



FY17

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY17 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP'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 FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 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.



FY17 PSAP GRANT APPLICATION

PROJECT TITLE

Viper 911 CHE System Replacement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Radford City Police Department

CONTACT TITLE: Administrative Sergeant / PSAP Director

CONTACT FIRST NAME: Chris

CONTACT LAST NAME: Caldwell

ADDRESS 1: 20 Robertson Street

ADDRESS 2: 2T

CITY: Radford

ZIP CODE: 24141

CONTACT EMAIL: Chris.Caldwell@radfordva.org

CONTACT PHONE NUMBER: (540) 267-3190

CONTACT MOBILE NUMBER: (540) 605-0918

CONTACT FAX NUMBER: (540) 731-3620

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

N/A	

GRANT TYPE

Individual PSAP

Shared Services



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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

Viper Version 3.0/Windows XP

6 years

PRIORITY/PROJECT FOCUS CALL HANDLING EQUIPMENT

If "Other" selected, please specify: 2T

FINANCIAL DATA

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 150,000.00

STATEMENT OF NEED

Our current Viper 911 system is an older system at six years old and operates on Windows XP which is no longer supported. In an effort to implement text to 911 and other next generation services, the system needs to be upgraded. This system has had a recent hard drive failure that needed to be replaced and is one of the older systems serviced by ProComm. The Radford City Police Department does not have any money allocated to upgrading its 911 system in the current budget and is not foreseen to be in future budgets.



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

This grant will be maintained and supported by the vendor. Maintenance will be added to the grant and then later budgeted by the Radford City Police Department to ensure the equipment is maintained.

COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

The system upgrade should be able to provide the Radford City Police Department with an up to date 911 system for the next 6-10 years.



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

GOAL 1: FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS

This system would allow for continuity of Enhanced 9-1-1 Call Taking and move toward text to 911 as well as other advancements that will occur over the next five years. The upgrade would allow easier implementation of text to 911 as well as other services over the next five years.

SHARED SERVICES (if applicable)

The relationship of the project to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A



Resource sharing:

N/A

How does the project impact the operational or strategic plans of the participating agencies:

N/A

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

N/A



**PROJECT TIMELINE FOR
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the estimated completion date. Sample activities for each phase are included.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders) Sample activities: 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, and budgetary estimates are obtained	10 / 30 / 15
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed) Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	04 / 15 / 16
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured) Sample activities: RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained	07 / 01 / 16
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) Sample activities: purchased components are delivered and installed and training is performed	10 / 01 / 16
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production) Sample activities: performance of system/solution is validated and system/solution goes "live"	12 / 01 / 16



BUDGET AND BUDGET NARRATIVE

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

See attached quotes from vendors.

EVALUATION

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

Project will be evaluated by the PSAP director for Radford City Police Department as well as the vendors involved.



CONSOLIDATION (Primary or Secondary) - (complete only 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:

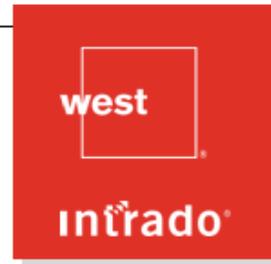
N/A

How should it be funded:

N/A

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

N/A



System Upgrade

for

City of Radford, VA
(Houston Galveston Area Council)

Quote Number: 7151
Version: 2

The applicable terms and conditions located at <http://www.intrado.com/terms> will apply to this Quote, unless (i) the parties have entered into a separate mutually executed agreement relating to the products or services under this Quote, or Customer is purchasing under a cooperative purchasing agreement referenced in this Quote. Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. The terms of this Quote will govern any conflict with any of the foregoing or any Customer purchase order, and no additional terms in Customer's purchase order will apply.

Summary - City of Radford

Item	Cost
VIPER	\$33,882.50
A9-1-1 Connect	\$21,540.75
Power 911	\$0.00
Power MIS	\$0.00
ePrinter	\$0.00
IWS Hardware	\$19,927.15
Professional Services	\$27,223.92
<hr/>	
Total:	\$102,574.32

Maintenance Summary

Item	Cost																								
<u>Software Subscription</u>																									
Annual Software Subscription	\$7,500.00																								
Prepaid Software Subscription	\$37,500.00	 		<u>Software Protection and Remote Tech Support</u>		Annual Software Protection	\$3,000.00	Prepaid Software Protection	\$15,000.00	 		<u>On-Site Maintenance</u>		Annual On-Site Maintenance	\$15,000.00	Prepaid On-Site Maintenance	\$75,000.00	 		<u>Hardware Protection</u>		Annual Hardware Protection	\$2,000.00	Prepaid Hardware Protection	\$10,000.00
<u>Software Protection and Remote Tech Support</u>																									
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Configuration Parameters - City of Radford

VIPER

Total Number of E9-1-1 CAMA Trunks	2
Total Number of FXO Lines	4
Total Number of ISDN-PRI channels (T1)	0
VIPER UPS	Not Included
ECCP	Not Included
PowerOPS	0
VIPER ACD	0

Answering Positions

Total Number of Positions	5
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Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Not Included
Data Transfer to Remote FAX Machines (XDC)	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
UPS on Servers	Not Included
IWS Programmable Keypads	Not Included

Power MIS and ePrinter

Ad-hoc reporting	Not Included
Power MIS	Included
ePrinter	Included

Miscellaneous

Software Subscription Coverage	Included
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GIS

GIS Validation	Not Included
Editing Software	Not Included

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Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1			
912890/BB	Media Kit Prebuilt Building Block	1			
912819/24	Cisco 3750 24 port switch	2			
912800	VIPER Gateway Shelf	3			
912801	CAMA Interface Module (CIM)	2			
912811/U	Application Server Position Access License Upgrade	6			
912812/U	PBX Access License Upgrade	5			
912814	Admin Interface Module (AIM)	1			
912845	IP Phone with ALI	1			
				Subtotal	\$33,882.50
A9-1-1 Connect					
911509	A9-1-1 Call Handling Accessories	5			
911553	A9C HDT (Headset I/F) Module	5			
911554	A9C MTI (Misc Tel I/F) Module	5			
911555	A9C TPR (Third-Party Radio I/F) Module	5			
911501	A9C Desk Mounting Kit	5			
911510-1	A9C Bundle - Dual Core	5			
914121/1	IWS Workstation - Software and Configuration	5			
				Subtotal	\$21,540.75
Power 911					
913100/U	Power 911 Client Access License Upgrade	5			
913202/U	Power 911 Server Access License Upgrade	5			
				Subtotal	\$0.00

Power MIS

920100/CD	Power MIS	1		
920100/U	Power MIS Software, Server Software License (SSL) Upgrade	1		
920101/U	Power MIS Concurrent Client Access License (CCAL) Upgrade	1		
920102/U	Power MIS Data Access License Upgrade	5		
			Subtotal	\$0.00

ePrinter

917310/U	ePrinter Software Upgrade	1		
			Subtotal	\$0.00

Power 911 Hardware

914960	IWS Server RACK Bundle - Type A	1		
914957	Rocket Port Express Quadcable DB9, PCIe Card	1		
			Subtotal	\$5,780.00

Power MIS Hardware

914960	IWS Server RACK Bundle - Type A	1		
914422	Additional Backup Executive SQL Agent	1		
			Subtotal	\$6,276.15

ePrinter Hardware

914957	Rocket Port Express Quadcable DB9, PCIe Card	1		
P10066	ePrinter Server Cable Kit	1		
			Subtotal	\$381.00

Common Hardware

P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	1		
			Subtotal	\$3,400.00

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Peripheral Hardware

915109/P	Alarm Panel (Includes Power Supply)	1		
600150	Punch Blocks	2		
207-990000-046	25 Pair Amphenol Cable	2		
960103	Network Cabling	10		
			Subtotal	\$4,090.00

Staging

950852	Front Room Equipment Staging - Per Position	5		
950853	Back Room Equipment Staging - Per Cabinet	1		
			Subtotal	\$3,000.00

Project Survey

950100	Project Survey (per Site)	1		
960575	Living Expense per Day per Person	3		
960580	Travel Fee per Person	1		
			Subtotal	\$3,350.00

Installation

950104	Intrado Professional Services (per Day)	7		
960575	Living Expense per Day per Person	9		
960580	Travel Fee per Person	1		
			Subtotal	\$13,550.00

Project Management

950510	Project Management Services	1		
			Subtotal	\$7,323.92
			Total	\$102,574.32

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Maintenance Services

Model#	Description	Qty	List Price	Selling Price	Total Price
Software Subscription					
	Annual Software Subscription				
950999/SUB1	Software Subscription Service - 1 Year/Position	5	\$1,500.00	\$1,500.00	\$7,500.00
				Subtotal	\$7,500.00
	Prepaid Software Subscription				
950999/SUB1	Software Subscription Service - 1 Year/Position	25	\$1,500.00	\$1,500.00	\$37,500.00
				Subtotal	\$37,500.00
Software Protection and Remote Tech Support					
	Annual Software Protection				
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	5	\$600.00	\$600.00	\$3,000.00
				Subtotal	\$3,000.00
	Prepaid Software Protection				
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position	25	\$600.00	\$600.00	\$15,000.00
				Subtotal	\$15,000.00
On-Site Maintenance					
	Annual On-Site Maintenance				
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	5	\$3,000.00	\$3,000.00	\$15,000.00
				Subtotal	\$15,000.00
	Prepaid On-Site Maintenance				
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions)	25	\$3,000.00	\$3,000.00	\$75,000.00
				Subtotal	\$75,000.00

Hardware Protection

Annual Hardware Protection					
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	5	\$400.00	\$400.00	\$2,000.00
				Subtotal	\$2,000.00
Prepaid Hardware Protection					
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position	25	\$400.00	\$400.00	\$10,000.00
				Subtotal	\$10,000.00

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Notes

- 1 This quote provides software and hardware upgrades to City of Radford, VA. It is assumed that this site is covered under Software Subscription and therefore no upgrades have been charged to this site. Due to the age of the system, all IWS Hardware and the VIPER servers have been replaced with new one.

The Project Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Project Survey.

2 Comprehensive Project Management

This is a service offered to partners that do not have a Project Manager assigned to the project, where Intrado's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
 - Scope of Work is completed (includes a Project Schedule of key dates)
 - Review system design
 - Site and/or network diagram are completed as required
 - 3rd Party contractors included in the sales order are contacted and managed
 - Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
 - Comprehensive risk assessment and mitigation planning
 - Overall project coordination
 - Weekly project status meetings are scheduled, led and documented
 - Customer configuration for staging is collected and communicated
 - Equipment staging (if ordered) and shipping is managed"
 - Coordinate on-site delivery
 - Equipment receipt and inventory is validated
 - Intrado resources are scheduled and managed with project implementation and cut-over requirements
-

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- Maintain all project related communications and documentation
- Complete Site Book for delivery to end customer at time of handover to service
- Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

3 The Software Subscription Service provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included. Intrado will provide periodic software release bulletins to customers which announce and explain new feature releases for Intrado Software. Customers may then request the new release or version from Intrado, based on applicability of the release to Customer's System. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

4 Software Protection and Remote Technical Support is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least for a one year duration, is required at the time of any new system purchase.

Software Protection and Remote Technical Support cannot be deleted from quotes or system orders. Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.

b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

a) Payment in full for the lapsed period at the prevailing per-seat rate

b) Purchase of a new maintenance agreement (one-year or five-year)

- c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

Software Protection

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Intrado will publish periodic software release bulletins to customers which announce important product updates for Intrado Software. Customers may then request the new update from Intrado, based on applicability of the release to Customer's System. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

Remote Technical Support

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

-
- 5 On-site Support Services are primarily designed to assist with issues that require System expertise in troubleshooting and restoration at the customer's location.

On-site Support Services include travel costs and time and labor related to the service incident. Also included in the service are quarterly on-site preventative and routine maintenance reviews (four per year) of the customer's Intrado System. These maintenance visits can include the installation of routine updates to software. Training, configuration changes, reprogramming and System upgrade labor are not included in this offering, but are available for purchase.

On-Site Support Services options include the designation of a technician dedicated specifically to the customer's deployment(s), or alternately a non-dedicated resource available for use with other customers. Intrado may engage third-party vendors to provide the On-Site Support Services."

This service complements the application Software Subscription program and provides the customer with the option of getting updates for the Operating Systems and SQL Database products without the need to purchase new licenses. This service is only available in a 1-year plan, and must be purchased together with the O/S software. The service does not include implementation, installation or testing and corrections of the updated software. The customer shall acknowledge his responsibility for adequate testing of each O/S update/upgrade prior deployment in a live production environment.

- 6 The Hardware Protection Service provides for the replacement of any non-operating Intrado provided hardware component, with the exception of monitors. This offering only provides for the replacement of the hardware item. Installation services and training (if needed) are not included. This service does not cover items where warranty has been voided due to abuse, Force Majeure or other actions.

When the Intrado Technical Support Center concludes that an item is non-operational, a fully functioning new or refurbished unit will be shipped to the customer. This unit will then become the property of the customer and will restore the functionality of the non-working item, but it may not be the exact same model as the original. The shipment of the replacement item will include a pre-printed shipping label used for the return of the nonworking item from the customer

- 7 All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply.

Unless otherwise stated in this quotation, Installation, Training, Project Management, and Maintenance services have not been included for optional modules. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary.

Terms

SUBMIT P.O. ordermanagement@intrado.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid for **120 Days**. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	RFERRER	Original	September 04,2015
2	RFERRER	Per request: added IP Phone with ALI, removed Monitors, removed UPS, removed spares, removed refresher training.	September 21,2015

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A notification about the end of Windows XP support

Support for Windows XP has ended

Microsoft ended support for Windows XP on April 8, 2014. This change has affected your software updates and security options. [Learn what this means for you and how to stay protected.](#)

Introduction

This update enables the function that sends a notification to Windows XP users about the end of support for Windows XP on April 8, 2014.

More information

For more information about the end of support for Windows XP, go to the following Microsoft website:

[More information about the end of support for Windows XP](#)

File information for Windows XP

The global version of this update installs files that have the attributes that are listed in the following tables. The dates and the times for these files are listed in Coordinated Universal Time (UTC). The dates and the times for these files on your local computer are displayed in your local time together with your current daylight saving time (DST) bias. Additionally, the dates and the times may change when you perform certain operations on the files.

File name	File version	File size	Date	Time	Platform
Xp_eos.exe	5.1.2600.6526	13,312	26-Feb-2014	01:59	x86
Updspapi.dll	6.3.13.0	382,840	04-Sep-2013	11:28	x86

Properties

Article ID: 2934207 - Last Review: 03/05/2014 17:48:00 - Revision: 1.0

Applies to
Microsoft Windows XP Home Edition

Microsoft Windows XP Professional

Keywords:
kbsurveynew kbexpertisebeginner KB2934207

City of Radford Police
 Department
 20 Robertson St.
 Radford, VA 24141

(540) 267-3190

Professional Communications

3805 South Main Street
 Blacksburg, VA 24060
 540-552-4443 or 800-277-1777
 Fax 540-951-0074

Proposal for: Sgt. Chris Caldwell

DATE: September 28, 2015

SPECTRACOM&Telex

SYSTEM PROPOSAL

ITEM	QTY	PART #	DESCRIPTION	UNIT PRICE	AMOUNT
1	1	9483	NetClock/GPS Time Server/Master Clock. NENA PSAP Std. 1- 10/100Base-T port, 1 - RS232 and 1- RS485 ASCII Time. 1- IRIG B/E Time Code Output. Display. Keypad. Rack Mt.	5090.00	5090.00
2	1	OPT16	Multi-Port Network Card adds 3 10/100/1000 Base T Net Port	1500.00	1500.00
3	1		GPS/GLONASS Antenna with Mounting	245.00	245.00
4	1		GPS Antenna Surge Suppressor	250.00	250.00
5	1		50' GPS Antenna Cable	180.00	180.00
6	1		Grounding Kit for GPS System	350.00	350.00
7	4	ADHB-4	Advanced Headset Radio-Telephone Audio Interface with Sound Card and Capability of Footswitch PTT, up to 6 Spkr	2460.00	9840.00

TERMS: ___% down Net ___ days.

Total Equipment Cost \$ 17,455.00

Lease or installment purchase contract:

Delivery, Installation \$ 5,990.00

\$ _____ per mo. for _____ years.

Tax \$ Exempt

Total Purchase \$ 23,445.00

Prepared by: Bruce Grimes

Frequency Coord./License \$ _____

Proposal valid for: _____ days.

Total \$ _____