team with an expertise in NG9-1-1 and the systems required who can assist with a feasibility study, define requirements, develop an RFP while providing procurement support and then assist with future implementation oversight and management for a regional ESInet to serve the greater Fredericksburg region. This region includes the following localities: Stafford County, City of Fredericksburg, Spotsylvania County, King George County, and Caroline County and would extend to Fauquier County and Culpeper Counties. We are in no way wishing to limit access to the ESInet.

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

1. Phase 1 of this grant request would provide the level of expertise necessary to prepare a comprehensive statement of need; detailed and comprehensive project description; ESInet system requirements; budget projections and narratives; evaluation plan and any other data required to support an E9-1-1 enhancement grant. It would also look to make a recommendation for an ESInet solution for the region.
2. Phase 2 of the grant would request funding to support the procurement and establish of a regional ESInet in the Fredericksburg Region. Phase 2 is not dependent upon Phase 1 and, likewise, Phase 2 is not dependent upon Phase 2. Phase 2 would be a separate grant request.



## 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.

- (1) Deploy an ESInet that meets current NENA standards, specifically, "Detailed Functional and Interface Specification for the NENA i3 Solution - Stage 3". Commonly known as i3, this standard describes a network of networks that can be shared by all public safety Agencies that may be involved in handling any emergency.
- (2) Demonstrate that the selected solution can offer economies of scale; secure, redundant and survivable communications; rapid and accurate data transfer; dynamic routing and ad hoc support of dispersed PSAP operations.
- (3) To employ an open, standards-based architecture that can interface with traditional emergency communications networks and provide participating PSAPs with a highly available geospatial database that is easily manipulated and locally controlled.
- (4) Significantly improve service to the public and client Agencies by providing geospatial routing of emergency calls with monthly recurring network costs anticipated to be equivalent to those costs now borne by the participating PSAPs.
- (5) Every precaution will be taken to ensure that no part of the project disrupts ongoing PSAP operations.

### 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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	09 / 15 / 2014
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	10 / 15 / 14
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	11 / 20 / 14
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	XX / XX / XX
<input checked="" type="checkbox"/> <b>COMPLETION</b> (Selected system or solution is tested and put in production)	06 / 30 / 15



### Identify the longevity or sustainability of the project.

Longevity and sustainability of the approach is supported by all regional partners. The sustainability of the project, Phase I requested for in this grant, will provide a level of expertise and subject matter facilitators in the development of specifications necessary for a regional ESInet solution to support E9-1-1 (all facets). This could be utilized by the Commonwealth as a model for future regional solutions to support IP-enabled 9-1-1/CPE infrastructures.

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

The Commonwealth of Virginia's Statewide Comprehensive Plan for 9-1-1, circa March 2011, defines the purpose of the plan in the areas of key strategic initiatives for improving 9-1-1 services and functionality across Virginia, especially during times of rapid technology advancement (emphasis added). Further, it attempts to support initiatives that "will result in Virginia's ability to continue to meet the public's high level of expectations for 9-1-1 emergency dispatch services..."

I would submit that, unless the Commonwealth is ready, willing and able to support the establishment of an IP-infrastructure with regional ESInets in support of the sharing of data and voice communication, that the public's "high level of expectations for 9-1-1" will not and cannot be met.

There may be other solutions available, but until such time as the opportunity to explore the delivery of a network which is reliable, public safety grade, redundant, with '0' points of failure, etc. we cannot provide the level of services expected. We will continue to be limited by the legacy, analog network which is not reliable, not public safety grade, in many cases not redundant and has multiple points of failure (agency dependent) if this work is not done. The IP-9-1-1 solutions piloted across the Commonwealth only provide a glimpse into the totality of the network needed.



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

In Section 2.1 “Vision & Future for Virginia 9-1-1, there are multiple references to the importance of an ESInet solution in the Commonwealth. They include:

1. Infrastructure, Equipment & Technology

This section states, “The Virginia Information Technologies Agency (VIAT) supports and **encourages** (emphasis added), 9-1-1 centers throughout the Commonwealth to use flexible, open-architecture application-based systems enabled by regional ESInets. This approach will allow for easy access to information and provide secure and fluid data transfer between 9-1-1 centers and other public safety entities.”

Many in the Fredericksburg region are looking at open-architecture application-based systems in providing 9-1-1 services for their communities. We understand the need and see the future capabilities that will become NG9-1-1. Without a regional ESInet, we do not believe the capabilities and functionality can be supported and, further, that the needs and expectations of our community cannot be met.

2. Operations

This section states, “(I)nstead, participation in regional NG 9-1-1 pilots, a desire for increased information efficiencies, and an interest in services expansion will enable 9-1-1 centers to utilize best practices and standard operating procedures to be better prepared in the future for day-to-day and mutual aid activities, staffing, and training.

It’s time to start seriously looking at a regional ESInet pilot. This project will lay the ground work in the establishment of a well thought-out and delivered plan, detailed specifications and expectations, followed by the future procurement, implementation, and success of what a regional ESInet can look like. Understanding there are those who would suggest they can provide you with an ESInet – are they building the infrastructure that you then become dependent on or should we be looking to establish an ESInet that can support many applications without being held hostage to a vendor. I would suggest a statewide network can allow for these applications and potentially a revenue source for the Commonwealth.



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

In Section 2.1 “Vision & Future for Virginia 9-1-1, there are multiple references to the importance of an ESiNet solution in the Commonwealth. They include:

Initiative 2: Develop and apply statewide guidelines to foster a minimum level of 9-1-1 emergency response service across Virginia.

I would submit that the development of a regional approach to an ESiNet will support Initiative 2. It can foster a minimum level of 9-1-1 emergency response service based upon an IP-enabled network – reality and need in the future of next generation. The Commonwealth has invested in pilots that support and show the success and functionality of IP-enabled 9-1-1 systems. Now it’s time to take the next step with a regional ESiNet base for services that will get us one step closer.

In this section the box titled benefit to the Commonwealth” on p.14 says it best:

- Improved quality of service for the public
- Seamless support to other 9-1-1 centers anywhere in the state when needed and authorized
- Improved interoperability with compatible systems and aligned capabilities
- Long-term savings for localities that consolidate 9-1-1 centers
- Economies of scale buying power

I would submit that this project will provide each of the following, providing results and leveraging the Commonwealth to move into the NG9-1-1 realm of possibility and out of the continued planning and waiting phase we seem to have found ourselves in.

To take this pilot and initiative on, would not require any change to legislation. It would provide, however, more information with which to pursue any changes.

Initiative 4: Enable Next Generation Services by connecting 9-1-1 centers to the statewide IP backbone.

The statewide IP backbone is still a desire; however, regional ESiNets could relieve some of that burden. As the IP solution to connect PSAPs to a regional hub that then would connect to an IP backbone, these hubs become the center of data exchange. A statewide IP backbone can only deliver the information provided to it and, in the Plan identifies the “IP will be the linchpin for enabling NG9-1-1.”

“Moving to an IP-based system does provide significant benefits, such as a reliable, high-speed way to transfer information while providing greater flexibility and redundancy assurances. And, IP will enable 9-1-1 centers to receive data that is currently unavailable to them, including text messages, pictures, video, automatic crash notifications, and state and private databases...”



The ESInet is critical to the infrastructure as part of the IP-based backbone or system necessary to meet Initiative 4.

Benefits identified in this section to the Commonwealth include:

- A 9-1-1 system that accommodates technologies used by the consumer public
- The groundwork for a 9-1-1 system that allows seamless, interoperable data transfer throughout Virginia

Initiative 5: Create a mechanism for advocacy in the political environment surrounding 9-1-1 emergency response

This section has a bullet point that I believe is important and relevant to this grant request. It states, “Regional ESINet service opportunities should be identified and the advancement of IP should be promoted.

This is exactly what the Fredericksburg Region is trying to do.



## REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

The participating PSAPs all adjoin each other. Most participate together and meet regularly within the Communications committee of the George Washington Regional Commission (GWRC). The GWRC provides support to all regional opportunities.

The participating PSAPs are committed to the establishment of an ESiNet to support 9-1-1 operations in an IP-enabled environment. Letters of support are attached hereto.

Intended collaborative efforts:

It is the intent that this effort will include other regional partners and will support the Commonwealth's effort in moving to a Next Generation 9-1-1 platform that will also support data along with the traditional voice communication.

Resource sharing:

A regional ESiNet would provide the sharing of a central resource that can be supported as a "regional" initiative, providing the opportunity to share resources across an IP-enabled infrastructure. Many applications to facilitate interoperability through radio, CAD, telephony, etc. would be able to utilize this central server for the sharing of information.

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

We all have the desire to provide opportunities that will enhance our ability to take and process 9-1-1 calls. To do so in a "next generation" environment, understandably, requires the region to have an infrastructure which will enhance the NG9-1-1 capabilities we will see from our PSAPs to the regional level through an ESiNet solution. We see this is as not only a PSAP capability, but something the community will expect and something that will support public safety responder knowledge and safety.

## 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:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)

How should policies be made and changed:

[Click here to enter text](#)

How should it be funded:

[Click here to enter text](#)

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

[Click here to enter text](#)



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

For consultant services in providing expertise to complete the following items, a budget estimate of \$250,000.00 is requested. As indicated, this is a phased approach. Phase 2 is not requested in this grant and will stand alone on its own based upon the deliverables and results of the services provided by this grant request. This grant will set the state to provide real information and data in the establishment of ESInets across the Commonwealth to support IP-enabled 9-1-1 infrastructures.

Included in the deliverables budgeted would be:

1. Consultant services to be provided in the evaluation of an ESiNet solution to support the Fredericksburg region;
2. Regional interviews and collaboration to determine the needs of the region;
3. Base all recommendations on existing standards;
4. Develop and ensure all system requirements of an ESiNet solution to support NG9-1-1 systems current and future;
5. Ensure the viability, survivability and infrastructure will support the activities of 9-1-1 for data, voice, pictures, text, etc.

## EVALUATION

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

The project will be evaluated and measured for success through a final report that provides a comprehensive recommendation and approach to an ESiNet solution for the Fredericksburg Region. That all deliverables expected through the statement of work are met, on time and with sufficient documentation to support the project. It is expected that the individual(s) who are to work with the region will also provide opportunity to work with VITA staff during the entire process to ensure, if economies of scale, are to be recognized and full disclosure and information are available to the entire Commonwealth in support of a statewide IP-enabled network for NG9-1-1 applications.



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

##### INITIATION

(Project approved by appropriate stakeholders)

##### DESIGN/PLANNING

(Project, system, or solution requirements are developed)

##### ACQUISITION

(Selected system or solution is procured)

##### IMPLEMENTATION

(Selected system or solution is configured and installed)

##### TESTING/COMPLETION

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

#### SAMPLE ACTIVITIES

- 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
- 
- Requirements are documented
  - Components to be purchased are identified
  - General design is documented
- 
- 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
- 
- Purchased components are delivered and installed
  - Training is performed
- 
- Performance of system/solution is validated
  - System/solution goes "live"



The following are attached:

1. Stafford Resolution in support of grant submittal.
2. Letters of support from regional localities.

R13-282

BOARD OF SUPERVISORS  
COUNTY OF STAFFORD  
STAFFORD, VIRGINIA

RESOLUTION

At a regular meeting of the Stafford County Board of Supervisors (the Board) held in the Board Chambers, Stafford County Administration Center, Stafford, Virginia, on the 17<sup>th</sup> day of September, 2013:

<u>MEMBERS:</u>	<u>VOTE:</u>
Susan B. Stimpson, Chairman	Yes
Robert "Bob" Thomas, Jr., Vice Chairman	Yes
Jack R. Cavalier	Yes
Paul V. Milde III	Yes
Ty A. Schieher	Yes
Gary F. Snellings	Yes
Cord A. Sterling	Absent

On motion of Mr. Milde, seconded by Mr. Thomas, which carried by a vote of 6 to 0, the following was adopted:

**A RESOLUTION AUTHORIZING TWO GRANT APPLICATIONS:  
PLANNING AND DESIGN OF REPLACEMENT WIRELESS E-911  
EQUIPMENT AND SERVICES; AND FREDERICKSBURG  
REGIONAL EMERGENCY SERVICES IP NETWORK GRANT**

WHEREAS, the Board desires to participate in the Virginia E-911 Services Board Grant Program in support of the County's E-911 operations; and

WHEREAS, the County's current E-911 system, which supports and routes E-911 emergency calls, has reached its "end-of-life" and is technically outdated; and

WHEREAS, a Grant through the Virginia E-911 Services Board is available in an amount up to \$150,000 (One Hundred Fifty Thousand Dollars) and, if awarded, would be allocated for the design and planning of replacement wireless E-911 equipment and services; and

WHEREAS, a Grant through the Commonwealth of Virginia is available and would, if awarded, provide 100% funding for procurement (by the County) of an Emergency Services IP Network (ESInet), which is capable of supporting all telephone service provider-end offices that originate and route E-911 calls;



NOW, THEREFORE, BE IT RESOLVED by the Stafford County Board of Supervisors on this the 17<sup>th</sup> day of September, 2013, that it be and hereby does authorize the Sheriff's Office staff to apply for the two aforementioned grants through the Virginia E-911 Services Board, and through the Commonwealth of Virginia, in the upcoming FY15 Grant cycle.

A Copy, teste:



Anthony J. Romanello, ICMA-CM  
County Administrator

AJR:CEJ:ca



## King George Sheriff's Office

*A State Accredited Agency*

Sheriff Steve F. Dempsey



September 23, 2013

To Whom It May Concern,

Stafford County has submitted a regional grant request to facilitate the procurement and deployment of an ESInet to support the Fredericksburg Region. This ESInet's primary function will be having the capability of supporting all telephone service provider end offices that originate and route 9-1-1 calls. We are aware the future of NextGeneration 9-1-1 will be dependent upon such a network. Understanding the importance of this effort and, further, the critical importance that it support an entire region, the below signed jurisdiction is in support of and anticipates participating in this regional effort.

Your consideration in reviewing the grant request on behalf of the entire Fredericksburg region is very much appreciated.

Sincerely,

L. Wayne Bushrod  
911 Communications Director

---

10445 Government Center Blvd. • King George, Virginia 22485  
Office: 540-775-2049 • Fax: 540-775-0376  
sdempsey@co.kinggeorge.state.va.us



David W. Nye  
Chief of Police



City of Fredericksburg  
Police Department  
2200 Cowan Boulevard  
Fredericksburg, VA 22401  
Telephone: 540-373-3122  
Fax: 540-372-1108

September 23, 2013

Dear Sir or Madam:

Stafford County has submitted a regional grant request to facilitate the procurement and deployment of an ESInet to support the Fredericksburg Region. This ESInet's primary function will be in having the capability of supporting all telephone service provider end offices that originate and route 9-1-1 calls. We are aware the future of NextGeneration 9-1-1 will be dependent upon such a network. Understanding the importance of this effort and, further, the critical importance that it support an entire region, the below signed jurisdiction is in support of and anticipates participating in this regional effort.

Your consideration in reviewing the grant request on behalf of the entire Fredericksburg region is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Melissa Wood'.

Melissa Wood  
Communications Manager

FY15

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
GeoComm Inc.



## FY15 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](mailto: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 FY15 PSAP Grant Application Cycle starts July 1, 2013 and concludes on September 30, 2013 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.**



## FY15 PSAP GRANT APPLICATION

### PROJECT TITLE

Dispatch Mapping Display System

### **GRANT APPLICANT PROFILE/PROJECT CONTACT**

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

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Gwendolyn

CONTACT LAST NAME: Maxwell

ADDRESS 1: 20212 Thornton Square

ADDRESS 2:

CITY: Sussex

ZIP CODE: 23884

CONTACT EMAIL: gmaxwell@sussexso.com

CONTACT PHONE NUMBER: (434) 246-5361

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: (434) 246-5714

REGIONAL COORDINATOR: Lyle Hornbaker

### **HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES**

_____	_____
_____	_____
_____	_____
_____	_____

### **GRANT TYPE**

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



**GRANT PROGRAM TYPE**

Continuity and Consolidation

Enhancement

**TIER**

Out of Service

Non-Vendor Supported\*

Technically Outdated\*

Strengthen

Not Applicable

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

VERSION:

# YEARS of HARDWARE/SOFTWARE:

**Eagle version 6.5**

**Last build date is 08-16-2007**

**PRIORITY/PROJECT FOCUS** PRIMARY MAPPING SUPPORT

**If "Other" selected, please specify:** 2T

**FINANCIAL DATA**

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 195,557.00



## 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:

2T

The project directly relates to the funding priorities established by the PSAP Grant Program's Grant Committee under the Continuity and Consolidation Program for Dispatch Mapping replacement.

Sussex County needs to replace our current MapObjects based system with more up-to-date ArcObjects based technology. Doing so is the only logical path of ensuring full product support. Without this replacement, the County cannot ensure the Dispatch Mapping System will remain compatible with current technology.

### Financial Need:

The PSAP does not have sufficient local funds to allocate for this project and is in need of grant funding.

### Consequences for Not Receiving Funding:

Without grant funding, the PSAP will be forced to continue using the current system. If the current system is not replaced, the PSAP cannot ensure the current system can be fully supported and remain a viable component of our daily operations. Additionally without funding the PSAP will not have the required resources to correct known GIS data manipulation issues.

### Impact to operational services in the PSAP:

Our current MSAG Eagle mapping system is based on obsolete ESRI MapObjects technology. ESRI has confirmed in 2010 that MapObjects is no longer vendor supported. In order to implement a fully supported dispatch mapping system, the PSAP needs to purchase a more up-to-date, fully supported ArcObjects based system. Additionally, this replacement will also provide advanced integration between Dispatch Mapping and our current CAD system. This improves PSAP operations by providing additional location information for non-E9-1-1 calls. The project will also improve PSAP operations by correcting GIS data errors.



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

Local sustainability will be achieved by purchasing extended hardware/software from the respective vendors. Once warranties have expired, the PSAP will include future warranties in annual budgeting, ensuring future support of the system. The PSAP reserves the right to negotiate specific terms and durations for extended warranties with the vendor, based on current vendor cost and budget status at the time of project initiation.



## 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.

### **Primary Goal:**

The primary goal of this project is to replace our current technically outdated MSAG Eagle (MapObjects/Shapefile based) Dispatch Mapping System with an up-to-date system compatible with ArcObjects/GeoDatabase technology. The project also includes a bi-directional CAD to Mapping integration. The project includes GIS data manipulation services, required for proper dispatch mapping functionality.

### **Project Goals and Objectives:**

1. Replace the current technically outdated Dispatch Mapping Display system
2. Implement ESRI ArcObjects and GeoDatabase technology in the PSAP
3. Address the non-vendor supported issue by implementing more current technology
4. Reduce hardware requirements for dispatch workstations by implementing server-based technology
5. Eliminate the need for GIS software and GIS data to be maintained on each workstation
6. Implement server-based dispatch mapping
7. Incorporate role based technology allowing system wide administrative control
8. Provide better Common Operating Picture (COP) by allowing access from any networked/authenticated computer
9. Provide bi-directional Map/CAD integration
10. Correct GIS Data errors through data manipulation

### **Implementation Strategy and Work Plan:**

Once funds have been approved, the PSAP will seek out a qualified vendor to provide services and software. Once vendor products and services are procured the PSAP will begin working with the vendor on:

1. Contract review
2. Equipment order
3. Installation
4. Training

### **Work plan:**

The PSAP will work with the new vendor to establish a detailed work plan. The specific work is TBD however a general work plan overview is listed below.

1. Project review and kick-off
2. Project timelines
3. Benchmarks and goals
4. Implementation
5. Acceptance Test Plan



### 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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>06 / 15 / 14</b>
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>07/ 15 / 14</b>
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>08 / 15 / 14</b>
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>11 / 15 / 14</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>12 / 15 / 14</b>

Identify the longevity or sustainability of the project.

The PSAP plans to secure a new system which is compatible with current technologies and supports future NG9-1-1 compatibility. The project will also include extended vendor warranties and maintenance plans. Extended warranties/maintenance will help to ensure the project is sustained in future years and the system will be effectively updated as new technologies are introduced. In addition to extended warranties, the PSAP will also include future support fees in our annual budget to ensure project longevity beyond the extended warranty period. The PSAP reserves the right to negotiate specific terms and durations for extended warranties with the vendor, based on current vendor cost and budget status at the time of project initiation.



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

This project mirrors the vision of the Virginia Statewide E-911 Comprehensive Plan to allow 9-1-1 emergency response to operate at an optimal level of service and capability. Our project also follows the strategic goals established in the plan to provide consistent emergency response services to anyone residing in or passing through Sussex County or the Commonwealth, at any time of day, and during any event. This project also allows the PSAP to keep up with the rapid pace of technology, innovation, and the constant changes in customer's expectations.

This project also supports the Wireless Services Board's vision for NG9-1-1. The PSAP plans to secure a mapping system which can easily be incorporated into an Emergency Services Network (EsiNet) and serve as the primary mapping system for regional NG9-1-1 installations.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:  
2T



Intended collaborative efforts:

2T

Resource sharing:

2T

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

2T



**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T

What services should it perform:

2T



How should policies be made and changed:

2T

How should it be funded:

2T

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

2T



## 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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See attached vendor quote.



## EVALUATION

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

The vendor will be required to submit a detailed project timeline, goals and deliverables as part of the awarded contract. This project will be monitored through periodic meetings between the PSAP, vendors and stakeholders. Vendor representatives will be required to participate in these meetings and provide project updates or status reports.

The PSAP will designate a project lead. The project lead will work with the vendor to ensure specific goals are met throughout the project.

Payment terms will be based on milestone events. Milestone events will be carefully developed and negotiated before contract signing to ensure the project is completed in a timely fashion.

As part of the implementation plan the vendor will be required to produce and adhere to an acceptance test plan. The project lead will ensure all items in the acceptance test plan have been met. The project lead will also review the acceptance test plan before signing. Final payment will be withheld until the acceptance test plan has been approved and signed.



## 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"

# 2

# Pricing

*Prices are valid for a period of 90 days.*

## Overall Pricing Summary

Description	Total Cost
Continuity and Consolidations Program	
9-1-1 Mapping Display: GeoLynx Server, Server Hardware, and Dispatch CAD Interface	\$79,250
Extended Warrantee for 9-1-1 Mapping Display (years two through five)	\$50,299
GIS Map Data Format Conversion and Manipulation	\$22,607
Extended Maintenance for GIS Map Data	\$31,401
<b>Continuity and Consolidations Program Total:</b>	<b>\$183,557</b>
<b>Overall Pricing Total:</b>	<b>\$183,557</b>

Notes: Fees from third party vendors are not included in this proposal.

Software support and maintenance services shall commence after software installation and continue for five years.

Sussex County is responsible for paying all applicable sales tax. Taxes will be determined at contract signing.

## Pricing Summary: Continuity and Consolidation Program

### 9-1-1 Mapping Display Summary

Description	Total Cost
GeoLynx Server with Dispatch Add-on Modules	\$62,762
GeoLynx Server Extended Maintenance Cost (years two through five)	\$48,359
GeoLynx Server Hardware	\$13,548
Dispatch CAD Interface	\$2,940
Dispatch CAD Interface Extended Support Cost (years two through five)	\$1,940
<b>9-1-1 Map Display Total:</b>	<b>\$129,549</b>

### Data

Description	Total Cost
GIS Map Data Format Conversion	\$4,770
GIS Map Data Manipulation (Address Points, Road Centerlines, ESZ and Community Boundary Layers)	\$10,551
Annual GIS Map Data Maintenance	\$7,286
Extended GIS Map Data Maintenance	\$38,687
<b>Data Total:</b>	<b>\$54,008</b>

## Price Detail

### GIS Services

Description	Price
<b>Base Pricing</b>	
GIS Map Data Format Conversion	\$4,770
GIS Map Data Manipulation (Address Points, Road Centerlines, ESZ and Community Boundary Layers)	\$10,551
<b>Base Pricing Total:</b>	<b>\$15,321</b>
<b>Annual Pricing</b>	
Annual GIS Map Data Maintenance	\$7,286
<b>Annual Pricing Total:</b>	<b>\$7,286</b>
<b>GIS Services Total:</b>	<b>\$22,607</b>

### Annual Recurring GIS Support and Maintenance Pricing

Extended GIS Data Maintenance:	Five Year Total
GIS Map Data	\$31,401
<b>Five Year GIS Support and Maintenance Pricing Total:</b>	<b>\$31,401</b>
<p>Note: Extended GIS support and maintenance pricing is quoted as a prepaid option covering multiple years (up to five years). Optionally additional support and maintenance following the first year can be purchased at the current list price at the time of future purchase if not purchased as part of the original agreement. The current list price at the time of future purchase may be slightly different than the prices quoted in this proposal.</p>	

## GeoLynx Server

Description	Qty	Total Price
<b>Base Pricing</b>		
GeoLynx Server GIS Set Up Services		\$1,000
GeoLynx Server (active license)	1	\$29,072
GeoLynx Server (passive license)	1	Included
GeoLynx Server Dispatch Add-on Module	3	\$13,500
GeoLynx Server 9-1-1 Call, and CAD Incident, Viewing		Included
GeoLynx Server with Dispatch Add-on Module Installation and Training		\$7,970
<b>Base Pricing Total:</b>		<b>\$51,542</b>
<b>Annual Pricing</b>		
Annual GeoLynx Server Software Support and Maintenance (active license)		\$5,814
Annual GeoLynx Server Software Support and Maintenance (passive license)		\$2,907
Annual GeoLynx Server Dispatch Add-on Module Software Support and Maintenance		\$2,499
Annual GeoLynx Server 9-1-1 Call and CAD Incident Viewing Software Support and Maintenance		Included
<b>Annual Pricing Total:</b>		<b>\$11,220</b>
<b>Total:</b>		<b>\$62,762</b>
<p>Notes: Server hardware specification capacity is recommended for &lt;100 simultaneous users. Performance is impacted based on a number of things including network performance, map data configuration, and the number of users.</p> <p>The prices include one or more dedicated web servers. If Sussex County purchases and provides the hardware from another source, the overall price will be reduced.</p> <p>GeoComm proposes GeoLynx Server in an N+1, Active + Passive type architecture.</p> <p>If Sussex County provides the dedicated web server and it has more than one quad core processor (four cores of processing; additional GeoLynx Server license fees will apply.</p> <p>A subscription to ArcGIS Online World Routing Service is needed to perform routing in GeoLynx Server. The standard World Routing Service includes: 5,000 routes per year, 10 route steps per route, 25 barriers per route, and multilanguage routing directions. Currently, ArcGIS Online World Routing Service is a free subscription for the standards service outline above. Effective December 31, 2013, it will become a paid service provided by Esri through an ArcGIS Online Organizational account. Sussex County is responsible for acquiring ArcGIS Online World Routing Service subscription. Usage of ArcGIS Online World Routing Service subscription is determined based on the terms of use between Sussex County and Esri.</p> <p>Alternatively, to achieve routing in GeoLynx Server, Sussex County may implement an Esri Network Routing Data Set meeting minimum specifications outlined by GeoComm for basic routing using local data in GeoLynx Server. The Network Routing Analyst for GeoLynx Server is required to create, edit, and maintain the routing data set. GeoComm can provide pricing for the ArcGIS Network Analyst for GeoLynx Server and associated services to develop and maintain the data set if Sussex County desires.</p> <p>Use of the GeoLynx Server backup license will provide redundancy in instances when the active server is not available such as for routine maintenance and in the event the primary GeoLynx Server is inoperable. The use of both GeoLynx Server licenses simultaneously is not permitted.</p>		

### Hardware for GeoLynx Server Licenses

Description	Qty	Total Price
Dell PowerEdge R610 Server with 3-Year Dell ProSupport for GeoLynx Server Licenses	2	\$11,200
Barracuda Load Balancer 340 with One-Year Energize Updates	1	\$2,348
<b>Total:</b>		<b>\$13,548</b>
<p>Notes: GeoComm will purchase and configure the GeoLynx Server hardware and then ship it to Sussex County. The price of shipping is included in the price listed above.</p> <p>Sussex County is responsible for installation of the GeoLynx Server hardware.</p> <p>GeoComm does not provide support or maintenance for the GeoLynx Server hardware. Sussex County is responsible for coordinating with Dell or Barracuda regarding any support or maintenance issues related to the server or load balancing hardware.</p>		

### Dispatch CAD Interface

Description	Qty	Price/Unit	Total Price
Base Pricing			
Standard Dispatch CAD Interface	3	\$830	\$2,490
On-site Standard Dispatch CAD Interface Installation and Configuration			Included
Base Pricing Total:			\$2,490
Annual Pricing			
Annual Standard Dispatch CAD Interface Support			\$450
Annual Pricing Total:			\$450
<b>Dispatch CAD Interface Total:</b>			<b>\$2,940</b>
<p>Notes: Fees, if applicable, from your CAD vendor are not included in the above pricing.</p> <p>CAD Interface development services pricing assumes the CAD vendor has the necessary data within the CAD system and will make it accessible to GeoComm.</p> <p>Installation and configuration for the Standard Dispatch CAD Interface is valid if it is implemented during the same on-site trip as GeoLynx Server implementation.</p>			

### Annual Recurring Software Support and Maintenance Pricing

Software Support and Maintenance For:	Five Year Total
GeoLynx Server (Active License)	\$25,059
GeoLynx Server (Passive License)	\$12,529
GeoLynx Server Dispatch Add-on Module	\$10,771
Dispatch CAD Interface	\$1,940
<b>Five Year Software Support and Maintenance Pricing Total:</b>	
<b>\$50,299</b>	
Note:	Software support and maintenance pricing are quoted for multiple years (up to five years). Pricing proposed for four additional years. Pricing increases by only five percent per year after the second year if the services are not paid in full at contract signing, but rather are paid for over the life of the contract. Additional software support and maintenance following the first year can be purchased at the current list price at the time of future purchase if not purchased as part of the original agreement. The current list price at the time of future purchase may be slightly different than the prices quoted in this proposal.



PO BOX 20182  
Roanoke, VA 24018

# PROPOSAL

**Date:** September 5, 2013  
**Proposal #** 2013-090501

**Prepared for:** Sussex County Sheriff's Office

Sales Representative	Quote Expiration	Notes/Comments
Matt Lewis	12/31/2013	Public Safety System Upgrade

DaProSystems Software Licensing and Professional Services			
QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1	DaProSystems Computer Aided Dispatch System Interface Software License - GeoComm Mapping	\$7,500.00	\$7,500.00
4	Annual Maintenance - DaProSystems Mapping Interface Coverage for 5 Total Years	\$1,125.00	\$4,500.00
1	Professional Services - Installation/Configuration Courtesy Discount	No Charge	No Charge
NOTE	The first year's maintenance is included in the purchase price.		
		<b>Proposal Total</b>	<b>\$12,000.00</b>

DaProSystems Official Proposal	
Proposal #: 2013-090501	Prepared for: Sussex County Sheriff's Office

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

**Standard Terms & Conditions**

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

**Proposal Acceptance**

Accepted for Sussex County Sheriff's Office

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name/Title

**Any questions regarding this proposal should be directed to DaProSystems at 888.377.4427**