

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 Logging Recorder

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Powhatan County

CONTACT TITLE: E-911 Coordinator

CONTACT FIRST NAME: Floyd

CONTACT LAST NAME: Greene

ADDRESS 1: 3910-C Old Buckingham RD

ADDRESS 2: 1T

CITY: Powhatan

ZIP CODE: VA

CONTACT EMAIL: fgreene@powhatanva.gov

CONTACT PHONE NUMBER: 804-598-5677

CONTACT MOBILE NUMBER: 804-347-9016

CONTACT FAX NUMBER: 804-598-1739

REGIONAL COORDINATOR: Sam Keys

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Xx Individual PSAP

Regional Initiative

Secondary Consolidation

Shared Services

Consolidation



GRANT PROGRAM TYPE

xx Continuity and Consolidation

Enhancement

TIER

Out of Service

xx 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Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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: NiceCall Focus Digital Recording System

YEARS of HARDWARE/SOFTWARE: Purchased April 2009.

PRIORITY/PROJECT FOCUS VOICE RECORDER

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 38,000

Total Project Cost: \$ 38,000



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:

Powhatan County's existing recorder was installed in April 2009. As detailed in the attached Sunset announcement, vendor support for this recorder ended in July 31, 2014. Also this recorder is Windows XP based and Microsoft ended support for Windows XP in April 2014. Due to many other financial obligations, the County of Powhatan does not have the funds available to fully fund the purchase of this recorder.

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

The purchase of the logging recorder includes the first year's warranty. As we have maintained in the past, we plan to continue a maintenance contract on the recorder for the life of the machine to ensure continuous operation.



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.

Once the contract is signed with the successful bidder, a work plan will be developed to install the new recorder while keeping the old recorder on line to ensure continuous operation.

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)	07 / 01 / 15
x DESIGN/PLANNING (Project, system, or solution requirements are developed)	08 / 01 / 15



x ACQUISITION (Selected system or solution is procured)	10 / 01 / 15
x IMPLEMENTATION (Selected system or solution is configured and installed)	12 / 01 / 15
x TESTING/COMPLETION (Selected system or solution is tested and put in production)	01 / 01 / 16

Identify the longevity or sustainability of the project.

The proposed recorder includes as many “off the shelf” components as possible to both reduce costs and enhance the ability to make repairs, replacements, and upgrades in the future. The recorder also will be able to make “text to 911” recordings and will be upgradeable to other NG-911 applications in the future.

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

This recorder supports Virginia’s Statewide 911 Plan by providing reliable instant recall to critical E-911 call information to ensure the proper receipt, process, and dispatch of requests for emergency service. The recorder also will be able to make “text to 911” recordings and will be upgradeable to other NG-911 applications in the future.



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

A detailed quote from one vendor is included. The projected project cost includes a 10% contingency fee to cover any unanticipated recorder cost increase and any other unforeseen project expenditures.

EVALUATION

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

The project will be overseen by the E-911 Coordinator with technical oversight handled by the Powhatan Sheriff's Office IT and Dispatch staff.



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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EQUIPMENT QUOTE

Date: 08/27/2014

Quote #: 2463

Sales Rep: Lana Etherton

Prepared For: Floyd Greene
Powhatan County Sheriff
3910 Old Buckingham Road
PO Box 133
Powhatan, VA 23139
Phone: (804) 347-9016

Ship To: Floyd Greene
Powhatan County Sheriff
3910 Old Buckingham Road
PO Box 133
Powhatan, VA 23139
Phone: (804) 347-9016

Proposed Work: 36ch NICE Recording eXpress with Inform Essential: Browser based user interface, Enhanced security features, Email/SNMP based alarms, Customizable database fields, Browser based live monitoring and last message recall, NTP support, 256-Bit Encryption-Advanced Storage Compression, Network Based Archiving Support, Personalized views, Synchronized incident reconstruction, Monitor and verify communications with 4U Server, Convertible Chassis, Server 2008, 8GB RAM, RAID1 2x1TB hard drives, Hot Swap Redundant PS, DVD-RW. Includes additional 1TB internal hard drive for archiving 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	\$5,995.00	\$5,995.00
PS-NR-ANALOG-24CH	2	Analogue board package up to 24 channels; full size base PCI-E board + 3 modules	\$2,000.00	\$4,000.00
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-UPG-20	36	Audio Recording license, inc Inform Essential application support, replacing CLS 8.9/9.0/MirraIV, per channel	\$340.00	\$12,240.00
PS-INFRM-ESNT-ANIAL-1CH	6	ANI-ALI Annotator license, per channel	\$25.00	\$150.00
PS-INFRM-ESNT-VER-1CC	3	NICE Inform Essential Verify concurrent user license	\$300.00	\$900.00
PS-MAINT-NICE-IND-STD	1	NICE Software Assurance First Year (Required)	\$1,315.30	\$1,315.30
ADS-UPG-HD 1TB	1	Additional Internal Hard Drive, 1TB, Per Drive	\$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				\$26,773.30

SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$4,016.00
1 Year Extended Warranty (8x5) including labor, travel and material	\$3,748.26
Services SubTotal	\$7,764.26
Project SubTotal	\$34,537.56

Initials

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.

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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>.