

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. 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

Backup 911 Trunk Lines

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Fauquier County Sheriff's Office Communications

CONTACT TITLE: Captain

CONTACT FIRST NAME: Micah

CONTACT LAST NAME: Meadows

ADDRESS 1: 78 West Lee St., Ste. 102

ADDRESS 2: 1T

CITY: Warrenton

ZIP CODE: 20186

CONTACT EMAIL: micah.meadows@fauquiercounty.gov

CONTACT PHONE NUMBER: 540-422-8641

CONTACT MOBILE NUMBER: 540-272-3784

CONTACT FAX NUMBER: 540-347-6886

REGIONAL COORDINATOR: Amy Ozeki

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

Secondary Consolidation



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:

Currently Fauquier County’s PSAP has a single feed of 911 trunks that are routed from Verizon’s central office. These trunks travel through an above ground cross connect box that is precariously situated on the corner of a municipal parking lot with no protection. This cross connect box also feeds a large number of downtown Warrenton’s landline connections.

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

Any recurring costs for the trunks will be assumed by the PSAP’s current 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.

By being provided a diverse and redundant routing of 911 trunks, the PSAP can ensure continual operation in the case of physical damage and loss of the current 911 trunk feed.

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
X INITIATION (Project approved by appropriate stakeholders)	08 / 01 / 14
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	XX / XX / XX
X ACQUISITION (Selected system or solution is procured)	09 / 01 / 14
X IMPLEMENTATION (Selected system or solution is configured and installed)	12 / 01 / 14
X TESTING/COMPLETION (Selected system or solution is tested and put in production)	02 / 01 / 15



Identify the longevity or sustainability of the project.

Once installed the secondary lines will be maintained by Verizon.

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

The project supports the Comprehensive 911 plan by being able to continually provide 911 emergency service in the event that our current 911 trunk lines become inoperable.

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:

Conduit Routing on roof of building - \$4,700.00

Quote from Verizon Contractor to run additional 911 trunks including burial, installing necessary telephone pole, pulling cable and terminating trunk lines - \$11,378.20

Contingency 50% - \$8,039.10

Overall Total: \$24,117.30



EVALUATION

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

By the ability to receive 911 calls via the newly installed secondary 911 trunks.



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"

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FY15 PSAP GRANT APPLICATION

PROJECT TITLE

Call Taker Workstation

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Fauquier County Sheriff's Office Communications Division

CONTACT TITLE: Captain

CONTACT FIRST NAME: Micah

CONTACT LAST NAME: Meadows

ADDRESS 1: 78 West Lee St, Ste. 102

ADDRESS 2: 1T

CITY: Warrenton

ZIP CODE: 20186

CONTACT EMAIL: micah.meadows@fauquiercounty.gov

CONTACT PHONE NUMBER: 540-422-8641

CONTACT MOBILE NUMBER: 540-272-3784

CONTACT FAX NUMBER: 540-347-6886

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:

PRIORITY/PROJECT FOCUS CAD

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 53,569.28

Total Project Cost: \$ 53,569.28

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:

Funds are requested for the purchase of one additional CAD /Phone workstation to be placed in Fauquier County Sheriff's Office Communications Division. The PSAP's current budget through the county does not reflect the funding to be able to purchase this equipment, software, and first year maintenance needed to add the additional call taker workstation. If funding is denied the Center will not have an overflow position to assist with high call volumes and position repairs which could cause a disruption of service.

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

Ongoing maintenance will be budgeted through the Division's operation budget in future years.

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 project is intended to increase the workload capacity through the addition of one call taker station. Currently we have six workstations that have Computer Aided Dispatch (CAD), phone, and radio capabilities. We recently added a seventh station but due to budget constraints were unable to place the CAD and Phone system equipment and software there during that time. We would like to equip this station with CAD and the 911 phone system equipment and software needed to allow this workstation to be a call taker workstation. This will help our Center be able to sustain the workloads during serious incidents and heavy call volumes that often overwhelm the other workstations. Currently when these situations occur we have nowhere to place an additional dispatcher to assist.

Our goal with this project is to increase the current dispatcher workstations from six to seven allowing space for an additional 911 operator during heavy service volumes and also the allowing space for the 911 operators to continue to work if a workstation is in need of repair.

This would be implemented by purchasing, installing and testing the equipment and software.

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	12 / 01 / 14



<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	XX / XX / XX
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	01 / 01 / 15
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	02 / 01 / 15
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	04 / 01 / 15

Identify the longevity or sustainability of the project.

1T

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

This project supports the Virginia Statewide Comprehensive 911 Plan by allowing Fauquier County Sheriff’s Office Communications Division to operationally continue to receive, process, and dispatch requests for emergency aid quickly and accurately during heavy call volumes. This will assist our division to ensure no request for assistance goes unanswered.



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:

The total project budget is \$53,569.28.

Vendor approved quotes are attached for review.

Phone system equipment- quote \$25,416.42

CAD Equipment, licensing and software- quote \$13,613.00

MEDS/911 Adviser Additional License – quote \$2,530.00

Recording System- quote \$1,296.00

Contingency(25% of project)- \$10,713.86

EVALUATION

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

This will be evaluated by utilizing the phone reporting system. This should show a decrease in ring times and abandoned calls.



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"

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FY15 PSAP GRANT APPLICATION

PROJECT TITLE

Backup Radio Equipment

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Fauquier County Sheriff's Office Communications

CONTACT TITLE: Captain

CONTACT FIRST NAME: Micah

CONTACT LAST NAME: Meadows

ADDRESS 1: 78 West Lee St., Ste. 102

ADDRESS 2: 1T

CITY: Warrenton, VA

ZIP CODE: 20186

CONTACT EMAIL: micah.meadows@fauquiercounty.gov

CONTACT PHONE NUMBER: 540-422-8641

CONTACT MOBILE NUMBER: 540-272-3784

CONTACT FAX NUMBER: 540-347-6886

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:

PRIORITY/PROJECT FOCUS RADIO CONSOLES

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 10,542.80

Total Project Cost: \$ 10,542.80

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:

During FY13 the Fauquier County Sheriff's Office Communications Division increased the 911 dispatch floor from 6 dispatch stations to 7 with no equipment for the 7th workstation. The Center is in need of a 7th Backup Radio Console for that station. Due to budget constraints the Center was not able to place a console at that workstation when it was added. If the console is not funded the Center will not have a backup radio for that station which could cause increased workload on other dispatchers if there is a primary radio outage.

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

This console will be implemented by the County's Radio Manager and any maintenance or repairs will be paid for by the County through its current budget process.

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 of this project is to purchase and implement a console radio for the 7th dispatch position. We will purchase, install, and test the equipment.

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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



PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	08 / 15 / 14
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	XX / XX / XX
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	09 / 01 / 14
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	11/ 15 / 14
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	11/ 25 / 14

Identify the longevity or sustainability of the project.

This is the newest backup product available that works with our current radio system. Motorola normally announces the end of service life approximately 5 years prior. Since this is a relatively new product it will operate with our current radio system and is compatible with the upcoming radio system upgrades slated to take place from 2016 to 2020. At this time there is no end of life date issued for this product.



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

The backup radio will allow the Fauquier County Sheriff’s Office Communications Division to continue the flow of information between all links in the chain of emergency responses. This includes the PSAP, emergency responders, hospitals and all other interoperable agencies.

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:

Purchase radio consolette APX7500 single band 7/800 with desk set MCD5000, desk set power supply, cable, MCD5000 to MTM5400 Tetra Mobile Radio Direct Connect, Cable - MCD 5000 Desk set to logger, desk set headset jack box and cable, and desktop mic: \$10,542.80 (quote attached)



EVALUATION

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

This equipment will not be able to be measured for achievement and success until the current radio system goes down and the use of the backup radio is needed. If we have to utilize the backup radio's then success of the project will be based on the how that event is handled.



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"

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VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



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FY15 PSAP GRANT APPLICATION

PROJECT TITLE

Windows 7 Upgrade

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Floyd County VA PSAP

CONTACT TITLE: Emergency Management

CONTACT FIRST NAME: Kevin

CONTACT LAST NAME: Sowers

ADDRESS 1: 120 West Oxford Street

ADDRESS 2: PO Box 218

CITY: Floyd

ZIP CODE: 24091

CONTACT EMAIL: ksowers@floydcova.org

CONTACT PHONE NUMBER: 540-745-9313

CONTACT MOBILE NUMBER: 540-250-5251

CONTACT FAX NUMBER: 540-745-9305

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:

Windows XP Operating system

Hardware – 6 years

PRIORITY/PROJECT FOCUS PRIMARY MAPPING SUPPORT

If "Other" selected, please specify: 2T

FINANCIAL DATA

Amount Requested: \$ 85,000

Total Project Cost: \$ 85,000





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:

The Floyd County PSAP – 9-1-1 Map Display Upgrade Project directly relates to the funding priority established by the PSAP Grant Program’s Grant Committee under the Continuity and Consolidation Program. The purpose of this project is to address **Non-Vendor Supported** hardware and software.

Financial Need:

The Floyd County PSAP is in need of financial funding to upgrade the current Primary 9-1-1 Mapping Display Hardware and Software.

Without financial support from the Virginia Wireless E9-1-1 Services Board, it is unlikely the PSAP will be able to replace its current Non-Vendor Supported Hardware and Software. Budget shortfalls along with local and State budget cuts have made it impossible to fund the upgrade to the 9-1-1 Map Display System in the foreseeable future. Also, the Floyd County PSAP does not have general funds which to allocate towards this critical need.

Impact to Operational Services:

Upgrading the current workstations from the current Windows XP Platform to a Windows 7/8 platform will ensure 9-1-1 Mapping workstations Hardware is vendor supported. Software vendors like ESRI can no longer support software on Windows XP and future mapping updates will not be XP supported. Floyd’s Primary mapping software is GeoComm software built upon the ESRI ArcEngine Platform. ESRI will no longer support the Windows XP operating environment and therefore upgrading the mapping software will not be an option if XP remains. The County needs this grant funding to have the ability to update its hardware so that it can continue to keep its mapping system updated especially as the County looks to the future of NextGen 911. The County also no longer has Addressing tools that are supported. A local consultant developed tools several years ago in ArcMap that has allowed the County to address new structures and address new roads. The tool set also had other features such as a map book creator. The company no longer supports the tools and has stopped development for any new versions of Esri. The County seeks to purchase an address tool set from its PSAP mapping vendor GeoComm.

Consequences of Not Receiving Funding:

Floyd County does not have local funding sufficient to replace the current 9-1-1 Mapping Display Hardware/Software. Without grant funding, the upgrade cannot be accomplished. This has adverse consequences on the PSAP as outlined in both “Impact to Operational Services” and “Inclusion of Project in a Long-Term or a Strategic Plan”. Should funding not be received the PSAP will be required to continue using the existing, non-vendor supported system.

Inclusion of Project in a Long-Term or a Strategic Plan:

Floyd County has identified this upgrade to be a critical component of our Strategic Plan. This provides dispatchers with fully supported hardware/software and the latest 9-1-1 mapping solution and prepares the County for Next Generation 911.



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

The project will include a standard 3 year hardware warranty for workstation hardware. Once this warranty has expired, the PSAP will coordinate with the hardware vendor for extended maintenance and include required hardware maintenance fees in budgetary planning. The project will also include a 5 year extended warranty for primary mapping system software which will be upgraded as part of this project. Once the extended software warranty period has expired, Floyd County will coordinate with the software vendor for additional warranties and include the associated cost in local budget planning.



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.

Goals and Objectives:

- Replace Non-Vendor Supported Primary Dispatch Mapping System Hardware and Operating System (Windows XP)
- Update Primary Dispatch Mapping System Software with the latest solution
- Obtain a vendor supported and updated tool set for address/road/msag maintenance
- Conduct an analysis and cleanup of ALI data with 911 addressing layers and msag.
- Secure extended warrantee for 9-1-1 Mapping Hardware/Software
- Provide the PSAP with ESRI 10.x Geodatabase Compatible software

Implementation Strategy:

The County's IT consultant will begin by helping to ensure all proper network connectivity, software and hardware is in place.

The vendor will provide full implementation services for Software and Server Hardware components. The vendor will then provide training services for the upgraded system.

Work Plan:

Our strategy for upgrading the primary mapping hardware/software is to:

1. Assess the overall cost of the project
2. Collect vendor quotes for hardware
3. Consult with vendors on desired implementation schedule
4. Secure funding for the project
5. Secure contracts for hardware/software upon approval of funding
6. Work with IT consultant on installation and networking of new hardware
7. Work with mapping vendor to upgrade the mapping software
8. Work with mapping vendor to obtain addressing tool set
9. Work with a consultant to conduct an ALI database and 911 mapping /msag analysis
10. Establish Hardware Warrantee and Software Support and Maintenance agreements with the vendors



FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	06 / 15 / 14
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	09 / 15 / 14
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	12 / 15 / 14
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	1 / 15 / 15
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	05 / 31 / 15



Identify the longevity or sustainability of the project.

Upgrading the primary workstation 9-1-1 Mapping Display Hardware/Software is critical for long-term sustainability of mission critical components within the PSAP.

The current system is no-longer supported by Microsoft. Microsoft support is not the only issue.

- The current hardware is 5 years old.
- Upgrades to other software residing on the workstations require a more recent OS version.
- Software residing on the workstations has not been upgraded due to OS and hardware requirements for new software versions
- Hardware/Software warranties have either already expired or will expire within the coming fiscal year

The project will help to ensure the 9-1-1 Mapping Display Hardware/Software is sustainable by replacing the non-vendor supported hardware/software. The project will further promote sustainability by securing extended software warranty and software upgrades for the 9-1-1 Mapping Display Software. The PSAP will also include additional software warranty (post extended warranty provided by the grant) in local budgetary planning.

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 Floyd 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.

In addition to mapping upgrade the ALI database analysis will help ensure that dispatchers have the most accurate data possible when assisting callers and emergency service providers with getting to an emergency location. Clean data also helps the Commonwealth overall by providing accurate data to VGIN. Surrounding counties utilize Floyd County data and rely upon accuracy.

By obtaining 911 address maintenance tools the County will be able to continue to provide accurate addressing of new structures and roads. VGIN utilizes these layers when updating the statewide RCL data.



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:

Below is a brief description of planned expenditures. Please see the attached Vendor Quote for more detail. All components in the vendor quote are required for this upgrade.

1. Primary Mapping Display Hardware/Software: Provides upgrades to the primary dispatch mapping workstations i.e. Windows XP to Windows 7, New workstation hardware – 20% of the funds requested
2. Mapping Software: Provides upgrades to the core mapping system and admin functionality – 0% of the funds requested (upgrade to mapping software provided at no cost)
3. Addressing tools and mapping maintenance: Enables the County to more effectively map new roads and addresses in the county as well as the management of the MSAG and ESN data – 18% of the funds requested
4. Installation and Training Services: Includes all installation and setup services required for system implementation – 5% of the funds requested
5. Software and Hardware Warrantee: Warrantees include support and maintenance as outlined in the vendor quote – 50% of the funds requested
6. ALI data / Mapping data layers / MSAG analysis and cleanup: Provides an analysis and cleanup of the County's 911 data. Floyd County maintains its own ALI database in the PSAP. A review of the ALI against the MSAG and 911 layers is overdue and needed asap - 7% of the funds requested.



EVALUATION

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

Floyd County will establish milestone goals to evaluate progress achievement and overall project success. 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.



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

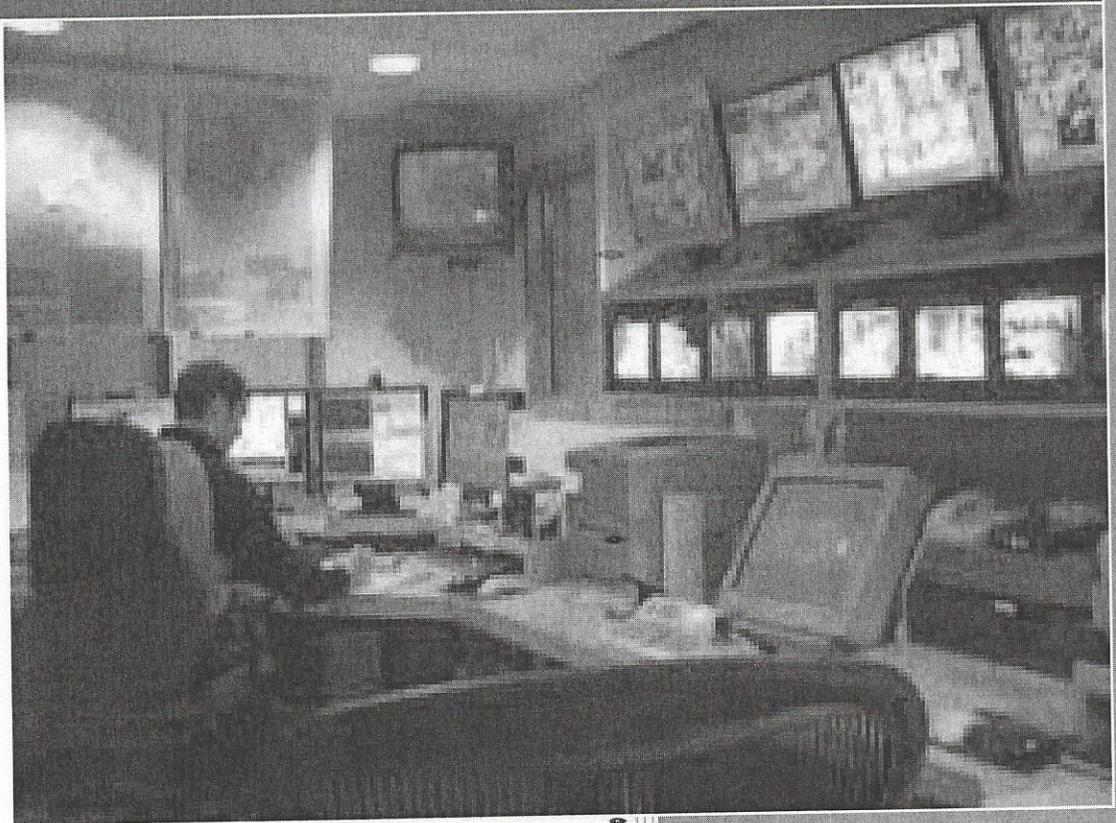
TESTING/COMPLETION

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

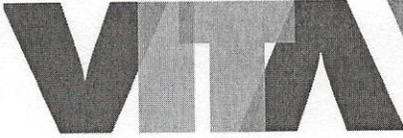
- Performance of system/solution is validated
- System/solution goes "live"

FY15

**PSAP GRANT PROGRAM
APPLICATION**



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



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. 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

Voice Logging Recorder System

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Fluvanna County Sheriff's Office/E911

CONTACT TITLE: Director of Communications

CONTACT FIRST NAME: Andrea

CONTACT LAST NAME: Gaines

ADDRESS 1: 160 Commons Blvd.

ADDRESS 2: P.O. Box 113

CITY: Palmyra

ZIP CODE: 22963

CONTACT EMAIL: againes@fluvannasheriff.com

CONTACT PHONE NUMBER: (434)591-2005

CONTACT MOBILE NUMBER: (434)981-1302

CONTACT FAX NUMBER: (434)591-2006

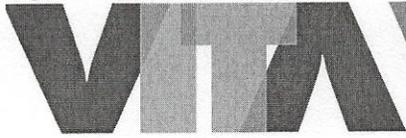
REGIONAL COORDINATOR: Stefanie McGuffin

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: NICE

Call Focus III/ Scenario Replay v3.1 installed 1/9/2007

NICE (SCENARIO REPLAY)- Installed

PRIORITY/PROJECT FOCUS VOICE RECORDER

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

FINANCIAL DATA

Amount Requested: \$ 40,000

Total Project Cost: \$ 39,000



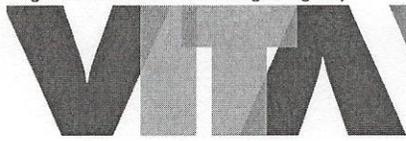
STATEMENT OF NEED

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:

If this equipment is not replaced, it will have a major impact upon our daily operational functions – the current equipment will no longer be supported after July 2014. We need the funding to consistently deliver reliable services to our citizens. Once we receive this hardware/software equipment, our public safety personnel will have more comprehensive tools to record and report incidents; it will also assist in the PSAP's overall quality control methods. Currently, our County revenues are not able to sustain the growing needs of our PSAP without the assistance of this grant.

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

This grant request consists of an annual maintenance contract that includes emergency services as well as annual product maintenance and updates. Our PSAP will continue to monitor the care and upkeep of the equipment.



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.

In June of 2011, Fluvanna County's current recorder, the NICE Call Focus III, was announced for sunset. As of December 1, 2012 the manufacturer ceased to provide code fixes, changes and third-party software certifications for Nice Call Focus III. In July 2014, the system will no longer receive any means of support.

We feel that upgrading our recorder would be in our best interest for several reasons. As Fluvanna County moves 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 Fluvanna County grows.

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 turn over and a better quality of service.

Fluvanna County's 911 services will greatly benefit having a new recorder. Instead of investing in an outdated product - we can take advantage of new technology. The new technology will bring us in line with The Virginia NG9-1-1 State Plan; the proposed recorder will grow with us rather than holding us back and keeping us tied to outdated phones, radios, and software. We appreciate your consideration and would like the opportunity to further show you how this will benefit our E911 services in Fluvanna County.

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"/> INITIATION (Project approved by appropriate stakeholders)	07 / 01 / 14
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	08 / 01 / 14
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	09 / 01 / 14



<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	11 / 17 / 14
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	11 / 19 / 14

Identify the longevity or sustainability of the project.

This PSAP has successfully demonstrated the ability to maintain core services to the community by utilizing the current technology to the best of its ability; however, the latest technology will assist in enhancing and sustaining the necessary level of service required to operate a fully functioning PSAP.

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.

This system also “NG911 ready” because it has the ability to incorporate new media such as recording both active and passive VoIP, actions can be traced, it allows for agency interoperability, and every action taken with the data is recorded and available for review to monitor the interactions with critical incident data.

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: **Not applicable.**

[Click here to enter text](#)

Intended collaborative efforts: **Not applicable.**

[Click here to enter text](#)

Resource sharing: **Not applicable.**

[Click here to enter text](#)



How does the initiative impact the operational or strategic plans of the participating agencies: **Not applicable.**

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:

Not applicable.



What services should it perform:

Not applicable.

How should policies be made and changed:

Not applicable.

How should it be funded:

Not applicable.

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

Not applicable.



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. 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:

Support and service for our current NICE Scenario voice logging system will end in July 2014, so it is imperative that we replace this equipment(see Attachment A)

We have estimated that the replacement costs will total approximately \$39,000, which includes: 24 channel 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, and verify communications with 4U Server, Convertible Chassis, Server 2008, 8GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, a DVD-RW, and five years of maintenance costs(see Attachments B –C).

The total projected cost is \$39,000, and I have added additional monies to the total amount requested in lieu of any cost increases that may arise between now and when the budget request is considered.

EVALUATION

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

Week 1. Upon receipt of purchase order, the vendor will conduct a kick-off meeting with the PSAP to discuss Site Prep/Site Survey and walkthrough if needed.

Weekly Prior to Install. The vendor and the PSAP will conduct follow up progress calls to determine readiness.

By the end of the 5th week. The vendor and PSAP will schedule installation of the equipment, and complete the Installation Test Procedure (ITP). Also, the training will be scheduled for users of the equipment.



FINANCIAL AND PROGRAMMATIC REPORT

PROJECT PHASES

SAMPLE ACTIVITIES

PHASE	SAMPLE ACTIVITIES
INITIATION (Project approved by appropriate stakeholders)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Requirements are documented • Components to be purchased are identified • General design is documented
ACQUISITION (Selected system or solution is procured)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Purchased components are delivered and installed • Training is performed
TESTING/COMPLETION (Selected system or solution is tested and put in production)	<ul style="list-style-type: none"> • 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 1st 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>.



Custom Recording & Analytic Technology

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

EQUIPMENT QUOTE

Date: 09/20/2013

Quote #: 2259

Sales Rep: Lana Etherton

Prepared For: Andrea Gaines
 Fluvanna County Sheriff
 P.O. Box 113
 160 Commons Blvd
 Palmyra, VA 22963
 Phone: (434) 591-2013

Ship To: Andrea Gaines
 Fluvanna County Sheriff
 P.O. Box 113
 160 Commons Blvd
 Palmyra, VA 22963
 Phone: (434) 591-2013

Proposed Work: 24 ch 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, 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-ESNT-VER-1CC	2	NICE Inform Essential Verify concurrent user license	\$300.00	\$600.00
PS-INFRM-ESNT-MON-1CC	1	NICE Inform Essential Monitor concurrent user license	\$300.00	\$300.00
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	5	ANI-ALI Annotator license, per channel	\$25.00	\$125.00
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
ADS-RM-PART4	1	4U Rackmount Mount Rail Kit	\$125.00	\$125.00
EXT-HD-1TB	1	External Hard Drive, 1TB	\$298.00	\$298.00
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				\$20,073.00

SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$3,010.95
1 Year Extended Warranty (8x5) including labor, travel and material	\$2,810.22
Services SubTotal	\$5,821.17

Project SubTotal \$25,894.17

Initials

Other Considerations

Trade In:	(\$750.00)
Shipping	\$200.00
Grand Total	\$25,344.17

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: 08/16/2013

Quote #: 2258

Sales Rep: Lana Etherton

Prepared For: Andrea Gaines
Fluvanna County Sheriff
P.O. Box 113
160 Commons Blvd
Palmyra, VA 22963
Phone:

Ship To: Andrea Gaines
Fluvanna County Sheriff
P.O. Box 113
160 Commons Blvd
Palmyra, VA 22963
Phone:

Proposed Work: BUDGETARY PROPOSAL for 20 channel recording solution with enhanced NG911 applications capabilities, ANI/ALI support and central archiving support. ADS ALERT Service included in bundle.

PRODUCTS

Item #	Description	Price
BUDGET-24CH	BUDGETARY PRICING for 24 Implementation services, 1st year extended warranty, ADS Alert, and shipping/handling charges included in pricing.	\$22,396.00
	Project SubTotal	\$22,396.00

Prepaid Maintenance Options

Years 2 through 5 - 8x5	\$10,703.78
Years 2 through 5 - 24x7	\$13,379.73

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:

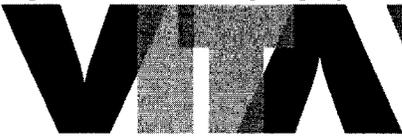
1. Budgetary proposals are valid for 180 days.
2. Payment Terms: Due Upon Receipt
3. New installations automatically include a 90 day labor and 1 year parts warranty.
4. Applicable taxes will be charged extra.
5. Delivery: CFR-Factory
6. Estimated Delivery: 4 weeks ARO
7. Physical location must be provided 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

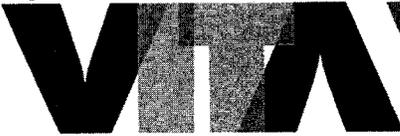
The grant application is available and accessible from VITA's Integrated Services Program's website

(<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. 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

PSAP Individual Training Program

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Fluvanna County Sheriff's Office/E911

CONTACT TITLE: Director of Communications

CONTACT FIRST NAME: Andrea

CONTACT LAST NAME: Gaines

ADDRESS 1: 160 Commons Blvd.

ADDRESS 2: P.O. Box 113

CITY: Palmyra

ZIP CODE: 22963

CONTACT EMAIL: againes@fluvannasheriff.com

CONTACT PHONE NUMBER: (434)591-2005

CONTACT MOBILE NUMBER: (434)981-1302

CONTACT FAX NUMBER: (434)591-2006

REGIONAL COORDINATOR: Stefanie McGuffin

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

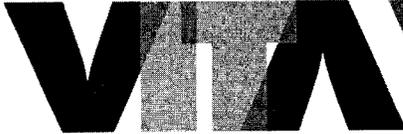
GRANT TYPE

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: _____

PRIORITY/PROJECT FOCUS PSAP INDIVIDUAL TRAINING PROGRAM

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

FINANCIAL DATA

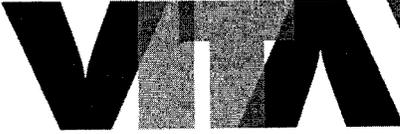
Amount Requested: \$ 12,500

Total Project Cost: \$11,804

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:

Due to current shortfalls within our county's budget, we are not able to budget for the cost of a well-established and accredited training program for our dispatchers. The benefits to this training far exceed the costs. Securing this training will help reduce the risk to the safety of both public safety workers and the community as a whole. A PSAP dispatch training program like the Total Response program will enhance public safety in our community by including topics such as call handling, tools and quality assessment methods, and standards of care. The proposed training will help to establish a quality assurance program that will help establish expectations and guiding principles in order to justify staffing, training, budgets and process change and improvements for our PSAP.



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

The grant will be both maintained and supported in the future by utilizing the training and assessment tools furnished by the training program instructors. The grant will also assist our PSAP with training that would eventually achieve accreditation for our E-911 Center, for which the ultimate goal would be to consistently maintain this exceptional level of training.

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 Total Response program will result in greater call handling consistency and efficiency that will enhance the level of service and standard of care to the citizens, responders and the overall municipality.

The program curriculum would begin by first defining a standard of care, followed by creating and clarifying policies and procedures, focusing on call handling processes, certification expectations, job expectations, call review sessions, and finally implement quality assurance measures.

A PSAP training program such as Total Response will help to educate dispatchers and dispatch supervisors in the fundamentals of industry best practices and standard operating procedures through quality assessment training. Call specific content, such as law enforcement and fire service dispatch protocol training, is provided to ensure the highest level of service is provided to the community. The recommended quality performance measures and overall quality assurance training would encompass several weeks of specialized training.

Included with the Total Response system are paper based guide cards engineered to handle over 40 incident types, and the completion of the Total Response program assists PSAPs in acquiring eligibility for accreditation. The accreditation program serves as an excellent started of achievement within the field of emergency communications.



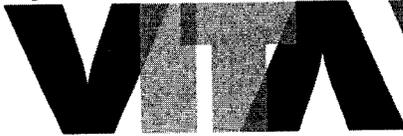
FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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"/> INITIATION (Project approved by appropriate stakeholders)	07 / 04 / 14
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	08 / 04 / 14
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	08 / 14 / 14
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	11 / 17 / 14
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	12 / 15 / 14

Identify the longevity or sustainability of the project.

The training program for dispatchers will help to develop best practices and standards within our PSAP, and these standards and practices would of course become an important aspect of the agency's overall policies and procedures. The quality assurance component of the training provides dispatch supervisors the tools needed to encourage their staff to main a consistent level of high quality customer service.



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

Securing this grant will assist our PSAP in achieving goals A and B of the strategic goals outlined in Virginia's Statewide Comprehensive 9-1-1 plan, which include; Goal A - Providing a standard level of 9-1-1 emergency dispatch services to the public, and Goal B - Positioning 9-1-1 centers to continuously meet the public's expectations.

Focusing on both of these goals would help dispatchers achieve an even better understanding of the proper techniques and skills needed to handle calls for service; It would also assist them in obtaining information in an efficient manner while projecting a positive and professional image of commitment to service.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs: **Not applicable.**

Click here to enter text

Intended collaborative efforts: **Not applicable.**

Click here to enter text



Resource sharing: **Not applicable.**

Click here to enter text

How the initiative does impacts the operational or strategic plans of the participating agencies: **Not applicable.**

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:

Not applicable.



What services should it perform:

Not applicable.

How should policies be made and changed:

Not applicable.

How should it be funded:

Not applicable.

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

Not applicable.



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. 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:

Currently, this training is broken into several phases, which include specialized training for dispatchers regarding fire and rescue calls and a quality assurance program overview for dispatchers and their supervisors. The total cost for 12 of our personnel to take advantage of this training program will be approximately \$11,804 (see Attachment A).

I have also included a narrative regarding the Total Response program (see Attachment B), which details the project goals, vendor's experience, training, program tools and equipment, and certification and accreditation goals.

Regarding the overall costs, I have requested additional monies to the overall total amount requested to account for any rise in program cost (should we receive this grant award).

EVALUATION

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

The program allows for testing and quality assurance measures; these resources will be used to evaluate the success of the program. One of the most valuable assets of the program is that the benefits don't end with the scheduled training; if quality assurance recommendations are followed, the benefits have a lasting and consistent effect. Moreover, public safety providers are constantly interacting with the public, and it can be assured that our PSAP will receive feedback from our external stakeholders regarding noticeable changes in service. If this feedback is not voluntarily submitted, then our PSAP will request this feedback regarding our customer service after participating in this program.



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"

Attachment A



1321 Boston Post Rd
Madison, CT 06443
1.800.537.6937

Quote
Quote Number: 6797
Date: 2013-08-05
Sales Person: Tara Milardo
Valid Until: 2013-10-31

Bill To	Ship To
Ms. Andrea Gains Fluvanna County Sheriff's Department PO Box 113 160 Commons Boulevard Palmyra, VA 22963	Ms. Andrea Gains Fluvanna County Sheriff's Department PO Box 113 160 Commons Boulevard Palmyra, VA 22963

Total Response

Quantity	Part Number:	Product	List Price	Unit Price	Ext. Price	Discount
1	TRQA	Quality Assurance Program	\$3,500.00	\$3,500.00	\$3,500.00	\$0.00
2	TFSDLED	Tablet: Partial - 2,3 Supports Fire Service and Law Enforcement Dispatch	\$549.00	\$549.00	\$1,098.00	\$0.00
12	TROFSD	Certification: FSD Certification Online	\$359.00	\$359.00	\$4,308.00	\$60.00
12	TROLED	Certification: LED Certification Online	\$359.00	\$359.00	\$4,308.00	\$60.00

Subtotal:	\$13,214.00
Discount:	\$1,440.00
Discounted Subtotal:	\$11,774.00
Tax:	\$0.00
Shipping:	\$30.00
Total:	\$11,804.00

Grand Total

Currency:	USD	Subtotal:	\$13,214.00
		Discount:	\$1,440.00
		Discounted Subtotal:	\$11,774.00
Tax Rate:	0.00%	Tax:	\$0.00
Shipping Provider:		Shipping:	\$30.00
		Total:	\$11,804.00



TOTAL RESPONSE

Proposal of Service for Fluvanna County Sheriff's Department

Submitted August 5, 2013

**PowerPhone, Inc.
Tara Milardo, Senior Account Manager
Madison, CT 06443**

**Phone: 203.350.0334
tara@powerphone.com**

Project Understanding

Fluvanna County Sheriff's Department is located in Virginia and dispatches over 80,000 police, medical and fire calls a year. All 7 dispatchers have the dual responsibility of call taking and dispatch and are not currently certified in Emergency Medical Dispatch or in any other discipline. Fluvanna County Sheriff's Department uses 2 workstations per shift and Da Pro CAD. They are looking to implement a quality assurance program.

Fluvanna County Sheriff's Department is looking to make some changes in order to better service their community and improve morale. In order to achieve this goal, Total Response, a systematic approach to public safety call handling that encompasses training, tools and quality assessment/quality improvement methods, will be implemented. Fluvanna County Sheriff's Department realizes that training alone will not justify staffing, budgets and best support their staff. They realize that the demands on 911 are higher than ever before and they want to take steps to prove that the service they provide meets and exceeds expectations of their citizens and responders which will ensure future funding and additional safety.

Training in Emergency Medical, Fire Service and Law Enforcement Dispatch will be provided for all 7 staff members through interactive eLearning training. To complete the solution, Quality Assurance training, Total Response tools in the form of integrated Tablets that support Emergency Medical, Fire Service and Law Enforcement Dispatch will support live call taking and Quality Assurance. At a later point, CACH (Computer Aided Call Handling) software will be considered to create an integrated electronic solution to enhance the call handling process. With implementation of a Quality Assurance program, Fluvanna County Sheriff's Department would be deemed eligible for Accreditation with PowerPhone. The Accreditation program serves as a mark of excellence resulting in a dynamic process that identifies best practices and promotes quality performance measures. Implementation of this program would result in greater call handling consistency and efficiency that will enhance the level of service and standard of care to their citizens, responders and the overall municipality.

Vendor Experience

PowerPhone, Inc. is uniquely qualified to provide a fully integrated, easy to use call handling system, and has worked with public safety agencies in all 50 states and 13 countries, including several of our customers below:

Tazewell County 911, VA; Alexandria Department of Emergency Communications, VA; Cabell County 911, WV; Wayne County 911, WV; Roane County 911, WV; Grainger County, TN; Jefferson County, TN; Weakley County, TN; Kentucky State Police; Department of Criminal Justice, KY; the U.S Marine Corps and the Singapore Civil Defence Foundation.

A 28 year old Connecticut corporation, PowerPhone, Inc., is a leading provider of emergency communications technology, consulting, and training. Our staff represents hundreds of years of

combined control center and field experience. This industry expertise, combined with the latest technology and industry best practices, creates a flexible and efficient resource for our client base.

PowerPhone's time-tested approach to emergency communications ensures **high quality, consistent call handling and an enhanced standard of care**. As the first organization to develop specific call handling protocols for police and fire dispatch, and having developed nationally recognized emergency medical dispatch protocols, PowerPhone has helped to raise standards for call-handling throughout the world.

Recommended Solution

In order to guarantee an outcome that will ensure all types of calls are handled with the utmost professionalism, PowerPhone proposes **Total Response™**. This one-of-a-kind, state-of-the-art solution stands on 3 key principles: **Training, Tools and Accreditation**. This system supports all emergency call types and ensures the local policies and procedures are working in accord with the protocols. Much like a business's operating plan, Prince George's Quality Assurance Program will help establish expectations and guiding principles in order to justify staffing, training, budgets and process change and improvements.

TRAINING

Quality Assurance Certification

Quality Assurance Certification provides students with the skills and knowledge needed to conduct call reviews that may be used to facilitate ongoing improvements of all facets of call handling, in order to make the agency more responsive to operational needs. The knowledge gained from the process of assessment shall enable the agency to proactively respond to operational change and thereby greatly reduce the risk and potential for errors which will help to **better preserve life and evidence**.

The onsite visit would be for supervisor staff and begins with identifying the reason(s) for implementing a QA program, and then takes the students through the "how" of doing a thorough assessment. Many of the processes you already have in place and this training helps to formalize it. The information gained through Quality Assurance helps to:

- Quantify needs (staffing, budget, training, process change/improvements).
- Align the Standard of Care meeting the expectations of the public.
- Identify and evaluate the individual's and the center's strengths and weaknesses.
- Improve performance.
- **Reaffirm a job well done!**

In addition to the onsite visit covering these crucial topics, you will receive ongoing support from PowerPhone and its Subject Matter Experts.

Dispatch U

As the largest and best dispatcher training company in the world, PowerPhone's certification is led by PowerPhone's Director of Training, Gary Moore, Dr. P.H. The exceptional faculty has more than 500 years of combined public safety real world experience. The training for Emergency Medical, Fire Service, Law Enforcement Dispatch for Prince George's 7 staff members would be completed through our eLearning program to include interactive online learning and practicums. Through interaction both with the instructor and online, training is accomplished, and you can feel confident that your staff has been given the skills necessary to handle any call for service through their understanding of how to use a protocol system and better understanding crime scene preservation.

Upon expiration, PowerPhone provides recertification in the most efficient and cost effective way – via the web! Students will be able to take their recertification course individually and receive the results immediately.

TOOLS

Tablets

Revolutionary, integrated paper based Tablets are to be used for live call taking and support Emergency Medical, Fire Service and Law Enforcement Dispatch. They provide easy-to-use, accessible, incident-specific lines of questioning and pre-arrival instructions for callers of what to do and what NOT to do for more than 90 emergency call types. Tablets empower call takers with the guided flexibility to ask the most effective questions in an efficient manner and give the ability to quickly relay information to responders.

Total Response™ Tablets streamline the call handling process and help agencies maintain a consistent standard of care across all shifts and services. The intuitive layout and easy-to-follow instructions reinforce the principles taught in the classroom and will serve as a critical guide for dispatchers handling emergency calls of any type.

CACH (Computer Aided Call Handling) Software (at a later point)

PowerPhone's **Computer Aided Call Handling (CACH)** software changes everything and would be implemented in the next phase. Finally, there is a tool your call takers can use to help them handle any type of call that comes into dispatch, including *single-service*, *multi-service* and *non-emergency* calls. Is a Motor Vehicle Accident (MVA) a Law Enforcement, Fire, or Medical call? The very purpose of a protocol is provide support to help assess the risk at the scene, to determine if help is needed, if so which skills and how fast. And then provide the necessary pre-arrival instructions if necessary.

CACH is a one-of-a-kind technology with protocols for any type of incident: Police, Fire, Medical, or combined. That means no additional costs down the road, because you'll have one program for all call types and one interface to CAD! Because PowerPhone has been developing and maintaining protocols

that meet all national NHTSA and ASTM standards for more than a quarter of a century, you will have confidence that nothing is overlooked or left to chance.

Fluvanna County Sheriff's Department recognizes the need to allocate resources responsibly. In order to ensure that this happens, CACH's **Response Advisor** by PowerPhone helps to recommend which skills are necessary, based on the information that is known about the incident and based on local policies. No longer does the responsibility fall squarely on the shoulders of a dispatcher and his or her experience.

Having the right tools to assure the quality of an emergency call handling operation goes beyond a simple protocol program. CACH also includes a **Supervisor** module for real-time and interactive oversight and a **Quality Assessor** module for retrospective and objective call review. You all know the old saying "If you don't learn from the past, you're doomed to repeat it". Targeted call review means you don't need to listen to every call, just a cross section of different types of calls. Use the information gathered to learn about your agency, and to catch your people doing something **right**. Recognition is an incredible way to improve morale and encourage others to improve their performance. At the same time, catching things upfront also helps prevent a story on the 5 o'clock news and helps to provide an opportunity for your people to learn and improve. The last module, the Protocol Builder module is part of the program so Fluvanna County Sheriff's Department after implementing Quality Assurance program and assessing what is working and what is not, can improve their program to better service their community and responders.

Primary CACH Components

Call Handler Module – The Call Handler module is the core of CACH. Designed to be intuitive, the streamlined user interface helps call takers focus on asking the appropriate questions and **gathering the necessary information** for dispatch. The Call Handler module features are outlined below.

- Over 90 integrated (police, fire and EMS) emergency call handling protocols and procedures are included. All protocols are developed by PowerPhone, the originator of integrated protocols and pre-arrival instructions. Each incident type is categorized and weighted to generate a risk assessment and appropriate dispatch recommendation. Dynamic areas can be linked to agency-specific Standard Operating Procedures (SOPs) and directly to the call record to ensure that local policy is being followed, subsequently improving standard of care and mitigating risk.
- Each keystroke and action made within the Call Handler is captured and time stamped for complete documentation of every call for service.
- Instant "Hot Key" access provides one-click access to life saving pre-arrival instructions and procedures at all times.
- An offline "Training Mode" allows operators to become more familiar with the interface and system components while eliminating false calls from the database.
- Dispatch recommendations are generated based on conditions at the scene. As information is gathered from the caller, the Response Advisor works to calculate the most appropriate skill needed in the response and delivers a dispatch recommendation that includes both responder skill requirements and corresponding priority levels.
- The Homeland Security Advisor, when configured to work with national or local

advisory systems including severe weather like tornadoes, will specify the current alert level by color on all workstations. The content of your protocols can be automatically adjusted based on a change in security levels.

Supervisor Module – Supervisors can monitor the activities of dispatchers and offer assistance at any time. The Supervisor Module delivers a real-time view of multiple call handler screens. The CACH Supervisor module features:

- The ability to monitor up to four dispatchers at once in real-time and send instant alert messages directly to the call handler's screen.
- A "dashboard" view that provides summary operator and call data as well as monitoring key performance indicators and alerting supervisors when specific time standards are missed.
- Detailed reports on call volume, average call times, calls by incident type and many other data points exist with report templates available or the ability to build customized reports as required.

Quality Assessor Module- The Quality Assessor Module provides the framework for a complete assessment of call handler effectiveness and protocol compliance on ANY CALL. It helps to enable a total analysis of individual, agency and incident performance by examining elements such as:

- the speed of a call
- the accuracy of a call
- the subjective quality of a call
- the objective quality of a call
- the protocol content
- the overall effectiveness of call handling operations.

Unlike comparable quality assessment tools, the QA Module affords the potential to review EVERY call in the system, not simply those where the operator elected to use a protocol. This is a unique feature that provides managers with a much more comprehensive view of call handling as part of a program of continuous skill building and quality improvement. When a call is assessed, a series of templates are displayed that allow the assessor to check whether required milestones and procedures were followed by operators. The range of templates used is dynamic to the protocol presented during the call conversation. Built-in system rules regarding version control ensure that even though a protocol may have recently been modified via the Script Builder Module, the templates used to complete assessments are identical to the protocol used when the call occurred.

A simple drop down menu supports a wide range of search criteria for selecting calls to be assessed. Options include specific operators, date periods, call location, chief complaint, procedure used and/or calls that have exceeded a particular time threshold. Once completed, assessment reports are available via the system report module to view summaries of individual assessments or graphical comparisons.

The CACH Quality Assessment Module is an effective tool to verify a job well done or to identify a training need. Reports will provide evidence to medical directors or regulatory bodies of protocol compliance as well as form the backbone to evaluating whether protocol content remains relevant to meet your agency's needs.

Protocol Builder Module –The Protocol Builder provides the means to adapt the system once Quality Assurance is being implemented and assessment of what is working and what is not is evaluated. Agencies are being expected to adapt much more quickly than in years past, this module helps with the changes in the industry both nationally and locally.

Technical Training

As the nation's leading provider of emergency communications training, PowerPhone recognizes that the overall effectiveness and efficiency of the system is directly related to the level and quality of training received. Therefore, we propose a comprehensive training and indoctrination program in all facets of the system.

Vendor Support and Maintenance

As with all PowerPhone installations, a one-year warranty is included with the software purchase price. An additional maintenance will be included as an additional annual cost item and is noted in the pricing of the quote already presented. Maintenance includes any software updates made to the application and content (protocol) updates as well. Client controlled remote access (via secure VPN) is required for system maintenance and support.

ACCREDITATION

The work that goes into making changes and improving an existing operation will provide many benefits:

- ✓ Responders receive consistent information
- ✓ Better customer service
- ✓ Increased morale
- ✓ Less repeat training
- ✓ Fewer caller complaints
- ✓ Greater sense of control over your entire operation

Agency Accreditation is the best way to ensure that Fluvanna County Sheriff's Department as a whole is operating according to the highest standards in the 911 Emergency Communications industry. Upon validation of Total Response™ implementation, you will become a PowerPhone **Total Response Accredited Agency!**

This important designation will ultimately provide a more professional image within Public Safety and to the community in which you serve.

Some of the Benefits of PowerPhone Certification:

- ✓ **PowerPhone Enhanced Liability Guarantee**
- ✓ Public Relations and marketing efforts highlighting Fluvanna County Sheriff's Department
- ✓ Accreditation banner and recognition program
- ✓ Automatic protocol updates

In short, PowerPhone Agency Accreditation will provide Fluvanna County Sheriff's Department with the ability to state that its entire call handling operation delivers the highest standard of care, and best of all, **be able to prove it!**

Summary

PowerPhone's **Total Response™** is **designed as a system** that supports all emergency calls in an integrated format that supports all emergency calls and ensures that your dispatchers are trained with the solution that reflects your local policies and procedures, and standard of care. With this system you will meet your community's, responder's and municipality's expectations. Equip your call takers with a **positive, user friendly, proven system** that **empowers** them. Manage risk, reduce liability, **get your responders consistent information** and improve your standard of care by choosing a system that gives you the best way to handle your emergency calls and much more! We look forward to building a mutually beneficial relationship with your agency.

FY15

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY15 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

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

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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

CPE Upgrade — NENA i3-compliant call-handling solution

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Franklin - Police
 CONTACT TITLE: PSAP – Communications Manager
 CONTACT FIRST NAME: Bruce
 CONTACT LAST NAME: Edwards
 ADDRESS 1: 1018 Pretlow Street
 ADDRESS 2:
 CITY: Franklin
 ZIP CODE: 23851
 CONTACT EMAIL: bedwards@franklinpolice.org
 CONTACT PHONE NUMBER: 757-562-8696
 CONTACT MOBILE NUMBER: 757-621-5295
 CONTACT FAX NUMBER: 757-562-0877
 REGIONAL COORDINATOR: Lyle Hornbaker

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: microDATA xSwitch™ # YEARS of HARDWARE/SOFTWARE: 5 (8-2008)

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: \$ 91,992.05

Total Project Cost: \$ 91,992.05

Microdata: \$87,792.05

IT Contractor: \$3,000.00

Radio Contractor: \$1,200.00

Total: \$91,992.05



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:

Our current solution includes xSwitch, xT911, xTrakker, xTPhone and xMIS, which are microDATA products. We have utilized this mission-critical system for more than five years. The hardware and its operating systems are technically outdated and no longer supported by the manufacturer. We are currently using refurbished parts to repair servers and workstations. As the workstation OS, Windows XP will not be supported beyond 2014. In order to continue to provide the necessary level of service, we must replace this outdated equipment. Continuing to employ these microDATA solutions provides the City of Franklin PSAP with the ability to move forward with a NENA i3-compliant system that uses commercial off-the-shelf hardware. Current staff knowledge of the platform can be leveraged to ensure the smooth implementation of a new system. The upgraded platform NG9-1-1 strategic plan is already in place. The acquisition of this grant funding will allow our agency to move forward with the system upgrade and be positioned to provide the best service to the citizens we serve.

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

The new hardware and software will be installed and supported by microDATA GIS Inc. and the City of Franklin PSAP staff. Current and future budgets will fund the maintenance cost of the systems.



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 proposed project represents a NENA i3-compliant call-handling solution for the Franklin Police Department, to include three call-taking positions. At the core of this solution is the Emergency Calling Data Center (ECDC) located at 1018 Pretlow Street in Franklin. An ECDC performs the functions of a 9-1-1 controller plus an IP telephony soft switch, as well as digital voice recorder, ACD (automatic call distributor) and TDD/TTY functions. It houses and manages the centralized system and user permissions, plus call history, systems data, and other centralized features vital to 9-1-1.

In accordance with the NENA i3 standard, all inbound CAMA trunks are diversified between TDM-to-IP gateways by 50 percent, providing load-balanced failover protection in the event of hardware failure. The proposed three-server system is engineered in a redundant manner so that, in the event of the failure of any single server, information to run the system is retained on either of the remaining two servers. This design will therefore allow the system to operate seamlessly and without interruption.

Each call-taking position will consist of a Windows-based PC workstation (and three 24-inch monitors) running proprietary call-handling and mapping application software. The seamless integration between these two products allows call takers to answer calls directly from either element, as well as transfer calls to selective transfer agencies, plus numerous other enhanced features. Each workstation is equipped with dual network adaptors for increased diversity and redundancy.

Also part of this overall solution is a Web-based MIS product that allows administrators to access and analyze system activity from anywhere along the network. Every call-taking position will include a backup phone, configured in place as a handset to answer incoming calls in the event there is an interruption of the functions of the workstation.

The professional services that are part of this proposed solution include configuration, staging and shipping of all equipment, a site survey in advance of delivery, plus expert installation, testing and overall project management.



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"/> INITIATION (Project approved by appropriate stakeholders)	6/01/2014
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	07/01/2014
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	08/01/2014
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	09/30/2014
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	11/30/2014

Identify the longevity or sustainability of the project.

The current project continues to leverage the existing investment in our microDATA 9-1-1 system, which provides additional longevity. This project would continue to extend the use of new equipment for an additional five (5) years, until such time that a refresh would again need to occur. In addition, the inclusion of a Next Generation feature functionality system will further strengthen the sustainability of the project moving forward.



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

The project follows guidelines for Next Generation i3 compliance and technological system design. The use of commercial off-the-shelf hardware allows for greater flexibility as compared to restrictive requirements as embodied in the deployment of proprietary equipment.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

NOT APPLICABLE

Intended collaborative efforts:

NOT APPLICABLE



Resource sharing:

NOT APPLICABLE

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

NOT APPLICABLE

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

NOT APPLICABLE

How should it be organized and staffed:

NOT APPLICABLE



What services should it perform:

NOT APPLICABLE

How should policies be made and changed:

NOT APPLICABLE

How should it be funded:

NOT APPLICABLE

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

NOT APPLICABLE



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (**NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. 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:

All systems—including hardware and software—are necessary to replace aging CPE workstations, plus servers switches, firewalls and routers. Please see attached a detailed quote, which includes a bill of materials, as well as a technical narrative explaining the products that comprise this overall upgrade.

In addition to the quote attached we will need the following

IT Contractor to ensure network connectivity : \$3000.00 (Estimated 20 hrs @ 150 per hour

Radio Contractor to ensure connectivity with headset box: \$1200.00 (Estimated 8 hrs @ \$150.00 per hour

CAD intergration Support: Covered under our annual contract.

EVALUATION

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

Prior to final acceptance, the system will be fully tested to ensure compliance with the stated specifications. The vendor and PSAP will participate in these tests, ensuring that any needed modifications can be completed in a timely manner.



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

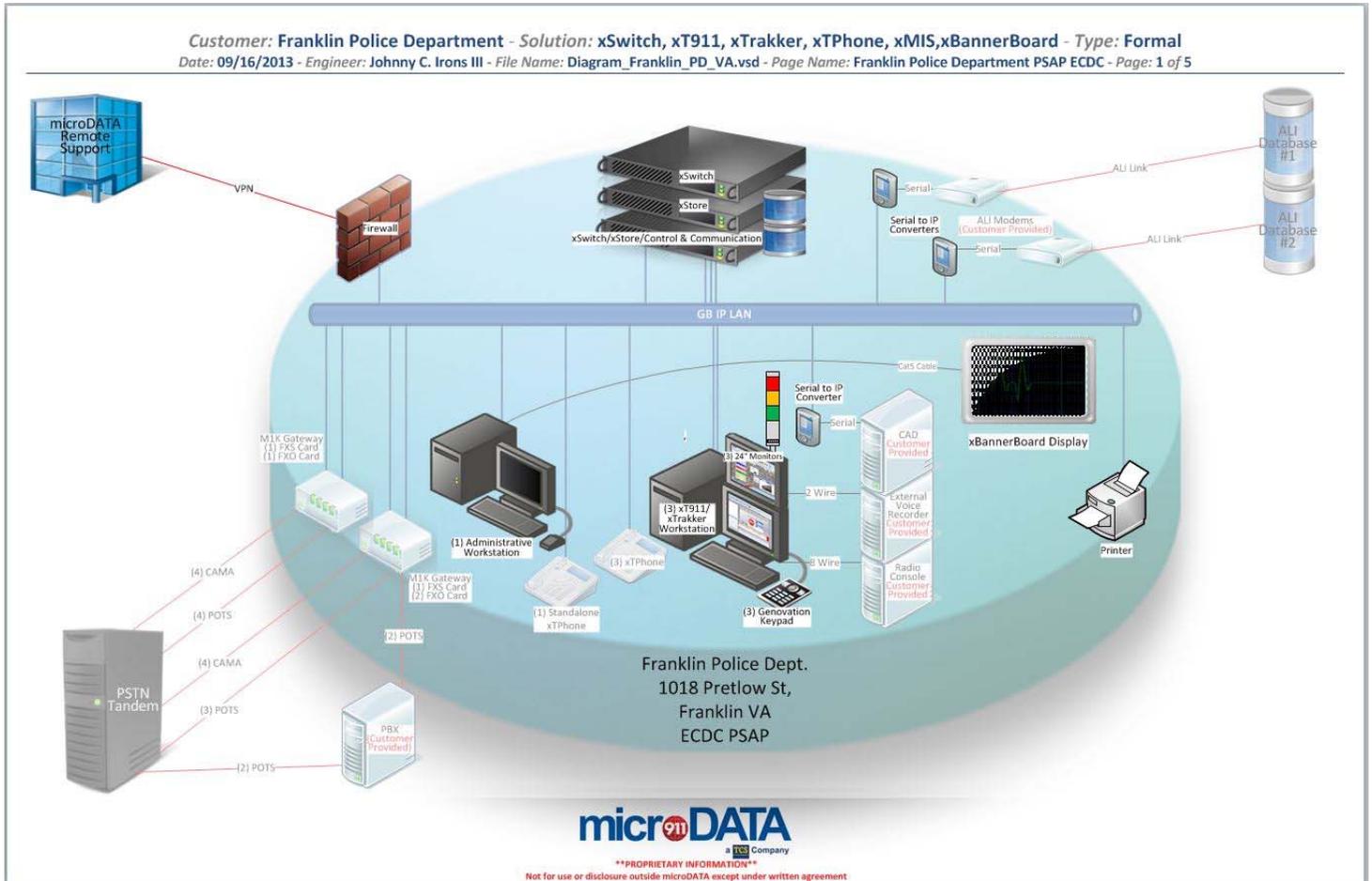
TESTING/COMPLETION

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

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



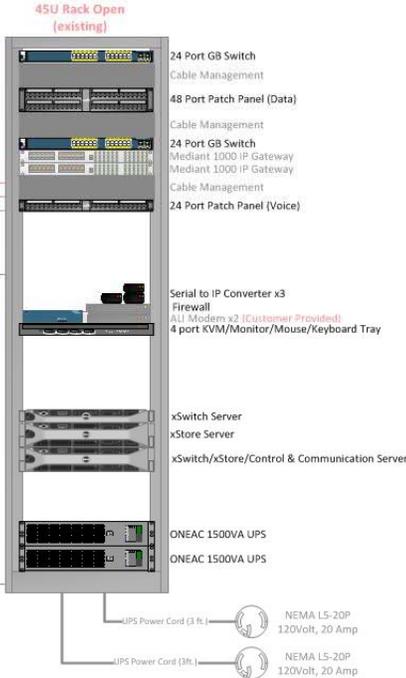
Please see below for a selection of engineering drawings that illustrate the planned revisions:





Customer: Franklin Police Department - Solution: xSwitch, xT911, xTrakker, xTPhone, xMIS, xBannerBoard - Type: Formal
 Date: 09/16/2013 - Engineer: Johnny C. Irons III - File Name: Diagram_Franklin_PD_VA.vsd - Page Name: Rack Elevation - Page: 2 of 5

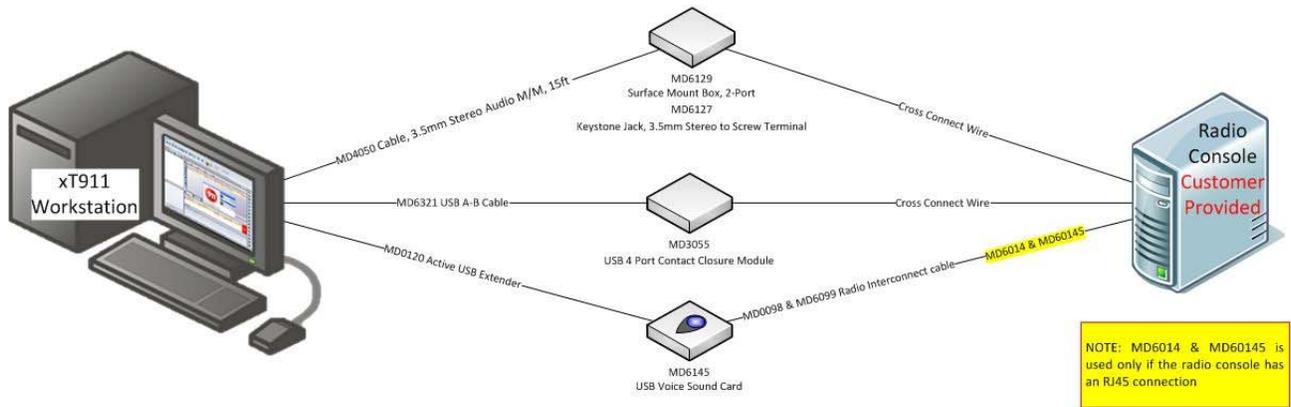
- Note:**
- Customer provided power outlet must be within 3 ft of the equipment rack and must be a NEMA LS-20R 120V 20 AMP circuit.
 - Ground bar should be within 10 ft of equipment rack.
 - Demarc must be within 25 feet of rack.



****PROPRIETARY INFORMATION****
 Not for use or disclosure outside microDATA except under written agreement



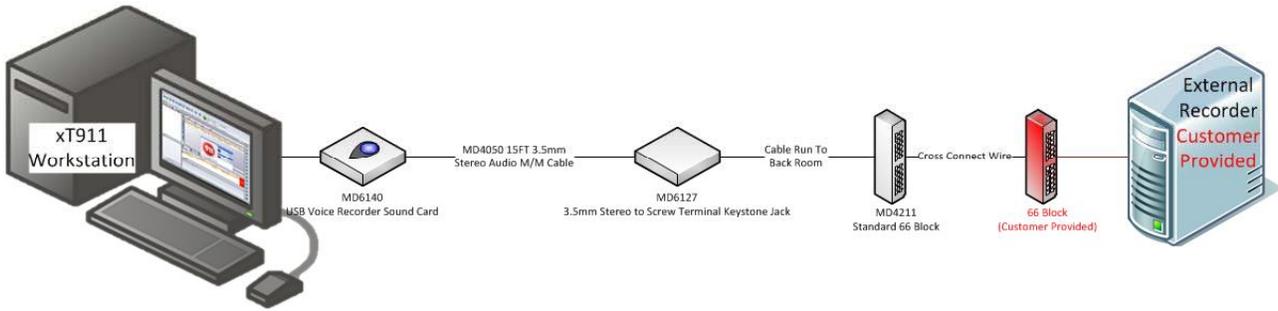
Customer: Franklin Police Department - Solution: xSwitch, xT911, xTrakker, xTPhone, xMIS, xBannerBoard - Type: Formal
Date: 09/16/2013 - Engineer: Johnny C. Irons III - File Name: Diagram_Franklin_PD_VA.vsd - Page Name: Radio Integration - Page: 3 of 5



PRDPRIETARY INFORMATION
Not for use or disclosure outside microDATA except under written agreement



Customer: Franklin Police Department - Solution: xSwitch, xT911, xTrakker, xTPhone, xMIS, xBannerBoard - Type: Formal
Date: 09/16/2013 - Engineer: Johnny C. Irons III - File Name: Diagram_Franklin_PD_VA.vsd - Page Name: Ext Voice Recorder Integration - Page: 4 of 5



****PROPRIETARY INFORMATION****
Not for use or disclosure outside microDATA except under written agreement

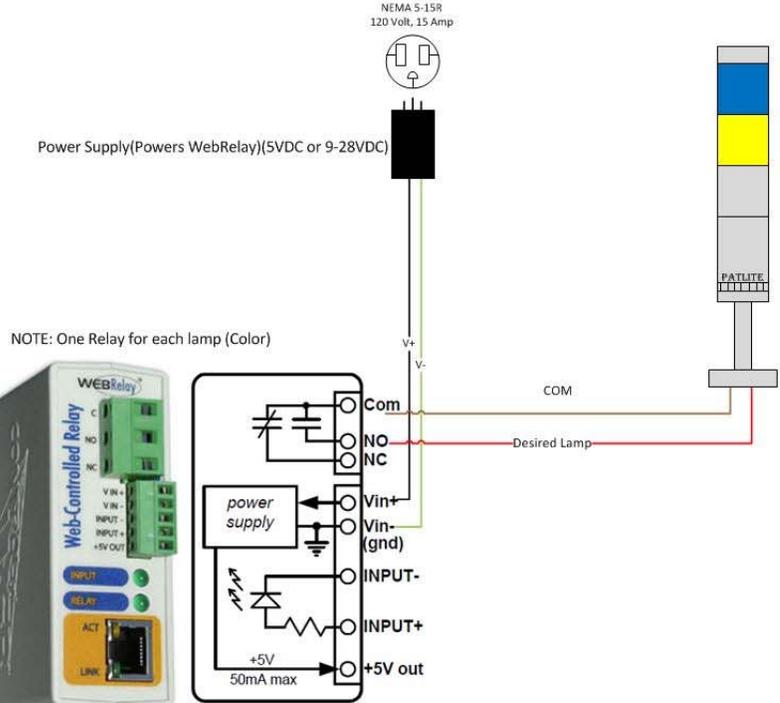


Customer: Franklin Police Department - Solution: xSwitch, xT911, xTrakker, xTPhone, xMIS, xBannerBoard - Type: Formal
 Date: 09/16/2013 - Engineer: Johnny C. Irons III - File Name: Diagram_Franklin_PD_VA.vsd - Page Name: Web Relay - Page: 5 of 5

Pinout:

C : Relay Contact Common
 NO : Relay Contact Normally Open
 NC : Relay Contact Normally Closed

V IN+ : Power Supply Input (+)
 V IN- : Power Supply Input (-)
 INPUT - : Optically-Isolated Input (-)
 INPUT + : Optically-Isolated Input (+)
 +5V OUT : 5VDC Output (50mA max)



Factory Default Settings

IP Address: 192.168.1.2
 Subnet Mask: 255.255.255.0
 Control Web Address: http://192.168.1.2
 Setup Web Address: http://192.168.1.2/setup.html
 Username: no username required
 Control Password: no password set
 Setup Password: webrelay (all lower case)



MD0500	Server, Application, Dell	\$2,136.00	1	\$2,136.00		
MD0600	Server, Database, Dell	\$3,249.00	1	\$3,249.00		
MD0700	Server, Combination, xSwitch, xStore, Control & Comm, xMIS, Dell	\$3,401.00	1	\$3,401.00		
Firewall						
MD6003	Adaptive Security Appliance, up to 10 users, ASA 5505	\$281.00	1	\$281.00	SMARTNet 8x5 NBD Warranty priced separately	Any connectivity between networks will be through an Adaptive Security Appliance (ASA) (i.e., Network clock, Internet and SIP trunks on PBX).
MD6003-SN1	SMARTnet Warranty, 8X5 NBD, 1 yr, MD6003	\$67.00	1	\$67.00		
MD6003-AC	AnyConnect Essentials VPN License - ASA 5505 (25 Users)	\$48.00	1	\$48.00		
Ethernet Switch(es)						
MD8107	Switch, Layer2, 24port, non-PoE	\$1,131.00	2	\$2,262.00		
MD8107-SN1	SMARTnet Warranty, 1yr, MD8107 switch	\$121.00	2	\$242.00		
MD8103	FlexStack stacking module for CISCO C2960X	\$565.00	2	\$1,130.00		
MD5113	Switch Stacking Cable for Cisco 2960X series, 1 meter	\$95.00	2	\$190.00		
Media Converters and associated adapters						
MD3031	Media Converter, IP to Serial, 1port	\$156.00	3	\$468.00	5 year warranty	One per customer-provided ALI Modem, one per customer-provided CAD/mapping spill
MD6131	Adapter, DB25M to RJ45	\$1.00	2	\$2.00		One per customer-provided ALI modem
MD6132	Adapter, DB9F to RJ45	\$4.00	4	\$16.00		One per customer-provided ALI modem, two per customer-provided CAD/mapping spill
MD6133	Adapter, NULL Modem, DB9M/DB9F	\$2.00	1	\$2.00		One per customer-provided CAD server
KVM Switch(es) and Associated Cables						
MD6050	KVM LCD Keyboard Mouse, Rackmount, 17in	\$920.00	1	\$920.00	2 year limited warranty	
MD6210	KVM Switch, Analog, Rackmount, 4-port	\$191.00	1	\$191.00	2 year limited warranty	
MD6211	Cable, KVM Rackmount, Analog, 9ft	\$13.00	3	\$39.00		One per server
Network, Cables and Connectors						
MD6015	Cable, Bulk, Cat 5E STP CMP (Plenum), 1000ft	\$282.00	3	\$846.00		Estimate. Based on 150ft cable runs.
MD5027	Cable, Patch, Cat 5E, Shielded, 2ft	\$2.00	34	\$68.00		
MD5028	Cable, Patch, Cat 5E, Shielded, 3ft	\$2.00	4	\$8.00		
MD6358	Cable, Patch, Cat 5E, Shielded, 5ft	\$2.00	3	\$6.00		
MD5029	Cable, Patch, Cat 5E, Shielded, 10ft	\$3.00	16	\$48.00		
MD6359	Cable, Patch, Cat 5E, Shielded, 15ft	\$5.00	4	\$20.00		
MD6061	Patch Panel, High Density, 48-port, 2U, Blank	\$46.00	1	\$46.00		
MD6129	Surface Mount Box, Keystone, 2-Port	\$4.00	5	\$20.00		One per printer; one per administrative workstation, one per stand alone xTPhone, for radio IRR, one per xT911 workstation
MD4032	Surface Mount Box, Keystone, 4-port	\$3.00	3	\$9.00		One per xT911 workstation
MD3102	Coupler, Shielded, Keystone Cat 5E	\$4.00	62	\$248.00		Three per 4port Surface Mount Box; one per 2port Surface Mount Box; 24 per 24port patch panel; 48 per 48port patch panel
MD3065	Connectors, Shielded, RJ45, 100pk	\$143.00	1	\$143.00		
MD3101	Connector, RJ45 Strain Relief Boots, 100pk	\$22.00	1	\$22.00		
TDM Interface						
MD6069	Patch Panel, Cat 3, 6P2C, 24port, Female Amphenol, 1U (Voice)	\$65.00	1	\$65.00		
MD6071	66 Block, Dual Amphenol Connector, Male	\$49.00	1	\$49.00		One per MD6069 patch panel (above)
MD0340	Ground Bar, Tip/Ring Protectors, 66 Block	\$7.00	1	\$7.00	5 year limited warranty	One per MD6069 patch panel (above)
MD4035	Cable, Amphenol, Male/Female - 25 ft	\$51.00	1	\$51.00		One per 24port Voice Patch Panel, Cat 3, 6P2C, Female Amphenol, 1U
MD6135	Cable, Patch, Cat 3 Telephone, 2ft	\$4.00	17	\$68.00		One per CAMA trunk, one per non-PRI POTS line
MD0334	Tip / Ring Protection, all analog lines and circuits	\$13.00	17	\$221.00	5 year limited warranty	One per CAMA trunk, one per non-PRI POTS line

Workstation(s), Monitor(s), Associated Cables						
MD6008	Workstation, Desktop	\$802.00	4	\$3,208.00	5 Year Basic Hardware Service with 5 Year NBD Limited Onsite Service After Remote Diagnosis	Three xT911 workstations, one admin workstation
MD5022	Intel Pro/1000 PT Dual Port Server Adapter	\$169.00	3	\$507.00		2nd NIC, one per xT911 workstation
MD6009	Speakerbar	\$31.00	3	\$93.00		Attaches to monitor, one per xT911 workstation
MD6322	Cable, Extension, 3.5mm Stereo, 10ft	\$4.00	3	\$12.00		One per xT911 workstation, audio cable for speakerbar
MD3075	Keypad, 24 keys, programmable, Genovation 683-U	\$86.00	3	\$258.00	1 year warranty	Auxillary keypad with 24 fully programmable keys, relegendable keycaps. One unit per xT911 position
MD985	Cable, USB Extension, 10 ft	\$2.00	11	\$22.00		One for keyboard, one for Genovation keypad and one for mouse.
MD897	Monitor, 24" LCD, Widescreen	\$216.00	10	\$2,160.00	5 year limited warranty	Three per xT911 workstation, one for admin workstation
MD896S	Planar 997-5602-00 Quad Monitor Stand for Four LCD Displays	\$299.00	3	\$897.00	Limited warranty 3 months for parts and 3 months for labor	One per xT911 workstation
MD6048	Cable, Monitor, DVI, Male-Male, 15ft	\$12.00	10	\$120.00		One per monitor
MD4020	Video Card, Quad Monitor	\$545.00	3	\$1,635.00		One per xT911 workstation
Web Relay						
MD6023	Contact Closure, WebControlled, 1 HV output	\$156.00	3	\$468.00	1 year limited warranty	One per xT911 workstation
MD6024	Power Supply for WebRelay X-WR-1R12-1I5-5	\$24.00	3	\$72.00		One per xT911 workstation
MD3110	Light Signal, Pole Mount, 3 lamp, R/Y/G, includes power supply 28v, 0.75amp	\$246.00	3	\$738.00		One per xT911 workstation
xBannerBoard Monitor(s), Associated Cables						
MD887	Bracket, Wall-mount, HD LCDTV, Universal	\$60.00	1	\$60.00	10 year limited warranty	For xBannerBoard
MD889	Monitor, LCD, 1080p, 55"	\$1,180.00	1	\$1,180.00	1 year parts & labor warranty	For xBannerBoard
MD7978	HDMI Extender, CAT6 133Ft-1080p, 200Ft-1080i Twisted Pair	\$33.00	1	\$33.00		For xBannerBoard
MD6048	Cable, Monitor, DVI, Male-Male, 15ft	\$12.00	1	\$12.00		For xBannerBoard
Audio - Recording, Radio Headset Interconnection, Radio IRR						
MD4211	66 Block, Standard	\$9.00	1	\$9.00		For station-side recording, connection to analog voice recorder
MD4215	66 Block, Wallmount for 66 Block, Standard	\$3.00	1	\$3.00		One per 66 Block Standard to mount to backboard
MD3055	Contact Closure Module, USB - 4 ports	\$136.00	3	\$408.00		Relay, one per xT911 workstation radio console interconnection
MD6321	Cable, USB A Male / B Male, 15 ft	\$3.00	3	\$9.00		Power for contact closure module MD3055, one per xT911 workstation radio console interconnection
MD0098	Cable, Radio Interconnect, 3.5mm, 2ft	\$54.00	3	\$162.00		Audio cable, one per xT911 workstation radio console interconnection
MD6099	Adjustable Line Transformer, radio/phone interface	\$39.00	3	\$117.00		In-line transformer for radio/phone interface cables, one per xT911 workstation radio console interconnection
MD6014	Adapter, -8- screw terminal connections to RJ45	\$6.00	3	\$18.00		Adapter for radio console, cable to RJ45, one per xT911 radio console interconnection
MD60145	Cable, Extension for Adapter MD6014	\$10.00	3	\$30.00		Extension cable for RJ45 adapter, MD6014, one per xT911 radio console interconnection
MD4050	Cable, 3.5mm Stereo Male to Male, 15Ft	\$5.00	6	\$30.00		For station-side voice recording, male to male, one per xT911 workstation For radio IRR, one additional per xT911 workstation.
MD6127	Keystone Jack, 3.5mm Stereo to Screw Terminal	\$15.00	6	\$90.00		For station-side voice recording, one per xT911 workstation, for radio IRR, one per xT911 workstation
Printer(s)						
MD7916	Printer, Laser Jet PRO 400	\$279.00	1	\$279.00	3 year warranty	

Third Party Hardware Spares					
Media Converters and associated adapters					
MD3031	Media Converter, IP to Serial, 1port	\$156.00	1	\$156.00	5 year warranty
TDM Interface					
MD0334	Tip / Ring Protection, all analog lines and circuits	\$13.00	1	\$13.00	5 year limited warranty
Workstation(s), Monitor(s), Associated Cables					
MD3075	Keypad, 24 keys, programmable, Genovation 683-U	\$86.00	1	\$86.00	1 year warranty
MD6145	Sound Card, Voice, USB 3.5mm, SoundBlaster	\$46.00	1	\$46.00	5 year limited warranty
MD0120	Cable, USB Active Extension, A/A, 16ft	\$25.00	1	\$25.00	
MD6322	Cable, Extension, 3.5mm Stereo, 10ft	\$4.00	1	\$4.00	
Audio - Recording, Radio Headset Interconnection, Radio IRR					
MD3055	Contact Closure Module, USB - 4 ports	\$136.00	1	\$136.00	
MD6321	Cable, USB A Male / B Male, 15 ft	\$3.00	1	\$3.00	
MD0098	Cable, Radio Interconnect, 3.5mm, 2ft	\$54.00	1	\$54.00	
MD6099	Adjustable Line Transformer, radio/phone interface	\$39.00	1	\$39.00	
MD6014	Adapter, -8- screw terminal connections to RJ45	\$6.00	1	\$6.00	
MD60145	Cable, Extension for Adapter MD6014	\$10.00	1	\$10.00	
MD4050	Cable, 3.5mm Stereo Male to Male, 15Ft	\$5.00	1	\$5.00	
Professional Services					
MD352	Professional Services	\$31,950.00	1	\$31,950.00	

Product ID	Part Description	Units	Unit Price
Silver Support			
MD700-01	Silver Support - Year 1	1	\$338.55
MD700-02	Silver Support - Year 2	1	\$1,467.05
MD700-03	Silver Support - Year 3	1	\$1,467.05
MD700-04	Silver Support - Year 4	1	\$1,467.05
MD700-05	Silver Support - Year 5	1	\$1,467.05
Silver Support			\$6,206.75
Future Proof Option			
MD706-01	Future Proof - Year 1	1	\$1,128.50
MD706-02	Future Proof - Year 2	1	\$1,128.50
MD706-03	Future Proof - Year 3	1	\$1,128.50
MD706-04	Future Proof - Year 4	1	\$1,128.50
MD706-05	Future Proof - Year 5	1	\$1,128.50
Future Proof			\$5,642.50

microDATA Software	\$11,285.00
Third Party Software	\$7,117.00
Third Party Hardware	\$35,973.00
Professional Services	\$31,950.00
Silver Year 1 - for quoted microDATA software	\$338.55
Future Proof Option Year 1 - for quoted microDATA software	\$1,128.50
Total one-time non-recurring cost	\$87,792.05

Proposal Notes:

Pricing is valid for 60 days from the Quote date.

Quoted Silver Support and Future Proof costs are in addition to Customer's existing maintenance costs.

* Beginning in Year 4 (and each year thereafter), annual fees will be the cost shown above plus any positive increase in CPI for the previous 12 months.

Payment Terms:

50% Due on Contract Signature

50% Due on Product Delivery

The licensing of any software and delivery of any products or services described in this Quotation is subject to all of the terms and conditions of microDATA's standard Master Customer Agreement, Master Professional Services Agreement, End User License Agreement and/or other similar such agreement, as applicable. Customer/end user is required to execute and deliver such standard form of agreement to microDATA before microDATA shall be obligated to provide any software, products or services quoted herein. If no such standard form of agreement is in effect between or entered into by microDATA and customer/end user, microDATA's Standard Terms and Conditions will apply.

If customer/end user has previously executed and delivered any such standard form of agreement to microDATA, then, at microDATA's option, (a) customer/end user shall be required to execute and deliver an amendment/change order or statement of work with respect to such prior agreement; (b) customer/end user shall be required to execute and deliver a new standard form of agreement; or (c) acceptance of this Quotation by customer/end user shall be deemed to automatically amend such prior agreement, in each case in order to specifically cover/include the additional software, products and services quoted herein. In the event (c) applies, except as expressly modified by the terms of (c), the terms and conditions of any such prior agreement otherwise remain in full force and effect.

microDATA's obligation to provide any of the software, products and/or services quoted herein is expressly conditioned upon acceptance of the terms and conditions stated herein. microDATA hereby objects to and rejects any additional, different or inconsistent terms or conditions contained in any purchase order and any other acknowledgment, acceptance, counteroffer or confirmation used by customer/end user. Any additional, different or inconsistent terms or conditions provided by customer/end user shall be of no force or effect whatsoever, and shall not be binding on microDATA unless specifically agreed to in writing by an officer of microDATA. Failure by microDATA to specifically object to any provisions contained in any purchase order or any other acknowledgment, acceptance, counteroffer or confirmation used by customer/end user shall not in any way be deemed an alteration to or waiver of the terms and conditions stated herein.

The following items for the base proposal are to be provided by **City of Franklin Police Department**

Product ID	Part Description	Units	Manufacturer	Manufacturer Part Number
Third Party Hardware				
MD6112	RACK, OPEN FRAME, 2-POST, 45U	1	APC	AR201
MD992	SHELF, FIXED, 4-POST, 19"	1	APC	AR8122BLK
MD6063	CABLE MANAGEMENT, 19", 2U	3	NEAT-PATCH	NP2
MD7952	GROUND BAR, RACK	1	HUBBEL	MCCGBAR
MD3072	MEDIANT 1000B CHASSIS	2	AUDIOCODES	M1KB-MSBG1
MD4085	MEDIANT 1000 4-PORT FXS MODULE	2	AUDIOCODES	M1K-VM-4FXS
MD7922	MODULE, ANALOG, VOICE, QUAD FXO LS/GS	3	AUDIOCODES	GTPM00126 M1K-VM-4FXO-GS/LS
MD3015	xTPHONE	4	AASTRA	67571
MD501	xT911/XTRAKKER CLIENT LICENSE	3		
MD4016	xTPHONE - SIP CLIENT ACCESS LICENSE	4		
MD6029	xMIS CPE BASE LICENSE	1		
MD6030	xMIS CPE CALL TAKER COLLECTION LICENSE	4		
MD4022	xSWITCH LICENSE [ONE PER ECDC SITE]	1		
MD4056	PORT LICENSES	48		

FY15

PSAP GRANT PROGRAM APPLICATION



cwt

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. 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: Office of the Sheriff, County of Franklin VA

CONTACT TITLE: Communications Manager

CONTACT FIRST NAME: C.W.

CONTACT LAST NAME: Thomas

ADDRESS 1: 70 E. Court St Suite 101

ADDRESS 2: Click here to enter text

CITY: Rocky Mount, VA

ZIP CODE: 24151

CONTACT EMAIL: cthomas@franklincountyva.org

CONTACT PHONE NUMBER: 540-352-5739

CONTACT MOBILE NUMBER: 540-352-8067

CONTACT FAX NUMBER: 540-483-3023

REGIONAL COORDINATOR: Buster Brown

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

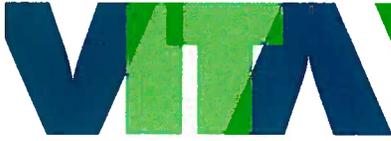
GRANT TYPE

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: NICE 8.9

YEARS HARDWARE/SOFTWARE: 9

PRIORITY/PROJECT FOCUS VOICE RECORDER

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

FINANCIAL DATA

Amount Requested: \$ 41,500

Total Project Cost: \$ 41,500

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 equipment scheduled to be "Non-Vendor Supported" on July 31, 2014. With the completion of the regional NG 9-1-1 pilot project, Franklin County is now live with the proven NG 9-1-1 system. The existing voice logging recorder will not support NG 9-1-1 data including VoIP voice circuits.



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

Maintenance costs on the system will not increase significantly and are currently covered in the operational budget for the PSAP. Existing budget is adequate to maintain the new replacement 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.

This project would replace the existing NICE voice logging system currently in use by the PSAP with a new NICE Inform NG 9-1-1 voice logging system. The PSAP's existing system is a 32 channel recorder and records analog circuits only. The new system will include 24 analog channels and 16 VoIP channels for a total of a 40 channel system. The new system will be capable of recording analog voice, VoIP voice, text messages, video and still pictures as well as having the capability of advanced searching of incident materials. This new system will also be capable of utilizing the new data storage system for primary and backup data storage.



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"/> INITIATION (Project approved by appropriate stakeholders)	06 / 01 / 14
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	07 / 01 / 14
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	07 / 31 / 14
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	09 / 30 / 14
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	10 / 15 / 14

Identify the longevity or sustainability of the project.

The new system will have the flexibility to grow as needed by adding either analog or VoIP channels. Further, the server hardware can be upgraded without replacing the software system, thus, this system should last the PSAP 8 to 10 years before there will be a need for a replacement.



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

With NG 9-1-1 on the horizon, extensive data will be required to be recorded by the PSAP. This new voice recording solution will be initially large enough to accommodate that need and will have the flexibility to grow as required.

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:

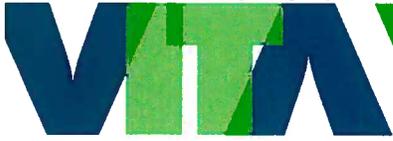
Click here to enter text

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:

[Click here to enter text](#)



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"

NICE Public Safety Line of Business (LOB) Sunset Announcement

The NICE Public Safety Line of Business (LOB) is updating its key milestone dates for the different versions of the NICE Public Safety recording platforms and applications.

The information provided in the tables below relates to recording platforms and applications utilized and offered by the Public Safety LOB. It overrides any previous dates for version expiration.

- **End-of-Sale date-** The final date on which a product version will be available for sale.
- **End-of-Expansion-Sale date-** The final date on which a product version, hardware or software can be expanded within the same product version at an existing installation.
- **End of Development date-** The final date on which NICE will cease to provide code fixes, changes, and third party software certifications for a product version. NICE may provide upgrades at its own discretion in order to provide critical code fixes.
- **End-of-Support date-** The final date on which NICE will cease to provide support for a product version including technical support, on-site support, help desk support, training and spare parts.

The following table includes the exact availability, sunset and other dates for each version and product related to hardware and recording platforms:

Version	General Availability	Sunset Announcement	End-of-Sale Date	End-of-Expansion Date	End-of-Development Date	End-of-Support
Mirra IV R1.x	September 24, 2007	April 22, 2010	April 30, 2010	April 30, 2011	April 30, 2013	April 30, 2015
Mirra IV R2.x	September 17, 2008	October 15, 2010	April 15, 2011	October 15, 2011	October 15, 2012	October 15, 2015
Mirra IV R3.x	March 2010	October 15, 2010	April 15, 2011	October 15, 2011	October 15, 2012	October 15, 2015
NCF III	June 2005	TBD	TBD	TBD	TBD	TBD
ISA NiceLog 8.9 Logger*	August 2004	December 2006	January 1, 2007	July 1, 2007	July 1, 2008	January 1, 2012
HDL Logger	January 2007	TBD	TBD	TBD	TBD	TBD
NICE 8.9 Recording Platform	August 2004	August 1, 2009	January 31, 2010	July 31, 2010	July 31, 2011	July 31, 2014
NICE 9.0 Recording Platform Telephony Integrations	August 10, 2009	October 15, 2010	April 15, 2011	October 15, 2011	October 15, 2012	October 15, 2015
NICE 9.0 Recording Platform Radio System Integrations**	August 1, 2009	TBD	TBD	TBD	TBD	TBD

* Please see Marketing Note 1198 (updated NICE Sunset Policy) for additional and more detailed policy information

** Inclusive of CLS, Storage Center and NICE 8.9 applications



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

EQUIPMENT QUOTE

Date: 08/28/2013

Quote #: 2284

Sales Rep: Lana Etherton

Prepared For: C.W. Thomas
Franklin County 911
70 E. Court Str.
Rocky Mount, VA 24151
Phone: (540) 352-5739

Ship To: C.W. Thomas
Franklin County 911
70 E. Court Str.
Rocky Mount, VA 24151
Phone: (540) 352-5739

Proposed Work: 48ch (32 analog/16VoIP) NICE Recording eXpress with Inform Essential: Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction, 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-8CH	1	Analogue board package, up to 8 channels (short length PCI-E slot required), short base board + 1 module	\$1,250.00	\$1,250.00
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	48	Audio Recording license, including Inform Essential application support, per channel	\$425.00	\$20,400.00
PS-INFRM-ESNT-ANIAL I-1CH	6	ANI-ALI Annotator license, per channel	\$25.00	\$150.00
PS-INFRM-ESNT-VER-1 CC	4	NICE Inform Essential Verify concurrent user license	\$300.00	\$1,200.00
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				\$31,973.00

SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$4,795.95
1 Year Extended Warranty (8x5) including labor, travel and material	\$4,476.22
Services SubTotal	\$9,272.17

Project SubTotal \$41,245.17

Initials

Shipping	\$200.00
Grand Total	\$41,445.17

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 APPLICATION

PROJECT TITLE

Voice Recorder replacement project

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Office of the Sheriff, County of Franklin, VA

CONTACT TITLE: 9-1-1 Director

CONTACT FIRST NAME: C.W.

CONTACT LAST NAME: Thomas

ADDRESS 1: 70 East Court St

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

CITY: Rocky Mount, VA

ZIP CODE: 24151

CONTACT EMAIL: cthomas@franklincountyva.org

CONTACT PHONE NUMBER: 540-352-5739

CONTACT FAX NUMBER: 540-352-8067

REGIONAL COORDINATOR: Buster Brown

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

Secondary Consolidation

Thomas, Coy W.

From: Lana Etherton [letherton@applied-ds.com]
Sent: Tuesday, October 22, 2013 9:57 AM
To: Thomas, Coy W.
Subject: NICE Call Focus III and Windows XP
Attachments: NCF3sunset.pdf

C.W.

I've attached the official vendor sunset letter that explains that NCF3 runs on a Windows XP platform and I've also copy and pasted the information below. This should be what the VITA board needs.

Regards,

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.

Lana Etherton



ADS was recognized by Inc Magazine as one of America's fastest growing privately owned companies.

Lana Etherton
Regional Sales Manager
Applied Digital Solutions, Inc.
210 Townepark Circle, Suite 102
Louisville, KY 40243
502-253-0134 / 866-389-0911
Fax: 480-247-5270
www.applied-ds.com

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 - 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 1st 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>.

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. 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

EMD and CAD Interface

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Fredericksburg PSAP (FPD)

CONTACT TITLE: Communications Manager

CONTACT FIRST NAME: Melissa

CONTACT LAST NAME: Wood

ADDRESS 1: 2200 Cowan Blvd

ADDRESS 2: 3T

CITY: Fredericksburg

ZIP CODE: 22401

CONTACT EMAIL: mwood@pd.fredericksburgva.gov

CONTACT PHONE NUMBER: (540)654-5933

CONTACT MOBILE NUMBER: 3T

CONTACT FAX NUMBER: (540)372-1166

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:

PRIORITY/PROJECT FOCUS

If "Other" selected, please specify: 3T

FINANCIAL DATA

Amount Requested: \$ 7,568.40

Total Project Cost: \$ 9,460.50



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 City of Fredericksburg PSAP serves a population of 26,000 residents within 11 square miles and is also a commercial center between two large counties that swell our daily service population to over 100,000. We are seeking funding to upgrade our current Emergency Medical Dispatch program at the strengthen tier of the enhancement grant program type.

This enhancement will allow us to utilize fully the APCO 911 Adviser software in conjunction with our current CAD system and provide a standardized process and consistent delivery of 911 services and improve service to the community. With the purchase of the application to interface our current CAD with our APCO 911 Adviser software, the questions would populate the screen making the Communications Officers ask the questions based on our Standard Operating Procedures.

The City of Fredericksburg is not immune to the impact of the economic downturn that all state and local agencies are feeling. Budget cuts across the board leave us with few places to turn when attempting to address critical public safety needs such as the effective processing of emergency calls. Our financial need is simply that this is our only viable avenue at this time to improve our EMD program. This is just one part of our effort to continue our ability to provide a high level of service to our community and ourselves. The likelihood of future funding from City sources is low. However, the 20 percent required match will be funded in the police department budget if the grant is approved.



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

The City of Fredericksburg PSAP requests grant funding for the initial integration of the APCO 911 Adviser software with our current CAD vendor and maintenance fees during the twenty-four month grant period. FPD will cover the annual maintenance fee in subsequent years by incorporating this expense into its annual budget.



COMPREHENSIVE PROJECT DESCRIPTION

The City of Fredericksburg PSAP is currently using Emergency Medical Dispatch and has certified operators through APCO.

The APCO Institute Emergency Medical Dispatch Program is based on the NHTSA National Standard Curriculum for EMD. Emergency Medical Dispatch is a systematic program of handling medical calls for assistance. Trained telecommunicators, using locally-approved EMD Guidecards, can quickly and properly determine the nature and priority of the call, dispatch the appropriate response and then give the caller instructions to help treat the patient until the responding EMS unit arrives.

Limited licenses of the APCO 911 Adviser software have been purchased and will be implemented during FY14. Printed guide cards are currently utilized. The 911 Adviser Software will provide a segregated electronic option for the use of the cards, but the interface between that software and our CAD system will enhance the ability for a seamless transition from call entry and caller interrogation to include any instructions for time-life critical events. With the interface in place, the inputted information from the EMD software will transfer to CAD and be viewable by those field units with MDT connectivity to include patient information and event updates. This connection between systems will increase the standardization of questioning and instructions for the public while removing and mitigating variability from the dispatch center.

The success of this project will be high priority to FPD. In order to ensure project success, FPD will commit dedicated, skilled personnel to ensure timely and cost-effective project implementation. Assigned project personnel will include representatives from Information Technology, Fire Department, Rescue Squad, and Communications. This project also compliments previous VITA-funded initiatives including mapping components and 911 call processing equipment.

Goal: To implement the interface between the EMD software and CAD

Objective 1: To improve service to the community by increasing the standardization of questioning and instructions for the public.

Objective 2: To remove and mitigate variability within the dispatch center to provide a more uniformed approach to field emergency calls from the public.



FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	09 / 30 / 14
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	01 / 31 / 15
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	04 / 30 / 15
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	08 / 31 / 15
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	09 / 30 / 15



Identify the longevity or sustainability of the project.

The City of Fredericksburg PSAP is not alone in its support of this project. The Fredericksburg Fire Department has committed to cooperating in this project as well, ensuring that communications officers are able to better utilize Emergency Medical Dispatch. The Fire Department's partnership in this project reflects the collective agreement that EMD will have a positive impact in continuing quality service delivery. The 24 month project period will provide enough time for the EMD interface to be implemented and verify its value. After this period, FPD will cover the annual maintenance fee for the EMD licenses by incorporating this expense into its annual budget. This interface would not become obsolete and would not be considered end-of-life unless a change in vendors occurred; this is not anticipated.

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

The objectives contained in this grant proposal support the following goal stated in the Virginia Statewide E-911 Strategic Comprehensive Plan:

Goal A: Provide a standard level of 9-1-1 emergency dispatch services to the public.

The City of Fredericksburg PSAP has always prided itself on protecting "the right of all citizens to live in peace and safety" and its PSAP has been instrumental in carrying out this mission. Nevertheless, the current PSAP operational capabilities have areas of notable improvement related to our Emergency Medical Dispatch program. Taking advantage of technological advancement opportunities to create a more streamlined approach to providing EMD will thus integrate the use directly with our CAD.



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:

3T
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:

A quote is attached from our CAD vendor outlining the costs. Due to quote expiration and potential cost increases, a five percentage addition has been requested in the funding.

EVALUATION

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

The City of Fredericksburg PSAP will implement a performance plan for the successful completion of this project which will measure and guarantee that the EMD interface is purchased, installed, evaluated for quality and control, and that appropriate training is conducted for all relevant personnel. This software will also assist in evaluation of staff performance through standardized reporting and an enhancement to our already existing QA/QI program. In addition, this will support our efforts to obtain EMD Accreditation through the Virginia Office of Emergency Services.



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"



Add-On Quote

Date	Quote #	Acct Mgr
09/04/13	MCKBQ2140	Matt Bartell

Quote Prepared For:

Fredericksburg, VA
 Melissa Wood
 2200 Cowan Blvd.
 Fredericksburg, VA 22401
 Phone: (540)654-5933

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
1	CAD-INT-APCO	APCO MEDS INTERFACE SunGard OSSI has developed an interface to APCO MEDS. SunGard OSSI does not include the license fees for the MEDS software because the customer normally acquires APCO MEDS application software directly from an APCO MEDS vendor. APCO MEDS requires that communicators be trained and certified on the APCO MEDS product by a certified APCO MEDS instructor. The Customer must acquire the training from APCO MEDS. If the Customer already has APCO MEDS, the Customer should verify that the APCO MEDS release is compliant with SunGard OSSI's supported release. APCO MEDS must be installed, tested and operational at all workstations prior to SunGard OSSI installing the interface.	\$6,500.00	\$6,500.00	\$1,170.00
1	CAD-PROF-ADD	ADDITIONAL PROFESSIONAL SERVICES - Remote Installation Services provided by SunGard OSSI product or training specialists. Services may include but are not limited to add-on module training, refresher training, system analysis, or consulting	\$700.00	\$700.00	\$0.00
1	CAD-PROJ-MGNT	CAD PROJECT MANAGEMENT CAD project management includes professional services from SunGard OSSI for project coordination and project management. The project management fee also includes coordinating with the Customer's project manager all SunGard OSSI related deliveries such as application software, implementation services, and scheduling of SunGard OSSI's resources with the Customer.	\$640.00	\$640.00	\$0.00

This quote is valid until 11/04/13

Total:	\$7,840.00	\$1,170.00
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This Quote constitutes a Supplement to the Contract and Agreement by and between the parties hereto. Except as otherwise provided herein, all terms and conditions of the Contract and Agreement shall remain in full force and effect. As applicable for certain customers, the term "Contract and Agreement" is defined as the Software License & Services Agreement and the License Program Support Agreement between the parties hereto.

Should Customer terminate this agreement per the "Term of Contract" Section of the Contract and Agreement, the Customer agrees to pay, immediately upon termination, the remaining balance for all hardware, software, and services delivered prior to the termination date together with travel reimbursements, if any, related to the foregoing. Notwithstanding any language in the Contract and Agreement to the contrary, the purchase of support services is NOT necessary for the continuation of Customer's License.

Licensed Program(s) are provided in and may be used in machine-readable object code form only. SunGard Public Sector offers the Customer, through a third party escrow agent, a Source Code Escrow Agreement that provides for release of the source code version of the Licensed Program(s) from escrow upon the occurrence of certain release events, such as SunGard Public Sector's failure to provide required maintenance services as agreed.

Applicable taxes are not included, and, if applicable, will be added to the amount in the payment of invoice(s) being sent separately. Travel and living expenses are in addition to the prices quoted above and shall be governed by the SunGard Public Sector Corporate Travel and Expense Reimbursement Policy.

The SunGard Public Sector application software warranty shall be for a period of one (1) year after Delivery. There is no Testing and Acceptance period on the Licensed Program(s) herein.

Any interfaces listed above are interfaces only. Customer shall be responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.

Preprinted conditions and all other terms not included in this Quote or in the Contract and Agreement, stated on any purchase order or other document submitted hereafter by Customer are of no force or effect, and the terms and conditions of the Contract and Agreement and any amendments thereto shall control unless expressly accepted in writing by SunGard Public Sector to Customer.

Third party hardware/software maintenance and/or warranty will be provided by the third party hardware and software manufacturer(s). SunGard Public Sector makes no representations as to expected performance, suitability, or the satisfaction of Customer's requirements with respect to the hardware or other third party products specified in this Quote. The return and refund policy of each individual third party hardware/software supplier shall apply.

This Agreement is based on the current licensing policies of each third party software manufacturer as well as all hardware manufacturers. In the event that a manufacturer changes any of these respective policies or prices, SunGard Public Sector reserves the right to adjust this proposal to reflect those changes.

This Quote shall be effective notwithstanding any provisions as to non-availability of funds contained in the Contract and Agreement.

The date of delivery is the date on which SunGard Public Sector delivers, F.O.B. SunGard Public Sector's place of shipment, the Licensed Program(s) to Customer.

For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

Payment Terms are as Follows:

License, Project Management, Hardware and Third Party Software Fees are due upon execution of this Quote. Installation is due upon completion. Custom Modifications, Development, Conversion, Hardware and Third Party Software Implementation is due 50% on execution of this Quote, and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Training and Travel/Living expenses are due as incurred monthly. Any shipping charges shown are estimated only - actual shipping charges will be due upon delivery.

SunGard Public Sector Application Annual Support - the initial term of Maintenance and Support Services is included in License Fees and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of support will be for twelve (12) month periods, commencing at the end of the initial support period. Support fees shown for the second term of support shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of that term at the then prevailing rate. Third Party Application Annual Support Fees - payment terms shall be as provided by the Third Party to Customer with the exception that any fees listed above for the initial term of support are due upon execution of this Quote.

Accepted:

Fredericksburg, VA		
_____	_____	_____
Signature	Date	Printed Name