

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

Recorder Replacement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Tazewell County 911

CONTACT TITLE: Director of 911 & Emergency Communications

CONTACT FIRST NAME: Derrick

CONTACT LAST NAME: Ruble

ADDRESS 1: 315 School Street

ADDRESS 2: Suite 9

CITY: Tazewell

ZIP CODE: 24651-1398

CONTACT EMAIL: derrick.ruble@tcsova.org

CONTACT PHONE NUMBER: (276) 385-1727

CONTACT MOBILE NUMBER: (276) 979-6147

CONTACT FAX NUMBER: (276) 988-5012

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Tazewell County 911 (Tazewell County Sheriff’s Office – Communications Division) 30 Public Safety Agencies and the Towns of Bluefield, Cedar Bluff, Pocahontas, Richlands, and Tazewell will be impacted.

GRANT TYPE

Individual PSAP

Shared Services

Regional Initiative

Consolidation

Secondary Consolidation



GRANT PROGRAM TYPE

Continuity and Consolidation

Enhancement

TIER

Out of Service

Non-Vendor Supported*

Technically Outdated*

Strengthen

Not Applicable

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION:

YEARS of HARDWARE/SOFTWARE:

OS Version: Windows XP SP3

Recorder Software: Verint Audiolog

Recorder Software Version: 4.0

Software Patch Level: SP4 Rollup 3

Hardware Version: Series 3000

Installation Date: 02/13/2008

6 Years Old as of 02/2014 – Will be 7 years old as of 02/2015

PRIORITY/PROJECT FOCUS VOICE RECORDER

If "Other" selected, please specify: 1T

FINANCIAL DATA

Amount Requested: \$ 97,625

Total Project Cost: \$ 97,625

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:

Tazewell County's existing Verint Audiolog will be 7 years old this upcoming February and has been identified as needing replacement due to End of Support and Non-Vendor Supported for Windows XP as of April 8, 2014 and Vendor Support after December 31, 2014. Also some components are no longer available for purchase. The Tazewell County 911 Center has seen growth in recent years with staffing, mission critical systems, and demands from public safety agencies and the public to provide additional services with limited resources. Funding priorities in recent years have been to update the communications systems within Tazewell County with some components being over 20 years old. Currently Tazewell County has committed almost \$250,000 in communications upgrades out of this budget year which has resulted in limited resources to replace equipment such as the voice recorder. Without the ability to purchase a new recording system in the next budget cycle, Tazewell County will be at risk of a complete system failure without means to replace the equipment.

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

Prepaid annual maintenance and support for years 2 thru 5 have been included in the project to ensure a cost effective process. Annual maintenance includes:

- *24/7 Telephone and On-Site Support
- *End User Training
- *Priority Ticket Submissions
- *Semi-Annual Preventive Care Visits
- *Hardware Replacement
- *Minor Updates and Upgrades

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 Tazewell County 911 Center will be replacing its 6+ year old recording equipment to address the following limitations:

1-The current recording equipment operating system is Windows XP. Microsoft discontinued support for Windows XP on April 8, 2014. There is potential security risk as no future security patches for this version of Windows will be provided.

2-The current recording equipment software manufacturer will not provide software updates or security patches for this version after December 31, 2014.

3-Some hardware components of the recording equipment are no longer available for purchase. Recent failures with parts being salvaged from trade-ins.

4-NG-911 features, including Text-to-911, Screen Capture, and Geo-Location are not supported by the current recording system.

It will replace the existing Verint Audiolog with an Eventide NexLog 740 with prepaid maintenance and support, years 2 thru 5. This will enable our PSAP to procure a newer and more advanced solution and ensure continuous coverage due to the upcoming end of support for the existing recorder. All analog and digital radio channels for the 30 public safety agencies, 9-1-1 trucks, non-emergency phone lines, etc. will be recorded with playback available at all six (6) Dispatcher workstations.

We are requesting a 72 channel recorder and the following details help support the need:

- *Currently 6 Staffed Dispatch/Call Taker Positions

- *Current System

- 12 9-1-1 Trucks (6 Wireless & 6 Wireline – Most recent Verizon Traffic Study advises this is adequate but concern over Wireless if growth continues.)

- 4 Non-Emergency Lines

- 13 Radio Channels (Dispatch Channels, Not Tactical or Work Channels)

- 6 Phone Positions

- 6 Phone Positions

- 5 Channels Not Recorded Due to Current System Limitations (3 Dispatch Radio Channels and 2 Non-Emergency Lines)

- *Proposed System after Completion of Radio Upgrades, Smyth County Trunks, Center Upgrades, Etc. Now thru 2015

- 62 Channels Total Needed by End of 2015

- 4 Additional Trucks (2 Wireless & 2 Wireline for the Tannersville Community)



FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

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

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	07 / 31 / 15
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	08 / 31 / 15
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	09 / 30 / 15
<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	11 / 16 / 15
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	12 / 18 / 15

Identify the longevity or sustainability of the project.

A new voice recorder is expected to last seven (7) years and Tazewell County will plan to budget for maintenance and support after the pre-paid agreement expires.



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

Recording 9-1-1 calls and radio traffic is a critical and vital aspect of day to day operations. We feel that this project supports the Virginia Statewide Comprehensive 9-1-1 Plan under Infrastructure, Equipment & Technology aspects by installing and/or replacing infrastructure and equipment that does not meet the needs of the PSAP in providing the delivery of 9-1-1 services to the public.

SHARED SERVICES/REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:
Not Applicable

Intended collaborative efforts:
Not Applicable



Resource sharing:

Not Applicable

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

Not Applicable

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

Not Applicable

How should it be organized and staffed:

Not Applicable



What services should it perform:

Not Applicable

How should policies be made and changed:

Not Applicable

How should it be funded:

Not Applicable

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

Not Applicable



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (**NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.**) Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

\$43,790 – 72 Channel Communications Recording System – Eventide NexLog 740

\$7,995 – Network Attached Storage Server 12TB RAID5

\$5,000 – Site Survey, Installation, Configuration, Testing, and Unlimited Training

\$2,840 – 5% Contingency on Above \$56,785

\$38,000 – Years 2 thru 5 Annual Maintenance @ \$9,500 per Year

\$97,625 – Total Budgeted Project Cost – GSA Pricing Included

Should the Shared Services Project with Russell County 911 be funded, then \$7,995 for the Network Attached Storage Server 12TB RAID5 can be removed and will reduce the amount requested to \$89,630.

Vendor Quote is Attached

EVALUATION

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

Tazewell County 911 will establish milestones and goals to evaluate the progress achieved and the overall success of the project. The project will be monitored throughout the process with periodic meetings between the PSAP Staff and the Vendor. Final testing and completion will be based on manufacture and PSAP specifications and goals.



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"



Carolina Recording Systems, LLC
PO Box 11311
Charlotte, NC 28220
CRS

QUOTE

FOR: Eventide NexLog Communications Recording System - GSA

Tazewell County Emergency Communications
 315 School Street, Suite 9
 Tazewell, VA 24651
 Derrick Ruble
 (276) 988-0803
 derrick.ruble@tazewellcountysheriff.org

Date	9/22/2014
Valid Through	12/22/2014

Estimated Delivery	Terms	GSA Contract Number	Quote Number
4 to 6 Weeks	NET 30	GS-35F-0415V	1327-01

Line	Qty	Model	Description	Unit Price	Ext. Price
8			Annual Maintenance		
9			Annual Maintenance is currently figured at 16% of the equipment and software's list price. Maintenance Includes: -24/7 Telephone and On-Site support -End User Training -Priority Ticket Submissions -Semi-Annual Preventive Care Visits -Hardware Replacement (if originally CRS supplied) -Minor Updates and Upgrades		
10	1	Year1	Annual Maintenance Year 1	\$9,500.00	\$9,500.00
11	1	Year2	Annual Maintenance Year 2	\$9,500.00	\$9,500.00
12	1	Year3	Annual Maintenance Year 3	\$9,500.00	\$9,500.00
13	1	Year4	Annual Maintenance Year 4	\$9,500.00	\$9,500.00
14	1	Year5	Annual Maintenance Year 5	\$9,500.00	\$9,500.00

Steve Lomax
 Phone: 1-888-776-0202
 Fax: 1-888-776-0201
 E-mail: sales@crsnc.com
 Help Desk : (888) 661-0202

Installation Notes:
 Customer's radio and telephone vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location.

Warranty Notes:
 System Upgrade is covered under existing service agreement with 24/7 on-site service response.

Tazewell County Emergency Communications Eventide Recording System

(Based on GSA Contract NO. GS-35F-0415V)

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)	GSA Price (Each)	GSA Price (Extended)
NexLog 740						
List Total(\$51,518.00) - GSA Total(\$43,790.30) = GSA Discount of \$7,727.70						
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager. SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$7,995.00	\$7,995.00	\$6,795.75	\$6,795.75
105301	Integrated 7" Color LCD Touch Screen Display SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$1,295.00	\$1,295.00	\$1,100.75	\$1,100.75
105378	Upgrade to 4 x 4TB Hot Swap h/w-RAID5 = 12TB storage SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$6,190.00	\$6,190.00	\$5,261.50	\$5,261.50
105321	One DVD-RAM Drive SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$0.00	\$0.00	\$0.00	\$0.00
108233-000	Dual hot-swap power supplies, 120/240VAC SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$0.00	\$0.00	\$0.00	\$0.00
105284-024	24-Channel Analog Card, 24 Ch. Licenses SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$6,000.00	\$6,000.00	\$5,100.00	\$5,100.00
105284-016	16-Channel Analog Card, 16 Ch. Licenses SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$4,000.00	\$4,000.00	\$3,400.00	\$3,400.00
324469	Single-port 100/GB PCI Network Card SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$188.00	\$188.00	\$159.80	\$159.80
271052	Internal IP Recorder w/ 8 G.711 Ch. Licenses SIN: 132-33, FSC CLASS: 7010	1	\$4,250.00	\$4,250.00	\$3,612.50	\$3,612.50
271035	Add-on License Pack (Internal IP Recording Engine) with 8 Channel Licenses for G.711 RTP/RoIP/NG911 SIN: 132-33, FSC CLASS: 7010	3	\$1,150.00	\$3,450.00	\$977.50	\$2,932.50
271071	Screen Recording system license w/ 10 PC licenses SIN: 132-33, FSC CLASS: 7010	1	\$3,000.00	\$3,000.00	\$2,550.00	\$2,550.00
108121	24 port GPIO PCI Contact Closure Card/Cable Kit SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$795.00	\$795.00	\$675.75	\$675.75
108109	Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740) SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	1	\$450.00	\$450.00	\$382.50	\$382.50
109033-003	Quick Install Kit (9ft. Connector Cable & Punch Block) SIN: 132-8, FSC CLASS: 7010, FSC CLASS 7025	2	\$220.00	\$440.00	\$187.00	\$374.00
271101	45 Baud Analog TTY Decoder for TDD & SMS-to-911 SIN: 132-33, FSC CLASS: 7010	1	\$1,995.00	\$1,995.00	\$1,695.75	\$1,695.75
209157	Metadata Integration for Dispatch, RoIP, and Other Systems SIN: 132-33, FSC CLASS: 7010	1	\$3,495.00	\$3,495.00	\$2,970.75	\$2,970.75
209029	NENA ANI/ALI CAD Spill Integration or SMDR SIN: 132-33, FSC CLASS: 7010	1	\$3,495.00	\$3,495.00	\$2,970.75	\$2,970.75
271098	GeoFence Search and View Location on Google Maps SIN: 132-33, FSC CLASS: 7010	1	\$995.00	\$995.00	\$845.75	\$845.75
271083	MediaWorks Plus (Web Client) Concurrent Access for 8 users SIN: 132-33, FSC CLASS: 7010	1	\$995.00	\$995.00	\$845.75	\$845.75
271008	MediaAgent Instant Recall (Windows Client) License For 8 PC Access SIN: 132-33, FSC CLASS: 7010	1	\$995.00	\$995.00	\$845.75	\$845.75
271077	Call Evaluation base-level software (20 Agents, 2 Evaluators) SIN: 132-33, FSC CLASS: 7010	1	\$1,495.00	\$1,495.00	\$1,270.75	\$1,270.75
Peripherals						
NAS-12TB	Network Attached Storage Server - 12TB RAID5, Quad Core Xeon Processor, 4GB RAM, Windows Server 2012. Open Market Item	1	\$7,995.00	\$7,995.00	\$7,995.00	\$7,995.00
Professional Services						
XXXX	Professional Services: includes pre-installation site survey, installation, testing and unlimited training Open Market Item	1	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00

Item Sub-Total

\$64,513.00

\$56,785.30

Total Solution GSA Discount = \$7,727.70



Tazewell County Emergency Communications
315 School St. Suite 9
Tazewell, VA 24651

September 19, 2014

RE: Communications Logging Recorder

Dear Derrick Ruble,

The logging recorder equipment currently in use at Tazewell County Emergency Communications was installed by Carolina Recording Systems in February of 2008. As is common with computer hardware and software, this equipment has a typical lifespan of 4 to 6 years. Since your current recording equipment is older than 6 years, there are some limitations you may wish to address:

- The current recording equipment operating system is Windows XP. Microsoft discontinued support for Windows XP on April 8, 2014. There is a potential security risk as no future security patches for this version of Windows will be provided.
- The current recording equipment software manufacturer will not provide software updates or security patches for this version after December 31, 2014.
- Some hardware components of the recording equipment are no longer available for purchase. To correct some of the recent hardware failures, spare parts were repurposed from trade-in and used equipment since new replacements could not be provided. There is a limited supply of spare parts available in our inventory.
- The recording equipment hardware is more susceptible to failure as it ages. Hardware components are rated for a mean time before failure (MTBF). Since the recording equipment is in use 24 hours a day, some of the equipment hardware has exceeded the average failure time frame.
- Next-Gen 911 features, including Text-to-911, Screen Capture, and Geo-Location are not supported by the current recording system. Support for these features on the recording system will most likely be necessary in the near future.

Due to the above limitations, it is our recommendation that Tazewell County should consider replacing the current recording system hardware and software.

Sincerely,

A handwritten signature in blue ink, appearing to read "Cliff Kimsey".

Cliff Kimsey
Senior Applications Engineer
Carolina Recording Systems, LLC



WORKSPLACES PRODUCTS & TECHNOLOGIES APPS CUSTOMER STORIES
FOR YOUR INDUSTRY RESOURCES SUPPORT

Sign in

Enterprise Customers

Support for Windows XP has ended :

0 : 0 : 0 : 0
Day Hours Minutes Seconds

What is end of support?

After 12 years, support for Windows XP ended April 8, 2014. There will be no more security updates or technical support for the Windows XP operating system. It is very important that customers and partners migrate to a modern operating system such as Windows 8.1. Customers moving to a modern operating system will benefit from dramatically enhanced security, broad device choice for a mobile workforce, higher user productivity, and a lower total cost of ownership through improved management capabilities.

Support for [Office 2003](#) also ended on April 8, 2014.

What does this mean?

It means you should take action. After April 8, 2014, Microsoft will no longer provide security updates or technical support for Windows XP. Security updates patch vulnerabilities that may be exploited by malware and help keep users and their data safer. PCs running Windows XP after April 8, 2014, should not be considered to be protected, and it is important that you migrate to a current supported operating system – such as Windows 8.1 – so you can receive regular security updates to protect their computer from malicious attacks.



COMMONWEALTH OF VIRGINIA
DEPARTMENT OF STATE POLICE

February 19, 2014

TO: VCIN Agency Heads
Terminal Agency Coordinators

FROM: Thomas W. Turner, Captain
Criminal Justice Information Services

SUBJECT: XP Support - CJIS Security Policy

As many of you are aware, Windows XP will soon not be supported by Microsoft. When Microsoft no longer supports Windows XP, it will no longer address software flaws and potential vulnerabilities resulting from those flaws. It will also no longer release relevant security patches, service packs, and hot fixes. There are also other required updates to the Windows XP software that will no longer be available.

Windows has announced that April 9, 2014, will be the last day that they will support Windows XP. In order to remain compliant with established rules and regulations as governed by your NCIC/VCIN Agreements, you must update your system to supported operating systems, such as Windows 7, Windows 8, or any other supported platform, before the April 9, 2014. CJIS Security Policy 5.2 requires that software be supported in accordance with Section 5.10.4 et.

If we may be of further assistance to you, please contact First Sergeant K. Scott Downs at (804) 674-2630.

TWT/KSD/luc