

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

Surry County CPE

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Surry County 911

CONTACT TITLE: Emergency Services Coordinator

CONTACT FIRST NAME: Tamara

CONTACT LAST NAME: Arthur

ADDRESS 1: 45 School St

ADDRESS 2: 1T

CITY: Surry

ZIP CODE: 23883

CONTACT EMAIL: tarthur@surrycountyva.gov

CONTACT PHONE NUMBER: 757-294-5320

CONTACT MOBILE NUMBER: 757-251-8079

CONTACT FAX NUMBER: 757-294-5111

REGIONAL COORDINATOR: Lyle Hornbaker

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Surry County

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Regional Initiative

Secondary Consolidation

Shared Services

Consolidation



GRANT PROGRAM TYPE

X Continuity and Consolidation

Enhancement

TIER

Out of Service

X 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Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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: VESTA PALLAS

YEARS of HARDWARE/SOFTWARE: 1

PRIORITY/PROJECT FOCUS CPE

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 150,000

Total Project Cost: \$ 463,228

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:

Through supporting documentation transmitted with this application, it is evident that there is an urgent need to replace our 911 system. Our current 911 system is no longer sustainable as it operates on an XP platform which is no longer supported as of April 2014 which nullifies any and all maintenance

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

The grant will be maintained and supported by review of key elements of the spending and implementation process. The funds will help to support Surry County in obtaining much needed 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.

Meeting with the Board of Supervisors is scheduled for November 6, 2014. Discussions have already started with vendors and operators as to what requirements systems should have and being as though our locality houses Surry Nuclear Power Station, it is imperative that all systems operate in a reliable manner. Our goal is to issue an RFP shortly after the November meeting. Respondents will be required to respond a month after notice is advertised. A decision will be made approximately a month to two months after depending on Board of Supervisors decision on approved vendor or whether there is a recommendation to advertise. After that the implementation strategy will be as quickly and efficiently as the chosen vendor can complete and properly train all dispatchers on the new system.

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	11 / 06 / 14
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	02 / 01 / 15
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	08 / 15 / 15



<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	07 / 01 / 16
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	11 / 01 / 16

Identify the longevity or sustainability of the project.

The anticipation is that these systems would be in place a minimum of 5 years or longer depending on the upgrades available. These systems are described as being Next Generation 911 compliant which would make them necessary for years to come after implementation.

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

The CPE would provide the necessary tools to comply and sustain the requirements of the Virginia Statewide Comprehensive 9-1-1 Plan. The CPE is Next Gen compliant and would be a valuable tool that our locality does not currently possess.

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.

The quote from IDNetworks encompasses the CPE, CAD, RMS and mapping. The remaining balance not covered by the grant would be supplemented by County funding.

The attached quote from Applied Digital Solution for \$22,528.87 would replace the voice recorder which has already lost one disk drive and is no longer vendor supported. This grant application is not specific to the voice recorder but will be funded by Surry County as part of this project.

EVALUATION

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

The project will be evaluated for the most cost effective way to address the needs for Surry County's PSAP to meet the industry standards. The systems needed would be evaluated on a daily basis after installation as they are vital to the day to day operations of the PSAP.



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"



APPLIED DIGITAL SOLUTIONS
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: 08/18/2014

Quote #: 2492

Sales Rep: Lana Etherton

Prepared For: Tammi Arthur
Surry County Sheriff
45 School Street
Surry, VA 23883
Phone: (757) 251-8079

Ship To: Tammi Arthur
Surry County Sheriff
45 School Street
Surry, VA 23883
Phone: (757) 251-8079

Proposed Work: 16ch 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, line conditioning UPS, 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-ANALOGBT-FULL	1	Analogue board with Beep Tone for up to 24 channels	\$2,000.00	\$2,000.00
PS-INFRM-ESNT-1CH-UPG-20	16	Audio Recording license, inc Inform Essential application support, replacing CLS 8.9/9.0/MirraIV, per channel	\$340.00	\$5,440.00
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-VER-1CC	3	NICE Inform Essential Verify concurrent user license	\$300.00	\$900.00
PS-INFRM-ESNT-ANIAL I-1CH	6	ANI-ALI Annotator license, per channel	\$25.00	\$150.00
PS-MAINT-NICE-IND-STD	1	NICE Software Assurance First Year (Required)	\$688.80	\$688.80
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
LINE COND UPS	1	Line Conditioning UPS. 1000 VA Capacity, 600 Watts	\$475.00	\$475.00
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				\$17,696.80

SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$2,654.52
1 Year Extended Warranty (8x5) including labor, travel and material	\$2,477.55
Services SubTotal	\$5,132.07

Initials

Project SubTotal

\$22,828.87

Other Considerations

Equipment Trade-In

(\$500.00)

Shipping

\$200.00

Grand Total

\$22,528.87

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

Mirra IV Sunset Announcement

NICE is announcing the Sunset of all versions of the Mirra IV recording solution, as of October 15, 2010.

The NICE Perform eXpress (NPX) was recently released to the Public Safety and Security market as part of the new generation of Public Safety and Security audio recording solutions and the intention is that NPX recording solution will ultimately supersede the Mirra IV family of products. NICE Perform eXpress is based on proven technology from the NICE Perform recording platform which has been successfully deployed to multiple sites in the Public Safety and Security market, as well as thousands of sites in the Enterprise market, winning widespread approval by customers and top industry analysts.

NICE Perform eXpress provides significant advantages over the Mirra IV recording solution, including low total cost of ownership (TCO), advanced solutions for enterprise-grade recording, CTI / D-Channel integration with a wide variety of telephony environments, up to 200 recording channels, multiple recording formats (VOIP, Digital/Analog Extensions, E1/T1/BT Trunks) and archiving to local, remote and enterprise storage, all within a single COTS server, as well as the ability to scale up the solution using NICE Inform™ and NICE Inform Lite™.

In accordance with the standard NICE Sunset Policy, Mirra IV will follow these sunset milestones:

- **April 15, 2011 – End-of-sale date:** The final date when new installations of Mirra IV will be available for sale.
- **October 15, 2011 – End-of-expansion date:** The final date when Mirra IV can be expanded within the same product version at an existing installation.
- **October 15, 2012 – End-of-development date:** The final date when NICE will cease to provide code fixes, changes and third-party software certifications for Mirra IV.
- **October 15, 2015 – End-of-support date:** The final date when NICE will cease to support Mirra IV including technical support, on-site support, training and spare parts.

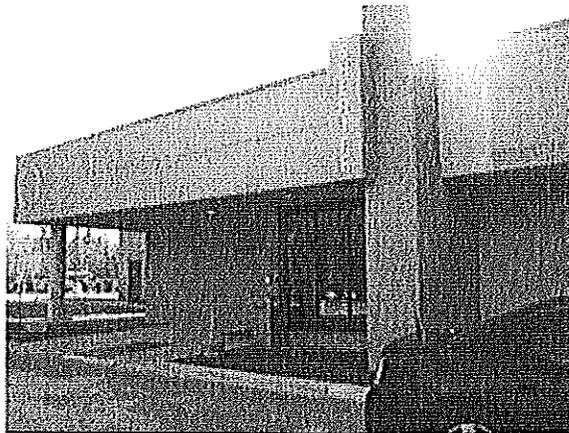
Please refer to MN1222 - NICE Public Safety Applications Sunset Dates Update, for the latest information on sunset dates for other NICE Public Safety products. For further information on NICE Perform eXpress, please refer to 'MN1221 – NPX 2.1 GA in PS Marketing Note'. For any other additional information, contact your NICE Sales Representative.

For additional announcements, updates and information please go to www.extranice.com.

**Computer Aided Dispatch,
Mobile CAD, RMS & 9-1-1
Budgetary Estimate**

for

**Surry County Sheriff's Office
P.O. Box 233
Surry, VA 23883**



Published by: Doug Blenman, Jr.
Public Safety Product Manager

POC Info: dblenman@idnetworks.com
440-536-0189 (Mobile)
800-982-0751 (Toll-Free)

Administrative Summary of Project Costs

Surry County CAD, Mobile, RMS, 9-1-1 Summary of Acquisition Costs	
CAD, Mobile, RMS Software, Installation, Conversion, and Professional Services	215,250
Dell Servers, SQL, Operating Systems, 5 years 24x7x4 Onsite, 3 CAD workstations, 10 Panasonic Toughbook Laptops, docking stations and cellular modems	99,650
9-1-1 High Availability System with 3 Answering Positions	115,000
TOTAL ACQUISITION COST	\$429,900
9-1-1 Annual Maintenance (Direct with Manufacturer) – Experient	10,800
ID Networks - CAD & Mobile Software Maintenance, Support, and Semi-Annual Software Updates for the first year (Full 24/7 support included)	N/A
TOTAL FIRST-YEAR COST (Unless Financing Plan is Chosen) (Written Agreement is required)	\$440,700

Surry County Annual Maintenance and Service for CAD and Mobile CAD (ID Networks)			
CAD/Mobile CAD Maintenance Options	%	Base	Annual Cost
Subsequent Years:			
*24/7 Maintenance & Service Support			
* Due one year after "Go Live" and pre-paid annually.			
* Written Service Agreement would be required.			
* Maintenance fees are fixed and guaranteed not to increase for 4 years, unless future upgrades are added by the customer.	18%	153,250	27,585

Surry County Annual Maintenance and Service for 9-1-1 Service Direct from the Manufacturer			
9-1-1 Maintenance from Experient	%	Monthly Cost	Annual Cost
9-1-1 System Maintenance contracted direct with Manufacturer			
* Manufacturer Estimate (includes Software/Hardware/Support)	N/A	\$900/Mo	10,800
* Due upon "Go Live"			

CAD, Mobile CAD and 9-1-1 Systems Surry County Sherriff's Office

	Line Item	Description	Qty	Unit Price	Ext Price
CAD & Mobile Software					
1	CAD Server Software	Base Computer Aided Dispatch Server Software (<i>Multiple Agency Use License</i>) with Production & Training environments	1	40,000	40,000
2	Full CAD Client	Full CAD Client with embedded AccuGlobe Mapping, Call Taking, and Dispatching and LEADS functionality	3	10,750	32,250
3	Message Switch Server	Base Message Switch Server software includes CAD interface, LEADS interface, and Text Messaging, and Rip-n-Run (<i>Multiple Agency Use License</i>)	1	15,000	15,000
4	Fire Client	Mobile Client includes CAD, Mapping & Messaging	8	750	6,000
5	Police Client	Mobile Client includes VCIN, CAD, Mapping & Messaging	10	1,000	10,000
Optional CAD Interface Software					
6	Faxing Interface	Software to configure each CAD workstation to be able to fax to fax any CAD reports (<i>customer must supply fax modems and analog telephone lines for service</i>)	1	5,000	5,000
7	Toning Interface	System can interface to a number of different fire station alerting systems (<i>please consult ID Networks for more specifics about your system</i>)	0	10,000	N/A
8	Fire RMS Interface	Export to Fire Records Management System	0	10,000	N/A
9	9-1-1 Interface	Import of ANI/ALI information from spill with 9-1-1 system from Experient 9-1-1 System	1	N/C	N/C
CAD and Mobile Software Subtotal:					\$108,250
RMS Software					
10	RMS Software System	Server and Client software for single agency and basic application suites (crash, incidents, field interviews, review and approvals, citations)	1	35,000	35,000
11	FBR Client	Field Based Reporting Client	10	1,000	10,000
RMS Software Subtotal:					\$45,000
9-1-1 System					
12	High Availability 9-1-1 System	Includes: Stratus server, 2 position phone system, integration, testing, onsite delivery, admin phone interface	1	100,000	100,000
13	Additional 9-1-1 position	Client software and telephone equipment for 3 rd position	1	15,000	15,000
9-1-1 Software Subtotal:					\$115,000

Professional Services from ID Networks (Days) (Includes services for CAD, Mobile & RMS combined)					
14	Tech Services	Project Management and Integration Services	15	1,000	15,000
15	Delivery	Installation, Configuration, Integration, Testing, Backups Setup	5	1,000	5,000
16	Training	Training & "Go Live" Support	12	1,000	12,000
17	CAD & RMS Conversions	Legacy CAD database conversion of existing RMS and CAD systems	1	30,000	30,000
Professional Services Subtotal:					\$62,000

CAD Server Hardware & Software (3 rd Party)					
18	CAD & Mobile Server Equipment and Software	Dell VTRX Server: 2 high performance blades each with 96Gb of RAM, 4Tb of useable storage with 10K drives, 3 Windows 2012 server OS's, 3 SQL Server licenses, VMware Essentials, LTO6 Tape Backup Drive/Software/Tapes with 5 years Maintenance on everything with 24x7x4	1	37,150	37,150
19	CAD Workstation	High performance CAD workstation with Intel i7 Processors, SSD, Quad Video Output, Windows 7, and 5 year onsite support and parts	3	2,500	7,500
20	Mobile Laptops	Panasonic CF31 Laptops with: Touch screen, 250Gb SSD Hard Drives, 8Gb of RAM, Windows 7, with Docking Stations, Sierra GX 440 LTE modems	10	5,500	55,000
Workstation and Server Hardware Subtotal:					\$99,650
TOTAL Software, Hardware, and Professional Services Costs:					\$429,900

Project Assumptions for the Surry County Sheriff's Office	
Project Implementation Timetable	3-5 months total from the signed contract date to the "Go Live".
Workstation Hardware	In those cases where the customer is supplying the CAD workstations, it is the customer's responsibility to supply workstations that are like or better than: <ul style="list-style-type: none"> • MultiCore i7 Processors • SSD Hard Drives • Multiple Video Display Capabilities
Server Hardware	In those cases where the customer is supplying the CAD servers, ID Networks recommends that the servers have the following minimums: <ul style="list-style-type: none"> • 1 MultiCore Xeon Processor per server • 32Gb RAM per server • 64bit Windows 2012 or later • Ample disk space storage for all CAD, Mobile and interfaced data types • Microsoft SQL Server 2012 or later <p>The customer is responsible for all UPS equipment, environmental cooling, and electrical requirements for the servers either being provided by ID Networks or furnished by the customer.</p>
Operating Software	ID Networks supports Microsoft Windows 2008 Server software and Windows 7 or Windows 8 desktop/laptop software.
Interfaces	Any additional or special interfaces not quoted above will require additional technical specifications for proper quotation.
Network Protocols	ID Networks supports TCP/IP Microsoft Networks.
Wiring	All premise wiring for electrical and computer networking are the responsibility of the customer prior to the installation of the system.
Additional IT Services	All additional IT services shall be the responsibility of the customer and shall be performed by a qualified IT professional that is either an employee or outside contractor.
Data Backups	ID Networks will perform the initial configuration of all data backups in cooperation with the customer, but maintaining and monitoring those backups is the responsibility of the customer.

FEBRUARY 2014

CASSIDIAN COMMUNICATIONS PRODUCT DISCONTINUATION NOTICE

DOCUMENT ID: PDN VP140228
TITLE: VESTA® PALLAS™ – END OF SALE / SUPPORT PLAN
EFFECTIVE DATE: FEBRUARY 28, 2014

INTRODUCTION

With the world of mission-critical communications ever-changing, Cassidian Communications, an Airbus Group, Inc. company, remains committed to delivering solutions that best address your **CRITICAL MATTERS™**. As part of this effort, Cassidian Communications is providing this Product Discontinuation Notice (PDN) to announce a change in the product lifecycle for the VESTA® Pallas™ solution.

Communication with our customers is essential in order to set appropriate expectations of service support levels throughout the lifecycle and retirement of a product. For our partners and customers, this information may be used to manage deployments, plan for upgrades, prepare for support needs, and develop migration and transition strategies.

Information on part numbers, quoting, last time purchase dates, support delivery plans and migration options are included below.

BACKGROUND

Cassidian Communications introduced the VESTA Pallas solution in 2003, and it has since provided reliable 9-1-1 and administrative call-processing to fit the operational needs of call centers. VESTA Pallas established a clear migration path for those VESTA® Standard™ customers in need of an advanced IP-based Computer Telephony Integrated (CTI) solution while maintaining uniformity in desktop user interface (UI). Over time, technology has evolved such that much of the hardware and software required for this product has started to become obsolete. As a result, we are announcing the End of Sale for VESTA Pallas with PBXs based on the Avaya BCM450 and End of Support Delivery for VESTA Pallas with PBXs based on the Avaya BCM400 and Avaya BCM450.

FUTURE SALES & SUPPORT PLANS

In order to continue to protect current customers' investment in the VESTA Pallas solution, Cassidian Communications is offering our customers the opportunity to maintain and expand their current systems while budgeting for migration to Cassidian Communications' VESTA®/Sentinel® 4 solution. The schedule and details of the sales and support delivery plan are outlined below.

CRITICAL MATTERS™

CASSIDIAN COMMUNICATIONS
an Airbus Group Inc. Company

END OF NEW SYSTEM SALES

Cassidian Communications will no longer accept orders for new VESTA Pallas systems effective immediately.

The terms of this announcement are as follows:

- **New quotes:** Effective immediately, Cassidian Communications will no longer provide quotes for new VESTA Pallas systems.
- **Existing quotes:** Cassidian Communications will honor outstanding quotes based on original quote date plus 120 days.
- **Existing orders:** All existing orders will be honored as is.

SUPPORT DELIVERY FOR CUSTOMERS

Cassidian Communications appreciates our loyal customers and recognizes the need to plan for solution changes. We have structured our ongoing support to facilitate that transition by continuing to serve our customers through:

- **Existing system expansion:** Customers desiring to expand their existing VESTA Pallas system to address growth/capacity needs may purchase in accordance with the End of Expansion Sale milestone identified below.
- **Spare parts available:** Spare parts are available for purchase in accordance with the End of Expansion Sale milestone identified below.
- **Existing support contracts:** Existing support contracts will be honored until the contract expires.
- **Support renewal:** Support renewal is available for purchase in accordance with the End of Support Contract Renewal milestone identified below.
- **Repair:** For systems not covered under an active Cassidian Communications warranty, out-of-warranty repair is available on time & materials basis per Cassidian Communications' standard Hardware Repair & Warranty Policy.
- **Technical Support:** Phone support will be available to customers with active support contracts in accordance with the End of Support Delivery milestone identified below. Customers that do not have active support contracts will be referred to Cassidian Communications' Contracts Department to facilitate the activation of support if appropriate.

Cassidian Communications will continue to support customers per the terms of the customer's current contract with Cassidian Communications.

SUMMARY OF MILESTONE DATES

	Milestone	Description	Effective Date
End of Sale	End of Sale	The end of new system sales for VESTA Pallas.	February 28, 2014
	End of Expansion Quote*	The final date to obtain quotes for upgrades, spares and add-ons for the Avaya BCM450.	May 18, 2015 or while supplies last, whichever is sooner
	End of Expansion Sale*	The final date on which upgrades, spares and add-ons will be available for sale for the Avaya BCM450.	September 18, 2015 or while supplies last, whichever is sooner

CRITICAL MATTERS™

CASSIDIAN COMMUNICATIONS
an Airbus Group Inc. Company

End of Support (Avaya BCM 400)	End of Support Contract Renewal	The last date to extend or renew a support contract for VESTA Pallas / BCM400 systems. The extension or renewal period cannot extend beyond the End of Support Delivery date.	December 31, 2015
	End of Support Delivery (EoL)	The last date to receive support for VESTA Pallas / BCM400 (or earlier units) systems. Cassidian Communications will provide best effort to resolve any issues beyond the given date.	December 31, 2016
End of Support (Avaya BCM 450)	End of Support Contract Renewal	The last date to extend or renew a support contract for VESTA Pallas / BCM450 systems. The extension or renewal period cannot extend beyond the End of Support Delivery date.	September 30, 2017
	End of Support Delivery (EoL)	The last date to receive support for VESTA Pallas / BCM450 systems. Cassidian Communications will provide best effort to resolve any issues beyond the given date.	September 30, 2018

**Customers are encouraged to review their spares inventory and account for future support while equipment is still obtainable. Availability is subject to change based on supply and demand. Cassidian Communications will notify customers formally if pricing or availability status changes.*

In accordance with previous product announcements, certain expansions (spares and add-ons) are available to VESTA Pallas customers running the BCM450 Base Unit only. Please reference the Summary of Previous Product Announcements section (as follows) for details.

SUMMARY OF PREVIOUS PRODUCT ANNOUNCEMENTS

Cassidian Communications previously issued (2) PDN notifications to inform customers of the LTB opportunity for Server 2003-supported servers and Windows XP-supported workstations.

- **PDN PE120403 (April 3, 2012)**
Planning for Microsoft® Windows® XP Professional / Windows® Server® 2003 Operating System Discontinuation
- **PDN PE120622 (June 22, 2012)**
Courtesy Reminder for Last Time Buy of Microsoft® Windows® XP Professional / Windows Server® 2003 Operating Systems

The below outlines previous VESTA Pallas product announcements relative to product availability:

DATE	NOTICE #	NOTICE TITLE	SUMMARY
04/03/2012	PE120403 (PDN)	Planning for Microsoft® Windows® XP Professional / Windows® Server® 2003 Operating System Discontinuation	Notifications to inform customers of the LTB opportunity for Server 2003-supported servers and Windows XP-supported workstations.
06/22/2012	PE120622 (PDN)	Courtesy Reminder for Last Time Buy of Microsoft® Windows® XP Professional / Windows Server® 2003 Operating Systems	Notifications to inform customers of the LTB opportunity for Server 2003-supported servers and Windows XP-supported workstations.

The below outlines previous VESTA Pallas product announcements relative to product availability:

DATE	NOTICE #	NOTICE TITLE	SUMMARY
04/05/2010	VP100405 (PDN)	VESTA Pallas PBX Non-Redundant Base Unit No Longer Available	Notification that the Non-Redundant BCM400 Base Unit is no longer available for purchase.
11/23/2010	VP101123 (PDN)	VESTA Pallas PBX 4.0 Base Unit No Longer Available	Notification that the Redundant BCM400 Base Unit is no longer available for purchase and identified the BCM450 as the functional replacement product.
04/12/2011	VP110412 (PCN)	VESTA Pallas PBX 3.5 to 3.6 and 3.6/3.7 to 4.0 Upgrade Kits	Communication of the new part numbers and availability (10/28/2011) for the BCM400 3.5 to 3.6 and 3.6/3.7 to 4.0 software upgrade kits.
08/12/2011	VP110812 (PDN)	VESTA Pallas PBX 3.6/3.7/4.0 Upgrades/Expansions/Spares - Last Time Buy	Communication of the LTB opportunity (10/28/2011) for the BCM400 software and hardware.
10/03/2011	VP111003 (PDN)	Courtesy Reminder for LTB of VESTA Pallas PBX 3.6/3.7/4.0 Upgrades/Expansions/Spares	Courtesy reminder for the LTB opportunity (10/28/2011) for the BCM400 software and hardware.
11/02/2011	VP111102 (PDN)	Date Extension for LTB of VESTA Pallas PBX 3.6/3.7/4.0 Upgrades/Expansions/Spares	Date extension for the LTB opportunity (2/17/2012) for the BCM400 software and hardware.
09/07/2012	VP120907 (PDN)	VESTA Pallas PBX 5.0 and 6.0 Base Unit - Upcoming End of Sales	Communication of the EoS and LTB opportunity (11/1/2012 or while supplies last, whichever is sooner) for the Non-Redundant and Redundant BCM450 5.0/6.0 Base Units.
10/18/2012	VP121018 (PDN)	Courtesy Reminder for Upcoming End of Sales - VESTA Pallas PBX 5.0/6.0 Base Unit	Courtesy reminder for the LTB opportunity (11/1/2012 or while supplies last, whichever is sooner) and notification that the Non-Redundant BCM450 Base Unit is no longer available for purchase.

MIGRATION

A comprehensive migration strategy to Cassidian Communications VESTA/Sentinel 4 system is in place for Cassidian Communications customers using earlier releases of our Computer Telephony Integration (CTI) solutions, such as VESTA Pallas.

Bringing the best features of two nationally acclaimed products together, the VESTA/Sentinel 4 system establishes the new benchmark for NG9-1-1 call taking. It combines Session Initiation Protocol (SIP) call handling with advanced Cassidian Communications call control technologies to support the emergency and administrative call taking needs of PSAPs with up to 250 positions. It includes standard telephony features such

as Automatic Call Distribution (ACD), one-button transfer and dynamic conferencing. Plus its flexible, open architecture often eliminates the need for a traditional PBX, reducing call center costs and easily accommodating single and multi-site (geo-diverse) deployments.

Most importantly, the VESTA/Sentinel 4 system features an all-new, highly configurable and supremely intuitive user interface (UI), considered a foundational component of our next generation integrated, geospatial multimedia platform.

Please visit the following link to access the Product Bulletin for VESTA/Sentinel 4:
http://www.CassidianCommunications.com/pdf/PB_Vesta_Sentinel4.pdf

We are pleased to extend an **incentive program** to our loyal customers in appreciation for ongoing support of Cassidian Communications' solutions. Please contact your sales representative to discuss the options that best fit your system requirements.

PART NUMBER INFORMATION
VESTA PALLAS SOFTWARE:

The following part numbers are discontinued effective immediately:

870899-03102.5	VP 2.5 LIC
870899-03002.6	VP 2.6 FOR PBX 3.7
870899-03102.6	VP 2.6 LICENSE ONLY
870899-20201	VSAT CTI2.6 PALLAS PBX3.7
870899-03012.6	VP 2.6 FOR PBX 4.0
870890-20601	VP 2.6 SP1
870899-20401	VSAT CTI2.6 PALLAS PBX4.0
870890-20301	TPI 1.6 VP 2.6
870899-03002.7	VP 2.7 FOR PBX 3.7
870899-23701	VSAT CTI2.7 PALLAS PBX3.7
870899-03012.7	VP 2.7 FOR PBX 4.0
870899-23801	VSAT CTI2.7 PALLAS PBX4.0

The following part numbers are available for ordering to support existing customers in accordance with the End of Expansion Sale milestone:

870899-03002.6U	VP 2.6 FOR PBX 3.7 UPGD
870899-03102.6U	VP 2.6 UPGRADE LICENSE
870899-20201U	VSAT CTI2.6 VP PBX3.7 UPG
870899-03012.6U	VP 2.6 FOR PBX 4.0 UPGD
870899-20401U	VSAT CTI2.6 VP PBX4.0 UPG
870899-03002.7U	VP 2.7 FOR PBX 3.7 UPGD
870899-23701U	VSAT CTI2.7 VP PBX3.7 UPG
870899-03012.7U	VP 2.7 FOR PBX 4.0 UPGD
870899-03102.7U	VP 2.7 UPGD LICENSE ONLY
870899-23801U	VSAT CTI2.7 VP PBX4.0 UPG
870899-03112.7	VP 2.7 FOR PBX 5.0

870899-03102.7	VP 2.7 LICENSE ONLY
870899-03112.7U	VP 2.7 FOR PBX 5.0 UPGD
870899-23901	VSAT CTI2.7 PALLAS PBX5.0
870899-23901U	VSAT CTI2.7 VP PBX5.0 UPG
870899-03013.0U	VP 3.0 FOR PBX 4.0 XP UPG
870891-03013.0U	VP 3.0 UPGD LIC ONLY
870891-03013.0	VP 3.0 LIC ONLY
870899-24001U	VSAT CTI3.0 VP PBX4.0 UPG
870899-03213.0	VP 3.0 FOR PBX 5.0 XP
870899-03213.0U	VP 3.0 FOR PBX 5.0 XP UPG
870899-03113.0U	VP 3.0 FOR PBX 5.0 W7 UPG
870899-24301	VSAT CTI3.0 PBX 5.0 XP
870899-24101U	VSAT CTI3.0 PBX5.0 W7 UPG
870899-03303.0	VP 3.0 FOR PBX 6.0 XP L/D
870899-03303.0U	VP 3.0 FOR PBX 6.0 XP UPG
870899-03203.0	VP 3.0 FOR PBX 6.0 W7 L/D
870899-03203.0U	VP 3.0 FOR PBX 6.0 W7 UPG
870899-24201	VSAT CTI3.0 PBX6.0 W7
870899-24201U	VSAT CTI3.0 PBX6.0 W7 UPG
870809-00201**	V ALI INTFC MOD
870809-00101**	V CAD INTFC MOD
870809-00201U**	V ALI INTFC MOD UPGD
870809-00101U**	V CAD INTFC MOD UPGD
870810-00602**	VIRR PHN/RAD MOD
870810-00602U**	VIRR PHN/RAD MOD UPGD
870810-01101**	VCDR SVR MOD
870810-01101U**	VCDR SVR MOD UPGD
870810-01102**	VCDR MNTR LIC
870810-01102U**	VCDR MNTR LIC UPGD
870899-10401**	VALIFAX
870890-19301**	VESTA ALIFAX FEATURE PACK
870899-14101	VSAT RPU PALLAS SERVER
870899-17101	VSAT DATA PALLAS SVR
870899-20301	VSAT DATA PALLAS WKSTN

VESTA PALLAS SOFTWARE SUPPORT

The following part numbers are available for ordering to support existing customers in accordance with the End of Support Contract Renewal Milestone:

809800-90201	SPT VP 1YR PCML
809800-90202	SPT VP 2YR PCML

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809800-90203	SPT VP 3YR PCML
809800-90204	SPT VP 4YR PCML
809800-90216	SPT VP SW 1 MTH
809800-90217	SPT VP SW 2 MTH
809800-90218	SPT VP SW 3 MTH
809800-90219	SPT VP SW 4 MTH
809800-90220	SPT VP SW 5 MTH
809800-90221	SPT VP SW 6 MTH
809800-90222	SPT VP SW 7 MTH
809800-90223	SPT VP SW 8 MTH
809800-90224	SPT VP SW 9 MTH
809800-90225	SPT VP SW 10 MTH
809800-90226	SPT VP SW 11 MTH
809800-90211	SPT VP 1YR NON-PCML
809800-00239	SPT VP 2YR NON-PCML
809800-90212	SPT VP 3YR NON-PCML
809800-00240	SPT VP 4YR NON-PCML
809800-04001	SPT VSAT PALLAS CTI Y1PEI
809800-04002	SPT VSAT PALLAS CTI Y2PEI
809800-04003	SPT VSAT PALLAS CTI Y3PEI
809800-04004	SPT VSAT PALLAS CTI Y4PEI
809800-04006	SPT VSAT PALLAS CTI Y1 NP
809800-04007	SPT VSAT PALLAS CTI Y2 NP
809800-04008	SPT VSAT PALLAS CTI Y3 NP
809800-04009	SPT VSAT PALLAS CTI Y4 NP
809800-80106**	SPT VIRR THRU YR1 PEI
809800-80107**	SPT VIRR THRU YR2 PEI
809800-80108**	SPT VIRR THRU YR3 PEI
809800-80109**	SPT VIRR THRU YR4 PEI
809800-80110**	SPT VIRR THRU YR1 NPEI
809800-80111**	SPT VIRR THRU YR2 NPEI
809800-80112**	SPT VIRR THRU YR3 NPEI
809800-80113**	SPT VIRR THRU YR4 NPEI
809800-80141**	SPT VALIFAX THRU YR1 PEI
809800-80142**	SPT VALIFAX THRU YR2 PEI
809800-80012**	SPT VALIFAX THRU YR3 PEI
809800-80143**	SPT VALIFAX THRU YR4 PEI
809800-80144**	SPT VALIFAX THRU YR1 NPEI
809800-80145**	SPT VALIFAX THRU YR2 NPEI
809800-80146**	SPT VALIFAX THRU YR3 NPEI

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809800-80147**	SPT VALIFAX THRU YR4 NPEI
809800-04031	SPT VSAT PALLAS RPU Y1PEI
809800-04032	SPT VSAT PALLAS RPU Y2PEI
809800-04033	SPT VSAT PALLAS RPU Y3PEI
809800-04034	SPT VSAT PALLAS RPU Y4PEI
809800-04036	SPT VSAT PALLAS RPU Y1 NP
809800-04037	SPT VSAT PALLAS RPU Y2 NP
809800-04038	SPT VSAT PALLAS RPU Y3 NP
809800-04039	SPT VSAT PALLAS RPU Y4 NP
809800-04011	SPT VSAT DATA PALLAS Y1PE
809800-04012	SPT VSAT DATA PALLAS Y2PE
809800-04013	SPT VSAT DATA PALLAS Y3PE
809800-04014	SPT VSAT DATA PALLAS Y4PE
809800-04016	SPT VSAT DATA PALLAS Y1NP
809800-04017	SPT VSAT DATA PALLAS Y2NP
809800-04018	SPT VSAT DATA PALLAS Y3NP
809800-04019	SPT VSAT DATA PALLAS Y4NP

VESTA PALLAS MULTI-TRUNK UNIT (MTU)

The following part numbers are available for ordering to support existing customers in accordance with the End of Expansion Sale milestone:

852204-00101**	MTU BASE UNIT
852204-00201**	RDNT PKG - MTU
852210-00401**	ACTIVE CAMA MODULE
872299-00101	MTU FIRMWARE - PALLAS
852210-00301**	MTU SHELF
852210-00901**	CPU CARRIER MODULE
852210-00101**	POWER MODULE (MTU)
832211-00606-FRU**	MTU FAN CARD - FRU
832201-00101**	CBL MTU PWR BUSS
862306-00501**	TELEPHONE BKUP 4-LINE
852204-00301**	CROSS-CONN ASSY BKUP PHN

VESTA PALLAS MULTI-TRUNK UNIT (MTU) FIRMWARE SUPPORT

The following part numbers are available for ordering to support existing customers in accordance with the End of Support Contract Renewal milestone:

809800-90301**	SPT THRU YR 1 MTU FW
809800-90302**	SPT THRU YR 2 MTU FW
809800-90303**	SPT THRU YR 3 MTU FW

809800-90304**	SPT THRU YR 4 MTU FW
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VESTA PALLAS PBX

The following part numbers are discontinued effective immediately:

862309-00201	PBX 3.7 EXPANSION SHELF
870890-16404	NORTEL COMPONENTS 3.1
870890-16405	NORTEL COMPONENTS 4.0

The following part numbers are available for ordering to support existing customers in accordance with the End of Expansion Sale milestone:

862309-00403	PBX 5/6.0 EXPAN SHLF RDNT
04000-07105	PBX 5/6.0 EXP PORT LIC
862311-01001	PBX 5.0/6.0 CAP EXP CARD
862304-00503	PBX 5.0/6.0 RAID UPGD KIT
862304-00102	PBX 5/6.0 RDNT UPGD KITV2
852204-00401	BNDL PALLAS PYXIE 24P
862311-00901	CARD 4 PORT (50PIN X2)
862311-00801	CARD 8-PORT GATM
862304-01301	KIT CARD COMBO 4X16
862304-01001	KIT 8-PORT GATM
832201-01001	CBL VP GATM8/PTCHPNL 9FT
862311-00401	CARD DIGITAL T1/PRI
862311-00501	CARD 16-STATION
862311-00601	CARD 32 DIGITAL STATION
862308-00101	ANALOG TERM ADAPT
862308-00301	GASM8-ANALOG STN MOD
862308-01401	ADID 8-PORT MODULE
862309-00801	NON-RDNT PS PBX 5.0/6.0
862309-00701	RDNT PWR SPLY PBX 5.0/6.0
862308-00401	COOLING FAN SPARE FRU PBX
862308-01201	COOLING FAN SPARE FRU EXP
862308-00510	PBX 5/6.0 POP BFT ASSY
862308-00910	PBX 5.0/6.0 PRG HDD FRU
862308-00610	PBX 5/6.0 BLANK HDD FRU
862304-01201	PALLAS PBX Y-CBL FM KIT
862306-00401	VP PHN BLK 1-BTN
862306-00301	VP PHN BLK 8-BTN
862306-00201	VP PHN BLK 16-BTN
862308-00801	T24-24 BUTTON KIM
862304-01504	PHN 1140 VPPBX5/6.0 IPBND

862304-01505	PHN 1120 VPPBX5/6.0 IPBND
04000-43120	IP KEY EXP MOD 1120/1140E
04000-43211	PWR SPLY VP IP PHN
04000-43212	PWR SPLY CORD VP IP PHN
862306-00601	PHN IP 1140E
862306-00701	PHN IP 1120E
04000-43110	PHN i2004 IP
04000-43111	IP KEY EXP MOD 2004 PHN
04000-43210	PHN I-2007 IP
04000-00146	SWITCH 3-PORT
04000-02070	HDST PALLAS PHN T7300
862304-01432	PBX 5.0 TO 6.0 UPGD KIT
872399-00701	PBX 5/6.0 LAN CTE 1 SEAT
04000-10170	PBX5/6.0 VOICE MAIL 1SEAT
04000-07106	PBX 5/6.0 NTWK MCDN
04000-07104	PBX 5/6.0 VOIP GATE LIC
04000-07107	LIC IP PALLAS PBX 5/6.0
832201-00401-018	CBL PALLAS CFG 25PR 18FT
832201-00601-16P	CBL PALLASPYXIE 16P-53IN
832201-00601-24P	CBL PALLASPYXIE 24P-53IN
832201-00601-8P	CBL PALLASPYXIE 8P-53IN
832201-00701-16P	CBL PALLASPYXIE 16P-9FT
832201-00701-24P	CBL PALLASPYXIE 24P-9FT
832201-00701-8P	CBL PALLASPYXIE 8P-9FT
832201-00801-16P	CBL PALLASPYXIE 16P-3FT
832201-00801-24P	CBL PALLASPYXIE 24P-3FT
832201-00801-8P	CBL PALLASPYXIE 8P-3FT
832201-00901-16P	CBL PALLASPYXIE 16P-5FT
832201-00901-24P	CBL PALLASPYXIE 24P-5FT
832201-01101	CBL PALLAS FLIC 9FT
852204-00401	BNDL PALLAS PYXIE 24P
862314-00101	PALLAS PERIPHERAL EQUIP

VESTA PALLAS AUDIO DEVICE

The following part number is available for ordering to support existing customers in accordance with the End of Expansion Sale milestone:

850808-00702**	AUDIO CONTROL UNIT (ACU)
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VESTA PALLAS SERVICES

The following part numbers are discontinued effective immediately:

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809800-80401	PALLAS CFG
809800-80400	PALLAS STG PER POS
809800-24001**	EXT WARR PROP HDWR 3YR
809800-25001**	EXT WARR PROP HDWR 4YR
809800-26001**	EXT WARR PROP HDWR 5YR
812200-00101	PALLAS PBX T&M
812200-00201	PALLAS PBX EXPDT FEE
812200-00401	PALLAS PBX SVC MAINT 1YR
812200-00501	PALLAS PBX PARTS MAIN 1YR
809800-04005	SPT VSAT PALLAS CTI Y5PEI
809800-04010	SPT VSAT PALLAS CTI Y5 NP
809800-80002**	SPT VIRR THRU YR5 PEI
809800-80114**	SPT VIRR THRU YR5 NPEI
809800-80040**	SPT VALIFAX THRU YR5 PEI
809800-80025**	SPT VALIFAX THRU YR5 NPEI
809800-04035	SPT VSAT PALLAS RPU Y5PEI
809800-04040	SPT VSAT PALLAS RPU Y5 NP
809800-04015	SPT VSAT DATA PALLAS Y5PE
809800-04020	SPT VSAT DATA PALLAS Y5NP
809800-90305**	SPT THRU YR 5 MTU FW

The following part numbers are available for ordering to support existing customers in accordance with the End of Expansion Sale milestone:

809800-70001**	SYS SVR CFG
809800-29001**	V SVR CFG NPEI
809800-90001**	V WKST CFG PEI
809800-28001**	V WKST CFG NPEI
809800-90230	VP RETRIEVE AUTODIAL SRV

VESTA PALLAS TRAINING

The following part numbers for VESTA Pallas training courses are discontinued effective immediately:

000000-26508	VP I&M/PRGM SUIT TRNG
000000-26505	VP DELTA SUIT TRNG
000000-06508	VP I&M/PRGM TRNG
000000-06505	VP I&M 3.7/4.0 DELTA TRNG
000000-66501	VP AGENT RFSHR CBT TRNG
000000-76501	VP AGENT RFSHR LMS TRNG

The following part numbers for VESTA Pallas training courses are available for ordering through June 2, 2014 and will be conducted through September 1, 2014. Cassidian Communications recommends customers to review

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their future training needs and take advantage of the VESTA Pallas Agent Train-The-Trainer (TTT) course while available.

000000-26500	VP I&M/AD SUIT TRNG
000000-06500	VP I&M/ADMIN TRNG
000000-46501	VP AGENT TRNG
000000-26504	VP ADMIN TRNG
000000-66506	VP AGENT BNDL SITE TRNG
000000-56502	VP AGENT TTT TRNG

***Common part number to multiple Cassidian Communications product lines. Part numbers reflecting this designation will continue to be available for these other product lines only.*

ORDERING INFORMATION

To place an order, please email insidesales@CassidianCommunications.com or call Cassidian Communications Order Management team at 800.491.1734. Please allow 6-8 weeks for delivery after receipt of order (ARO). This PDN is effective immediately.

CLOSING

Your immediate attention to this matter is greatly appreciated. Should you have questions or require further assistance, please contact us at 951.719.2100 or productlinemanagement@CassidianCommunications.com. We appreciate your continued support of our products and look forward to working with you in the continued evolution of Cassidian Communications technology.

– The Cassidian Communications Product Team

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Tamara Arthur

From: Sewell, Ainsworth G <ainsworth.sewell@verizon.com>
Sent: Monday, September 15, 2014 3:18 PM
To: tarthur@surrycountyva.gov
Cc: Thompson, Jackie (Jackie); Saymansky, Karen
Subject: Surry Vesta Pallas - Vz Support/EOL
Attachments: EOL Notice (Vesta Pallas).pdf

Importance: High

Tammi,

Below, I've summarized your Vz-support/EOL information for your Vesta Pallas system. The summary was determined from the Verizon support notification sent in August 2014, the manufacturer EOL notice in February 2014 and the present status of your account/renewal support.

- From the Verizon (E9-1-1 Call Taking Application/Solution) support perspective, Verizon **will not support** Airbus DS Communication (formerly Cassidian Communications) systems after **December 2017**. In addition, Verizon may not renew contracts that expire after **June 30, 2015**. Currently, I do not see an active contract with Verizon for your system maintenance.
- For Airbus Communication DS (manufacturer), Avaya BCM 450 EOL support ends **September 2018**. This date is however later that the Verizon end-of-support (**December 2017**). Currently, I do not see an active (vendor) support contract for your system with Airbus DS.

Based on the information above and Surry County 911 CPE replacement plans, the county may either seek an alternative vendor to provide system replacement or continued support of Vesta Pallas system. Please reach out to your account team if you require further information regarding this transition.

...Thanks!

Ainsworth Sewell
Engineer III Cslt-Network Consulting-E911
Verizon Network Technology and Operations
919-378-6839 (Office)
919-723-7568 (Mobile)



Tamara Arthur

From: Thompson, Jackie (Jackie) <jacqueline.thompson2@verizon.com>
Sent: Monday, September 15, 2014 5:36 PM
To: tarthur@surrycountyva.gov
Subject: RE: Surry Vesta Pallas - Vz Support/EOL
Attachments: E911 CPE Retirement Notification 08 15 2014G.PDF

Hi Tammi,

Please see attached letter that you might be able to use.

Thanks!

Jackie Thompson
Public Safety | Verizon Enterprise Solutions
Tel: 877-288-9473 x7111891 eFax: 301-966-4688
Email: jacqueline.thompson2@one.verizon.com
5055 NorthPoint Parkway, Alpharetta, GA 30022, USA

[cid:image001.png@01CFD10B.8068A1E0]

From: Sewell, Ainsworth G
Sent: Monday, September 15, 2014 3:18 PM
To: tarthur@surrycountyva.gov
Cc: Thompson, Jackie (Jackie); Saymansky, Karen
Subject: Surry Vesta Pallas - Vz Support/EOL
Importance: High

Tammi,

Below, I've summarized your Vz-support/EOL information for your Vesta Pallas system. The summary was determined from the Verizon support notification sent in August 2014, the manufacturer EOL notice in February 2014 and the present status of your account/renewal support.

* From the Verizon (E9-1-1 Call Taking Application/Solution) support perspective, Verizon will not support Airbus DS Communication (formerly Cassidian Communications) systems after December 2017. In addition, Verizon may not renew contracts that expire after June 30, 2015. Currently, I do not see an active contract with Verizon for your system maintenance.

* For Airbus Communication DS (manufacturer), Avaya BCM 450 EOL support ends September 2018. This date is however later than the Verizon end-of-support (December 2017). Currently, I do not see an active (vendor) support contract for your system with Airbus DS.

Based on the information above and Surry County 911 CPE replacement plans, the county may either seek an alternative vendor to provide system replacement or continued support of Vesta Pallas system. Please reach out to your account team if you require further information regarding this transition.

...Thanks!

Ainsworth Sewell
Engineer III Cslt-Network Consulting-E911 Verizon Network Technology and Operations
919-378-6839 (Office)
919-723-7568 (Mobile)
[\[cid:image002.png@01CFD10B.8068A1E0\]](#)

Tamara Arthur

From: Sewell, Ainsworth G <ainsworth.sewell@verizon.com>
Sent: Wednesday, September 17, 2014 8:48 PM
To: tarthur@surrycountyva.gov
Cc: Terri Hale; credstone@surrycountyva.gov
Subject: RE: Maintenance agreement question

Tammi,

I'm checking in with the Verizon E911 Product Line Manager on the questions you asked about ongoing support. There are also a couple of other points for consideration regarding the manufacture's policy/practices that I will need to verify as well. They are:

- Airbus does not allow server/workstation (OS) upgrade. Instead, new Windows 7/server 2008 hardware is required to be purchased as replacement.
- Airbus has issued a "End of Sale" notice for Vesta Pallas expansions/upgrades/spares for May 18th 2015 or while supplies last, whichever is sooner.

...Thanks!

Ainsworth Sewell
Engineer III Cslt-Network Consulting-E911
Verizon Network Technology and Operations
919-378-6839 (Office)
919-723-7568 (Mobile)



From: Tamara Arthur [<mailto:tarthur@surrycountyva.gov>]
Sent: Wednesday, September 17, 2014 3:36 PM
To: Sewell, Ainsworth G
Cc: Terri Hale; credstone@surrycountyva.gov
Subject: Maintenance agreement question

Hello Ainsworth,

I have a quick question for you. I understand that a maintenance agreement would not be useful if the problem found was due to our equipment still running on an XP based operating system. If I were to upgrade all of the equipment to a Windows 2007 operating platform would that meet the requirements for the maintenance agreement?

Thank you,
Tammi Arthur

Tamara B. Arthur, Emergency Services Coordinator
Surry County Emergency Services
45 School St
Surry, VA. 23883
Office: (757) 294-5320
Fax: (757) 294-5204

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:

Through supporting documentation transmitted with this application, it is evident that there is an urgent need to replace our 911 system and voice recorder. Our current 911 system is no longer sustainable as it operates on an XP platform which is no longer supported as of April 2014 which voids maintenance agreements. Unfortunately this information became apparent after operational budgets had already been established and approved by the Board of Supervisors.

Also, the voice recorder has already started to fail as one of the disk drives is down.

While these items are part of a larger project in order to save funding with Verizon retiring from the responsibility of PSAP sustainment, they are vital to the day to day operations of the PSAP and any funding not granted would be supplemented by County funding in the future.