



**FY17**

# **PSAP GRANT PROGRAM APPLICATION**





## 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

Logging Recorder Replacement

## GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Roanoke E-911

CONTACT TITLE: E-911 Systems Coordinator

CONTACT FIRST NAME: John

CONTACT LAST NAME: Powers

ADDRESS 1: 215 Church Ave SW

ADDRESS 2: Suite 162

CITY: Roanoke

ZIP CODE: 24011

CONTACT EMAIL: [john.powers@roanokeva.gov](mailto:john.powers@roanokeva.gov)

CONTACT PHONE NUMBER: 540-853-5485

CONTACT MOBILE NUMBER: 540-588-4892

CONTACT FAX NUMBER: 540-853-2985

REGIONAL COORDINATOR: Buster Brown

## HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**City of Roanoke E-911**

_____	_____
_____	_____
_____	_____
_____	_____

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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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

**Verint Audiolog ver 4.0**

**4 years - hardware no longer supported  
Software still supported**

**PRIORITY/PROJECT FOCUS VOICE RECORDER/LOGGING**

**If "Other" selected, please specify:** [Click here to enter text](#)

## FINANCIAL DATA

Amount Requested: \$ 150,000.00

Total Project Cost: \$ 218,000.00

## 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:

The current recording system hardware is no longer vendor supported. The software is supported but is an analog interface system. Replacing the hardware addresses the support issue which is a funding priority but also enhances support for NG911 telephony such as digital 911 trunk and other data delivery.



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

The maintenance cost for the new system are comparable to the existing system and money is already budgeted to maintain either system. The replacement system will include a requirement for software refreshes under the maintenance contract as well as hardware repair and/or replacement.

## COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

Sustainability will be covered by the maintenance contract. Historically longevity has been driven by hardware life cycles and changes in technology. Part of the evaluation criteria for the new system will be the expected life cycle of the hardware. Any new system will also include IP recording technology so it expected to be able to handle anticipated future requirements.



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

The updated recorder system will add capability to search for calls based on geographical coding which is consistent with Goal 2 of increasing situational awareness and Goal 7 of leveraging GIS information. The system also includes an enhanced quality assurance program in support of Goal 5. Although the recorder system itself will only be used by the City of Roanoke it will be using shared radio system integration components with Roanoke County.

**SHARED SERVICES (if applicable)**

The relationship of the project to the participating PSAPs:

[Click here to enter text](#)

Intended collaborative efforts:

[Click here to enter text](#)



Resource sharing:

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

[Click here to enter text](#)

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

[Click here to enter text](#)



**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.

<b>PROJECT PHASE</b>	<b>ESTIMATED COMPLETION DATE</b>
<input type="checkbox"/> <b>INITIATION</b> (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	<b>05 / 01 / 2016</b>
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)  Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	<b>06 / 01 / 2016</b>
<input type="checkbox"/> <b>ACQUISITION</b> (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	<b>10 / 01 / 2016</b>
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)  Sample activities: purchased components are delivered and installed and training is performed	<b>11 / 15 / 2016</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)  Sample activities: performance of system/solution is validated and system/solution goes "live"	<b>01 / 15 / 2017</b>



## 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.

Attached budgetary quote reflects an estimate from the current recorder vendor though the actual project will be competed.

## EVALUATION

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

During installation each recorded channel will be tested. Overall system performance will be required to perform to a level negotiated during the source selection process.



**CONSOLIDATION (Primary or Secondary) - (complete only if applicable)**

How would a consolidation take place and provide improved service:

[Click here to enter text](#)

How should it be organized and staffed:

[Click here to enter text](#)

What services should it perform:

[Click here to enter text](#)



How should policies be made and changed:

[Click here to enter text](#)

How should it be funded:

[Click here to enter text](#)

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

[Click here to enter text](#)



**Carolina Recording Systems, LLC**

P.O. Box 11311 Charlotte, NC 28220

7/10/2015

Proposal for:  
Communications  
Recording System  
City of Roanoke, Virginia

John Powers  
City of Roanoke E-911  
215 Church Ave. SW, Room 162  
Roanoke, VA 24011-1518

John,

Carolina Recording Systems is pleased to present this proposal for a mission critical voice logger for City of Roanoke Emergency Communications. This proposal details our recommended approach to meet and exceed the City's recording needs and requirements.

Carolina Recording Systems prides itself in offering a relationship focused service to each of our customers. We are easily accessible to City of Roanoke with a commitment to provide full-time certified technicians with minimal response times when servicing routine maintenance requests and mission critical emergency needs.

Carolina Recording Systems brings to this project over 14 years of recording experience as a company along with a team possessing decades of experience and knowledge of technical solutions as well as operational knowledge of best practices from the user perspective.

We thank you and look forward to the continued relationship built with your organization. If there are any questions you may have regarding this proposal or our company, please feel free to reach out and contact us.

Respectfully submitted,



Derrick M. Duggins  
Carolina Recording Systems

## ABOUT US

Carolina Recording Systems is a leading distributor, installer, and service provider of communication recording systems. Operating since 2001, we pride ourselves in providing reliable products designed specifically to meet the needs and requirements of mission-critical call centers.

Knowing the importance of personal relationships, customer service and accessibility, our primary focus is being a high touch service provider to fill a void we see in our industry. Carolina Recording Systems continues to add local service technicians even as others continue the trend of diminishing that support.

Our continued success as a solutions provider is attributed to our company's ability to:

- specialize in selling, installing, and servicing communication recording systems designed specifically for mission-critical call centers.
- only focus on recording systems and solutions, which allows us extensive knowledge of the products and the industries we serve.
- be the trusted expert of recording systems and solutions for our customers.
- provide and service multiple solutions in order to provide customized approach.
- continually monitor and evaluate manufacturers' developments.
- ensure our technicians are certified and continue to receive up-to-date vendor training.
- always do what is right.

CRS full-time technicians provide comprehensive on-site service and training and are strategically located throughout our geographic territory. Although we believe there is no substitute for on-site visits, we do have the capabilities to do remote-in work and provide 24/7 response.

Our relationship focus keeps us thoroughly involved in national and local APCO and NENA chapters thus providing an opportunity to stay abreast of the latest industry needs and opportunities.

## CITY OF ROANOKE SYSTEM REQUIREMENTS

The following recording requirements were discovered for the City of Roanoke: **RESOURCES TO**

### BE RECORDED

Recorder A

Qty	Resource	Method
12	Intrado Viper Phone Consoles	VoIP
28	Motorola P25 Radio Channels	VoIP
12	Motorola MCC-7500 Radio Consoles	Analog
76	BIM Radio Channels	Analog
1	ANI/ALI Data	Serial
1	Motorola AIS P25 Data	TCP/IP

Recorder B

Qty	Resource	Method
12	Intrado Viper Phone Consoles	Analog
28	Motorola P25 Radio Channels	Analog
13	Motorola 4.X Radio Channels	Analog
12	CAMA E911 Trunks	Analog
8	PoTS Ringdown/ Hot Lines	Analog
8	PoTS Admin Lines	Analog
12	CAD Positions	Screen Record
1	ANI/ALI Data	Serial

## CRS SOLUTION

To fulfill the recording requirements of City of Roanoke Emergency Communications, we are proposing the Eventide NexLog communications recording system. This specific solution recommendation has been crafted to provide the highest level of redundancy, security, and usability to record up to 240 total (up to 192 Analog, up to 48 VoIP) audio channels.



Qty	Purpose
1	144 Channel NexLog 740 Recorder (96 Analog, 48 VoIP)
1	96 Analog Channel NexLog 740 Recorder
2	Integrated 7" LCD Color Touch Screen Front-Panel Display
2	8 pack MediaWorks Plus Web Client Concurrent Users (16 Total)
2	NENA ANI/ALI CAD Spill Integration or SMDR
1	AIS Integration
1	GenWatch Integration
1	Network Interface Card
1	45 Baud Analog TTY Decoder for TDD and SMS-to-911
1	GeoFence Search and View Location on Google Maps
1	Quality Factor Call Evaluation (80 Agents, 8 Evaluators)
1	Screen Recording for 15 PC Workstations

## THE EVENTIDE NEXLOG 740

A purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder. Additional redundancy has been configured through recording phone lines at the trunk source and the console position for both analog and VoIP. Analog phone console recording is performed on one recorder while the VoIP phone console lines are on the other. Radio channels are also recorded in both Analog and RoIP with P25 integration performed through AIS and GenWatch. **Eventide's recording systems are designed, assembled, tested and supported exclusively in the USA.**

## CRS SOLUTION

To fulfill the recording requirements of City of Roanoke Emergency Communications, we are proposing the Eventide NexLog communications recording system. This specific solution recommendation has been crafted to provide the highest level of redundancy, security, and usability to record up to 240 total (up to 192 Analog, up to 48 VoIP) audio channels.

Qty	Model/ Description	Extended Price
1	NexLog 740 This Eventide NexLog recording server will be configured to record up to 96 Analog channels and 48 VoIP channels. The 3U rack-mount recording chassis contains 6TB of RAID5 storage and a Linux Operating System.	
1	NexLog 740 This Eventide NexLog recording server will be configured to record up to 96 Analog channels. The 3U rack-mount recording chassis contains 12TB of RAID5 storage and a Linux Operating System.	
	Recording Solution Includes: <ul style="list-style-type: none"> <li>• Front-Panel Display</li> <li>• Central Storage of Incidents</li> <li>• Redaction</li> <li>• Comprehensive Search</li> <li>• Instant Recall</li> <li>• Real-Time Monitor</li> <li>• ANI/ALI Metadata Integration</li> <li>• GeoFence Search</li> <li>• Quality Factor Call Evaluation</li> <li>• Screen Record</li> <li>• TTY/SMS</li> <li>• GenWatch Integration</li> </ul>	
1	Motorola Astro P25 Integration <ul style="list-style-type: none"> <li>• Integration to P25 system via Customer-Supplied Archive Information Server (AIS)</li> <li>• License Fee for MCC7500 SDK</li> <li>• Qty 2: 4-Concurrent Replay Decoders for P25</li> <li>• Eventide Remote Install Prep</li> </ul>	
1	Network Attached Storage Server- 12TB RAID5, 6 Core Processor, 8GB RAM, Windows Server 2012 R2	
1	GenWatch Server (Hardware Refresh) - 12TB RAID5, 6 Core Processor, 8GB RAM, Windows Server 2012 R2.	
	<b>Equipment Total:</b>	<b>\$207,942.88</b>
1	Professional Services: Includes pre-installation site survey, installation, testing and unlimited training.	\$10,000.00
	<b>Solution Total:</b>	<b>\$217,942.88</b>



City of Roanoke E-911 Systems  
215 Church Ave SW, Room 162  
Roanoke, VA 24011-1518

August 14, 2015

RE: Communications Logging Recorder

Dear John Powers,

The logging recorder equipment currently in use at Roanoke E-911 was installed by Carolina Recording Systems in March of 2011. 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 4 years, there are some limitations you may wish to address:

- Your current recording equipment operating system is Windows Server 2003. Microsoft discontinued support for Windows Server 2003 on July 14, 2015. There is a potential security risk as no future security patches for this version of Windows will be provided.
- Your current recording equipment software manufacturer no longer provides software updates or security patches for this version as of December 31, 2014.
- Some hardware components of the recording equipment are no longer available for purchase. To correct some of the recent hardware failures with systems similar to Roanoke, spare parts were re-purposed 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 the City of Roanoke should consider replacing the current recording system hardware and software.

Sincerely,

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

Cliff Kimsey  
Technical Director  
Carolina Recording Systems, LLC