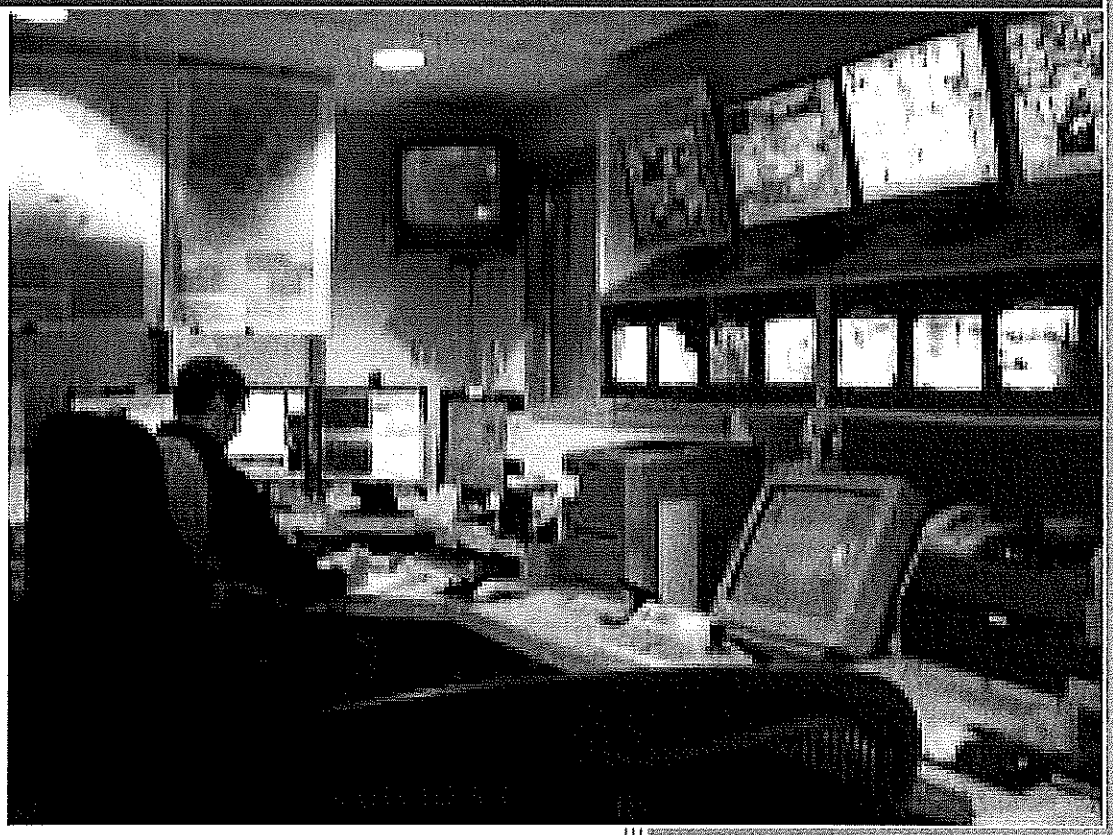
FY16

PSAP GRANT PROGRAM APPLICATION



FY16 PSAP GRANT APPLICATION

PROJECT TITLE

Sussex Recorder

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Sussex County Sheriff's Office
CONTACT TITLE: Sergeant
CONTACT FIRST NAME: Gwendolyn
CONTACT LAST NAME: Maxwell
ADDRESS 1: 20212 Thornton Square
ADDRESS 2: Click here to enter text
CITY: Sussex
ZIP CODE: 23884
CONTACT EMAIL: gmaxwell@sussexso.com
CONTACT PHONE NUMBER: 434 246-5361 ext. 238
CONTACT MOBILE NUMBER: 804 586-1951
CONTACT FAX NUMBER: 434 246-5714
REGIONAL COORDINATOR: Lyle Hornbaker

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

GRANT TYPE

- [x] Individual PSAP
- [ ] Regional Initiative
- [ ] Secondary Consolidation
- [ ] Shared Services
- [ ] Consolidation
- [ ]

☐ Secondary Consolidation ☐

GRANT PROGRAM TYPE

☒ Continuity and Consolidation ☐ Enhancement

TIER

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☒ Technically Outdated*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

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION:	# YEARS of HARDWARE/SOFTWARE:
NICE Call Focus III	**8 (2007-2015)**

PRIORITY/PROJECT FOCUS Voice Recorder

If "Other" selected, please specify: Click here to enter text

FINANCIAL DATA

Amount Requested: $ 48,442.18
Total Project Cost: $ 50,000.00

STATEMENT OF NEED

This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

Sussex County Sheriff's Office logging recorder upgrade 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 The purpose of this project is to address **Non-Vendor Supported and technically outdated.**
Sussex County is in need of financial funding to upgrade the current, technically outdated and non-vendor supported, logging recorder.

Without financial support from the Virginia Wireless E9-1-1 Services Board, it is unlikely that we will be able to replace its current non-vendor supported/technically outdated logging recorder. Budget shortfalls along with local and state budget cuts have made it impossible to fund the upgrade to the logging recorder in the foreseeable future.

Upgrading the current recorder, that's no longer supported by the manufacturer as of July 2014, will ensure that the logging recorder is both vendor and manufacturer supported. Upgrading the logging recorder will help Sussex County prepare for NG 911. The County needs this grant funding to have the ability to update its recorder so that it can continue to keep its system up to date and functioning.

Sussex County does not have local funding to replace the current logging recorder. 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 County will be required to continue using the existing, non-vendor supported system.
Sussex County has identified this upgrade to be a critical component of our strategic plan. This provides the PSAP with a fully supported logging recorder with NG 911capabilities.

In addition, the proposed equipment supports shared services between PSAPs if a future need arises.

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

5 year maintenance contract to be included with the recorder. Annual maintenance contract includes emergency services, annual product maintenance, and updates.

COMPREHENSIVE PROJECT DESCRIPTION

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

Work closely with vendor/manufacturer to develop current needed configuration/future configuration. Site visit by vendor's engineer to confirm configuration and any pre-installation requirements. Project management meeting to confirm timeline and expectations. Installation of the logging recorder, testing, and high-level training. Schedule further, in depth training for main users, via online conference. Evaluation of recorder, call takers satisfaction and ability to function.

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
☐ **INITIATION** (Project approved by appropriate stakeholders)	**07/01/2015**
☐ **DESIGN/PLANNING** (Project, system, or solution requirements are developed)	**07/03/2015**
☐ **ACQUISITION** (Selected system or solution is procured)	**07/08/2015**
☐ **IMPLEMENTATION** (Selected system or solution is configured and installed)	**08/24/2015**
☐ **TESTING/COMPLETION** (Selected system or solution is tested and put in production)	**08/29/2015**

Identify the longevity or sustainability of the project.

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

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

Recording 9-1-1 calls allows for review, training and quality control to ensure proper procedures and best practices are being utilized to allow for continued improvement of core 9-1-1 functions. A NG-9-1-1 capable logging recorder provides Sussex County the opportunity to record multiple types of media including text messages.

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.

Please see attached vendor quote.

EVALUATION

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

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

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.

Information herein is proprietary information and trade secrets of NICE Systems Ltd.
© NICE Systems 2011. All rights Reserved 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.

Information herein is proprietary information and trade secrets of NICE Systems Ltd.
© NICE Systems 2011. All rights Reserved MN1234

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

Information herein is proprietary information and trade secrets of NICE Systems Ltd.
© NICE Systems 2011. All rights Reserved MN1234

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.

Information herein is proprietary information and trade secrets of NICE Systems Ltd.
© NICE Systems 2011. All rights Reserved MN1234

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: 09/24/2014

Quote #: 2529

Sales Rep: Lana Etherton

Prepared For: Sgt. Gwen Maxwell
Sussex County Sheriff
PO Box 1326
20212 Thornton Square
Sussex, VA 23884
Phone: (434) 246-5000

Ship To: Sgt. Gwen Maxwell
Sussex County Sheriff
PO Box 1326
20212 Thornton Square
Sussex, VA 23884
Phone: (434) 246-5000

Proposed Work: 20ch NICE Recording eXpress with Inform Professional: Browser based user interface,Includes Quality Assurance Evaluations package with Reports, Text to 911 recording integration, Zetron Max IP radio console integration, Enhanced security features, Email/SNMP based alarms, Customizeable 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	1	Analogue board package up to 24 channels; full size base PCI-E board + 3 modules	$2,000.00	$2,000.00
PS-INFRM-PROF-1CH-UPG-20	20	Audio Recording license, Incl Inform Professional app support, replacing CLS 8.9/9.0 or MirralV, per channel	$440.00	$8,800.00
PS-INFRM-ESNT-SITE	1	Inform Essential Site license. Includes one recording system interface and one concurrent Reconstruction user license	$1,500.00	$1,500.00
PS-INFRM-PROF-VER-1CC	2	NICE Inform Professional Verify concurrent user license	$300.00	$600.00
PS-INFRM-TEXT911	2	Nice Inform Text to 911 Integration, price per input	$1,000.00	$2,000.00
PS-INFRM-PROF-PS-OPERATOR	17	NICE Inform Evaluator named evaluatee/Public Safety Operator	$100.00	$1,700.00
PS-INFRM-PROF-EVAL-1CC	1	NICE Inform Evaluator application, one concurrent user license	$1,000.00	$1,000.00
PS-MAINT-NICE-IND-STD	1	NICE Software Assurance First Year (Required)	$1,199.00	$1,199.00
INFRM-LEGACY-VOICE	20	NICE Inform legacy voice channel license, for replay from legacy systems	$0.00	$0.00
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	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		$25,342.00

SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	$3,801.30

_____
Initials

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

BUDGETARY PROPOSAL

Date: 09/26/2014

Quote #: 2531

Sales Rep: Lana Etherton

Prepared For: Sgt. Gwen Maxwell
Sussex County Sheriff
PO Box 1326
20212 Thornton Square
Sussex, VA 23884
Phone: (434) 246-5361

Ship To: Sgt. Gwen Maxwell
Sussex County Sheriff
PO Box 1326
20212 Thornton Square
Sussex, VA 23884
Phone: (434) 246-5361

Proposed Work: Prepaid maintenance options for: 20ch NICE Recording eXpress with Inform Professional: Browser based user interface,Includes Quality Assurance Evaluations package with Reports, Text to 911 recording integration, Zetron Max IP radio console integration, Enhanced security features, Email/SNMP based alarms, Customizeable 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 #	Description	Price
BUDGET-20CH	BUDGETARY PRICING for 20 Implementation services, 1st year extended warranty, ADS Alert, and shipping/handling charges included in pricing.	$32,391.18
	Project SubTotal	$32,391.18

Prepaid Maintenance Options

Years 2 through 5 - 8x5	$16,051.00
Years 2 through 5 - 24x7	$20,063.00

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).

1 Year Extended Warranty (8x5) including labor, travel and material	$3,547.88
Services SubTotal	$7,349.18
Project SubTotal	$32,691.18
Other Considerations	
Equipment Trade-In	($500.00)
Shipping	$200.00
Grand Total	$32,391.18

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 _____