

**FY16**

# **PSAP GRANT PROGRAM APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY16 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 your Regional Coordinator. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the 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 FY16 PSAP Grant Application Cycle starts July 1, 2014 and concludes on September 30, 2014 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.**



## FY16 PSAP GRANT APPLICATION

### PROJECT TITLE

Replacement of Voice Recorder

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Hampton Public Safety Communications

CONTACT TITLE: Captain

CONTACT FIRST NAME: Susan

CONTACT LAST NAME: Canny

ADDRESS 1: 22 Lincoln St

ADDRESS 2: 9<sup>th</sup> Floor E-911 Center

CITY: Hampton

ZIP CODE: 23669

CONTACT EMAIL: scanny@hampton.gov

CONTACT PHONE NUMBER: 757-727-6585

CONTACT MOBILE NUMBER: 757 -817-0208

CONTACT FAX NUMBER: 757-727-6030

REGIONAL COORDINATOR: Lyle Hornbaker

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Secondary Consolidation

Shared Services

Consolidation



**GRANT PROGRAM TYPE**

X Continuity and Consolidation

Enhancement

**TIER**

Out of Service  
Technically Outdated\*

XX Non-Vendor Supported\*  
Strengthen

Not Applicable

**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**

VERSION: NICE ANALOG

# YEARS of HARDWARE/SOFTWARE: 7 Years

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**PRIORITY/PROJECT FOCUS** VOICE RECORDER

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

**FINANCIAL DATA**

Amount Requested: \$ \$150,000.00

Total Project Cost: \$ \$249,563.42

**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:

This request is consistent with the Wireless Grant Committee's priority of assisting PSAPS to replace outdated and non-supported equipment that must be upgraded to support 911 Operations. The City of Hampton PSAP is not able with current funding restrictions to bear the entire cost of this upgrade. This system is critical for the replay of incoming 911 calls and radio traffic to verify location and emergency requests. Failure to receive funding for this project will result in the project being placed on City CIP funding request with little hope that it will be addressed until at least FY17 at the earliest.

Upgrading this equipment will go hand in hand with a current project to upgrade our PSAPs entire phone system, ensuring that we will have sustainability to receive and record 911 calls for several years. Maintenance and periodic upgrades will be managed through our Motorola Maintenance Agreement.

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

On-going maintenance will be included in our current Motorola Radio Maintenance Agreement.

## **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 existing recorder is now past the vendor end of support and we will not be able to obtain further support. This project would replace the existing outdated analog recorder with a new recorder capable of recording analog, digital and IP voice and data as well as upgrade the overlaying software to the latest version. This would bring the E911 Center to the capability of recording NG911 data such as text messages, which is not a current capability.

Recorder will be procured through bid/existing contract and installed by vendor. Training will be provided by vendor once equipment is live.

**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
<b>XX INITIATION</b> (Project approved by appropriate stakeholders)	09/01/14
<b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	07/01/15
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	08/01/15
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	10/15/15
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	10/30/15



Identify the longevity or sustainability of the project.

New recorder can be sustained indefinitely through scheduled upgrades and maintenance, pending new technological advances

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

Voice recording for E911 is required by the Library of Virginia records retention rules. This project would replace the existing outdated analog recorder with a new recorder capable of recording analog, digital and IP voice and data as well as upgrade the overlaying software to the latest version. This will also give the PSAP the capability of recording NG911 data such as text messages, which we currently cannot do.

**SHARED SERVICES/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. In addition, if contingency cost has been added, please identify the amount.

See attached Quote



Hampton NICE  
Inform Quote - Custo

## EVALUATION



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

1. Ability of new recorder to connect to the new 911 phone system and produce required recordings of analog, digital and IP voice and data.
2. Ability of this recorder to bring the E911 Center to the capability of recording NG911 data such as text messages.



## 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 Sunset Updates

In accordance with the current sunset policy announced in November 2009 (see MN1198), NICE is updating its key milestone dates for the different versions.

This MN replaces MN1202.

The information provided in the tables listed overrides any previous dates for version expiration:

- **End-of-Sale Date** - The final date when a product version will be available for sale.
- **End-of-Expansion Sale Date** – The final date when a product version, hardware or software can be expanded within the same product version of an existing installation.
- **End-of-Mainstream Software Support Date** – The final date when NICE will cease to provide code fixes and changes for a product version.
- **End-of-Extended Software Support Date** - The final date when NICE will cease to provide critical code fixes and changes for a product version. Requests for third-party software certifications may require an upgrade to a newer minor/major release.
- **End-of-Support Date** – The final date when 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 tables include the exact availability, sunset and other dates for each version and product based the sunset announcement:

**Table 1 - Sunset dates for each version and product, based on the current sunset policy (See MN 1198)**

Version	General Availability Date	Sunset Announcement Date	End-of-Sale Date	End-of-Expansion Date	End-of-Mainstream Software Support Date	End-of-Extended Software Support Date	End-of-Support Date
NICE Perform Release 3.0	June 2007	November 1, 2009	May 1, 2010	November 1, 2010	May 1, 2011	November 1, 2011	November 1, 2014
NICE Perform Release 3.1	September 2008	May 2, 2010	November 2, 2010	May 2, 2011	November 2, 2011	May 2, 2012	May 2, 2015
NICE Perform Release 3.2/3.5	December 2009	January 15, 2012	July 15, 2012	July 15, 2013	July 15, 2013	January 15, 2014	January 15, 2017
NICE Recording eXpress/ NICE Trading Recording Release 5	November 2009	July 1, 2012	January 1, 2013	January 1, 2014	January 1, 2014	July 15, 2014	July 15, 2017
NICE Sentinel Release 1.0	February 2010	January 2011	January 1, 2011	July 1, 2011	July 1, 2011	January 1, 2012	January 1, 2015
NICE Sentinel Release 2.1	December 2010	June 2011	January 1, 2012	January 1, 2012	July 1, 2012	January 1, 2013	January 1, 2016
NICE Sentinel Release 2.5	June 2011	May 2013	January 1, 2014	January 1, 2014	January 1, 2015	July 1, 2015	July 1, 2018

If there is a conflict between NICE Sentinel's sunset dates and the monitored version, sunset dates of the monitored version apply (NICE Perform/NICE Interaction Management/NICE Trade Recording/NICE Recording eXpress/NICE Perform eXpress).

For your convenience, we are publishing in this MN also the previous sunset milestones (according to MN 1184).

**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.

**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, helpdesk support, training and spare parts.

**Table 2** - Sunset dates based on the previous sunset policy (See MN 1120)

(1) In some parts of Asia-Pacific, NICE will extend the end-of-sale date to July 31, 2010 for legal reasons.  
 (2) For NICE Security solutions which include some 8.9 components, refer to MN1194.

Version	General Availability Date	Sunset Announcement Date	End-of-Sale Date	End-of-Expansion Date	End-of-Development Date	End-of-Support Date
NICE Call Focus II	March 2004	June 1, 2005	June 1, 2005	June 1, 2006	June 1, 2007	June 1, 2010
NICE Call Focus III	June 2005	June 1, 2011	December 1, 2011	December 1, 2011	December 1, 2012	July 31, 2014
ISA NiceLog 8.9 Logger	August 2004	December, 2006	January 1, 2007	July 1, 2007	July 1, 2008	January 1, 2012
NICE 8.9	August 2004	July 30, 2009	January 31, 2010(1)(2)	July 31, 2010	July 31, 2011	July 31, 2014
NICE Perform Release 1	March 2005	May 2, 2007	December 1, 2007	June 1, 2008	June 1, 2009	June 1, 2012
NICE Perform Release 2	March 2006	May 27, 2008	December 1, 2008	June 1, 2009	June 1, 2010	June 1, 2013

**Table 3** – Branch Extension Logger, Interaction Capture Unit, NICE Perform eXpress 2.1

Version	General Availability Date	Sunset Announcement Date	End-of- Sale Date	End-of- Expansion Date	End-of- Development Date	End-of- Support Date
Branch Extension Logger	November 2010	June 31, 2012	December 31, 2012	December 31, 2012	December 31, 2013	July 31, 2014
Interaction Capture Unit	July 2004	June 31, 2012	December 31, 2012	December 31, 2012	December 31, 2013	July 31, 2014
NICE Perform eXpress 2.1	March 2010	June 15, 2011	September 30, 2011	December 31, 2011	June 30, 2013	June 30, 2013

For any other additional information, contact your NICE Sales Representative.

***For additional announcements, updates and information please go to [www.extranice.com](http://www.extranice.com).***



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US Tax Id: 77-0250126  
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## ORDER CONFIRMATION

<b>BILL TO :</b> AMERICAN TELECOM SOLUTIONS 645 BALTIMORE ANNAPOLIS BLVD. SUITE 110 SEVERNA PARK MD 21146 UNITED STATES		<b>SHIP TO :</b> HAMPTON POLICE DEPARTMENT 22 LINCOLN STREET COMMUNICATIONS RECORDS HAMPTON VA 23669 UNITED STATES	
<b>ATTN:</b> MR CHARLES KRETER <b>TEL:</b> -410-544-2903 <b>FAX:</b> -410-544-7301 <b>EMAIL:</b> CKRETER@ATSLINK.COM		<b>ATTN:</b> SUSAN CANNY <b>TEL:</b> -757-727-6755 <b>FAX:</b>	
<b>NICE ORDER NO. :</b> 443649 <b>SALES PERSON :</b> CLYDE ELLER <b>CUSTOMER ORDER NO. :</b> 8463 <b>END USER :</b> HAMPTON POLICE DEPARTMENT		<b>NICE CONTACT PERSON:</b> CHERYL PELLETIER <b>PAYMENT TERMS :</b> NET 30 <b>FREIGHT TERMS :</b> FOB NJ-FED EX GROUND2077 42C <b>CONTACT EMAIL:</b> CHERI.PELLETIER@NICE.COM	

ITEM	PART NO.	DESCRIPTION	SCHEDULED DATE	QTY	UNIT PRICE USD	TOTAL USD
1	PSBAS-64	64 CHANNELS LOGGER - BUNDLE FOR PUBLIC SAFETY INCLUDING: EXT-SQCH, MCPSV-RJ45, CA04, CA21, TST1*2, ANALOG8*2, PSHR15600R5N	01-NOV-07	1	23,260.80	23,260.80
2	SITE_KIT-89	SITE KIT VER 8.9 INCLUDING: NCLS89-SW-SRV, NCLS89-TOTAL, NCLS89-REC*2, NCLS89-FREE_SEATING, CD-89-CVOX, CD-89-ANI/ALI, PSAPPSBND	01-NOV-07	1	4,800.00	4,800.00
3	PB-DNL168-05	NICELOG INSTALLATION, 49 - 168 CHANNELS, 8 TO 5 M-F LOCAL TIME		1	6,500.00	6,500.00
4	PB-NNCLSA-05	INSTALLATION, SETUP AND CONFIGURATION OF STAND-ALONE CLS SERVER 8 TO 5 M-F LOCAL TIME (EITHER S/W ONLY OR COTS)(W/OUT TRUNKED RADIO		1	1,800.00	1,800.00
5	PB-NANILI-05	INSATLLATION, SETUP AND CONFIGURATION OF ANI/ALI SERVER - IN CONJUNCTION WITH SYSTEM INSTALLATION		1	1,000.00	1,000.00
6	PB-NAPPWS-05	INSATLLATION, SETUP AND CONFIGURATION OF SOFTWARE INSTALLATION PER WORKSTATION (INCLUDES ALL REQUIRED NICE SYSTEMS SOFTWARE)		8	250.00	2,000.00
7	PB-NPMREM-05	PROJECT MANAGEMENT, PER SITE - INCLUDES REMOTE PROJECT MANAGEMENT SUPPORT.		1	3,000.00	3,000.00
8	SP-SPNA07-V8	FIRST YEAR MAINTENANCE - GOLD LEVEL (AGREEMENT NUMBER: PS-GOLD101707MJ49)		1	8,084.00	8,084.00



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ITEM	PART NO.	DESCRIPTION		QTY	UNIT PRICE USD	TOTAL USD
9	PS-SUP-HW2	SUPERVISION 8.9	01-NOV-07	1	10,300.00	10,300.00
10	PS-CLS-HW2	CLS SERVER 8.9	01-NOV-07	1	16,300.00	16,300.00
11	PS-RAILS-HW1	RAILS	01-NOV-07	1	250.00	250.00
12	PS-NS-EQUIPMENT	CABLE CONNNECTIVITY BUNDLE	01-NOV-07	1	521.00	521.00
13	PS-NS-EQUIPMENT	SQCH-EXT CABLE, CONTACT CLOSURE DB25 TO 66 BLOCK CABLE PER 24	01-NOV-07	1	99.20	99.20
14	SP-SPNA03-V8	RENEWAL GOLD LEVEL. SUPPORT COVERAGE - 24 HOURS, 7 DAYS PER WEEK. CALL BACK - 60 MIN. ON SITE FOR PRIORITY 1 - 4 HOURS.		2	17,964.00	35,928.00

<b>TOTAL AMOUNT :</b>	113,843.00
<b>SALES TAX :</b>	0.00
<b>TOTAL USD :</b>	113,843.00

PLEASE TAKE INTO ACCOUNT 7-10 DAYS FROM "SCHEDULED DATE" TO DELIVERY TO SITE.

**CONFIRMATION APPROVAL:** CHERYL PELLETIER



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UNLESS OTHERWISE AGREED TO BY THE PARTIES IN WRITING, THIS ORDER CONFIRMATION IS SUBJECT TO THE NICE SYSTEMS TERMS AND CONDITIONS POSTED ON:  
<http://www.nice.com/downloads/US.pdf>