

**FY19**

# **NG-911 GRANT PROGRAM APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY19NG-911 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 the electronic mailbox for grant applications - [psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov). Any supporting documentation must also be submitted along with the application when making your grant application submission.

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 FY19NG-911 Grant Application Cycle starts July 1, 2017 and concludes on October 2, 2017 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.**



## FY19NG-911 GRANT APPLICATION

### PROJECT TITLE

Greensville Non-Vendor Supported CHE Upgrade

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Greensville Sheriff’s Communications

CONTACT TITLE: Building/Fire Official

CONTACT FIRST NAME: Charles

CONTACT LAST NAME: Veliky

ADDRESS 1: 1781 Greensville County Circle

ADDRESS 2: 2T

CITY: Emporia

ZIP CODE: 23847

CONTACT EMAIL: mveliky@greensvillecountyva.gov

CONTACT PHONE NUMBER: 434.348.4232

CONTACT MOBILE NUMBER: 434.637.1413

CONTACT FAX NUMBER: 434.348.4257

REGIONAL COORDINATOR: Lyle Hornbaker

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Shared Services



**Non-vendor supported application MUST include age and/or version of hardware/software, along with a copy of the notice from the vendor. (see attached Notice from vendor)**

VERSION: 3.4

# YEARS of HARDWARE/SOFTWARE: 7 years

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**PRIORITY/PROJECT FOCUS** NVS CHE

**FINANCIAL DATA**

Amount Requested: \$150,000.00

Total Project Cost: \$172,555.00



## PROJECT DESCRIPTION



Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

2T

The 911 Center is in need of upgrading our existing CHE system which is no longer vendor supported. Our existing CHE system is a MicroData XT-911 system and has been in service since 2009.

As the County works towards becoming NG911 ready, we have a need to replace the aging existing CPE system in place today. Our intent is to procure from a VITA Contract VA-161128 approved vendor.

The upgrade of our System Hardware and Software will allow for integration of key Text-to-911 and NG911 Services being made readily available. It will allow for the County to have availability to integrate other 3<sup>rd</sup> Party Services such as Smart911 and RapidSOS which can provide additional service capabilities for our citizens. Implementing a fully redundant system with virtualization will assist in not only to minimize risk in 911 system failures but also reduce system footprint helping to reduce annual system costs.

There are limited local funds available to fund this entire CHE project on our own. If awarded this grant, the County will be left with the remaining funding to complete the project. This project will help the County leverage existing investment as part of our strategic plan while reducing Support Liabilities on Non-Vendor Supported version of our CHE Equipment.



## PROJECT GOAL

Describe how this project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan:

This project will migrate the County from a non-supported platform to a virtualized fully redundant CHE system that will allow for Text-to-911 and NG911 integration/i3 Logging. The upgrade will allow for the most recent version of vendor software to be installed and allow Inter-Agency Interconnect between different VESTA 9-1-1 systems where transferring calls will not require going back through the Tandem. This will allow for Call Data (Ani/ALI/Text/etc) to be transferred with the call to the secondary agency. Our intent is to be able to use this capability when transferring calls to surrounding agencies like City of Emporia, Brunswick, Sussex, etc.

## PROJECT OBJECTIVES



Describe the objectives that will support the goals identified above:

2T

The intent of the project is to deploy a fully redundant NG911 Capable CHE that will allow for Text-to-911 and interoperability. The County will work with a VITA approved Vendor to create a Scope of Work that will outline all necessary steps to system Cut Live.

A full Implementation plan outlining the software/hardware upgrade and training services will be provided at project Kick Off and will be conducted in a quick efficient manner without impacting 911 Operations at the County.

Capabilities to integrate Text-to-911 and future i3/Next Generation technologies will be possible with the system upgrade. After cut live the system will be monitored for any failures and provided necessary Anti-Virus and OS Patch Updates. This project would extend the use of new computer hardware and software for a minimum of five years. The 911 Center understands it is our responsibility to sustain the project following go-live of the proposed system, and all expenses not covered by grant funds. The County will work with existing Service Provider in making sure the current version or one release back will be maintained as required by the CHE vendor moving forward as possible.

#### **SHARED SERVICES(if applicable)**

Describe the relationship of the project to the participating PSAPs:

2T





Describe the intended collaborative efforts and resource sharing opportunities:

2T



**IMPLEMENTATION PLAN  
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the planned completion date.

<b>PROJECT PHASE</b>	<b>PLANNED COMPLETION DATE</b>
<b>INITIATION</b> —Project concept is documented, local board or governing authority approval or endorsement is received, NG-911 Grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	<b>03 / 15 / 18</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>05 / 15 / 18</b>
<b>ACQUISITION</b> - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	<b>08 / 01 / 18</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>09 / 26 / 18</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>10 / 26 / 18</b>



## BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. 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.

**NOTE:** In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but a narrative is still required. 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.

See attached Vendor Quote:

The quoted system includes a turnkey installation of all hardware and software necessary to deploy the CHE system. Additionally all services for implementation, training, testing, and cut live have been included as well as applicable support services.

## EVALUATION

How will the project as identified in the project description be evaluated and measured for achievement and success:

The system success will be evaluated by the vendor meeting our statement of work and the system handling and routing emergency calls correctly. This includes transferring/accepting calls outside our jurisdictional boundaries. This also includes proper handling of Text to 911 calls for service with necessary i3 Logging of Text data.



**PHYSICAL CONSOLIDATION - (complete only if applicable)**

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T

What services should it perform:

2T

How should policies be made and changed:

2T



**PHYSICAL CONSOLIDATION -(complete only if applicable) – continued**

How should it be funded:

2T

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

2T

**Greenville County Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List**

Qty	Model	Description	Amount Ea.	Amount Ext.
VESTA 9-1-1				
2	870899-0104R6.0	VESTA 9-1-1 L/D/M	\$2,025.00	\$4,050.00
2	870891-66301	VESTA 9-1-1 R6 SMS LIC	\$0.00	\$0.00
1	873099-03002	R4 CAD INTF KIT	\$675.00	\$675.00
1	870891-66101	R4 CAD INTF LIC ONLY	\$282.00	\$282.00
1	04000-01583	BLKBX TL158A-R4 DATACAST	\$437.00	\$437.00
1	04000-01010	CBL DB25M/DB25M 10FT	\$9.00	\$9.00
SMS Equipment				
<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges. SMS functionality is available in VESTA 9-1-1 Release 6.</i>				
2	03800-03040	FIREWALL MODEM 60D	\$489.00	\$978.00
2	03800-03041	WARR FIREWALL 60D 1YR	\$167.00	\$334.00
VM Medium Server Bundle				
<i>Note: The Medium Server Bundle is for PSAP's up to 40 positions with an annual call volume of 500,000 or less.</i>				
1	853031-MLSVRSG-2	V-ML MED SVR BNDL SNGL	\$25,176.00	\$25,176.00
2	06500-00501	2-POST 5U RACK MNT KIT	\$353.00	\$706.00
2	04000-68005	V-SVR BASIC SPT 1YR	\$107.00	\$214.00
VESTA 9-1-1 Licenses				
VESTA - Basic Operations				
<i>Note: Support must be current for No charge License to apply</i>				
3	PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	\$2,700.00	\$8,100.00
3	PS-0AC-VSSL-M	VESTA COMP REG	\$94.00	\$282.00
3	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$1,337.00	\$4,011.00
VESTA Workstation Equipment				
3	61000-819201	DKTP PRODESK MINI	\$1,090.00	\$3,270.00
3	64000-00100	DKTP REL BRKT	\$24.00	\$72.00
3	64000-00200	DKTP TWR STAND	\$27.00	\$81.00
3	63000-212201	MNTR FP LED WIDE-SCRN 22IN	\$175.00	\$525.00
3	64007-50022	KEYPD 24K 25F USBCBL CP24	\$139.00	\$417.00
12	04000-01018	CBL DVI KVM EXT KIT	\$37.00	\$444.00
3	04000-01005	KVM DVI 4-PORT SWITCH	\$272.00	\$816.00
3	853004-00401	SAM EXT SPKR KIT	\$225.00	\$675.00
3	65000-00124	CBL PATCH 15FT	\$15.00	\$45.00
3	853030-00302	R4 SAM HDWR KIT	\$2,230.00	\$6,690.00
3	02800-20500	HDST 4W MOD ELEC MIC BLK	\$36.00	\$108.00
3	03044-20000	HDST CORD 12FT 4W MOD BLK	\$5.00	\$15.00
6	833401-00101G-15	CBL SAM JKBX 15FT	\$41.00	\$246.00
3	809800-35109	R4 IWS CFG	\$360.00	\$1,080.00
3	809800-35108	R4 IWS STG FEE	\$540.00	\$1,620.00
1	870890-07501	CPR/SYSPREP DVD IMAGE	\$450.00	\$450.00

**Greenville County Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List**

		VESTA 9-1-1 Modules		
		VESTA 9-1-1 IRR Module		
3	873099-00502	R4 IRR LIC/DOC/MED	\$1,344.00	\$4,032.00
3	809800-35110	R4 IRR SW SPT 1YR	\$241.00	\$723.00
		VESTA 9-1-1 CDR Module		
2	873099-00602	R4 CDR SVR LIC	\$1,472.00	\$2,944.00
3	873099-01102	R4 CDR PER SEAT LIC	\$122.00	\$366.00
		Network Equipment		
2	04000-26201	SWITCH 2620 24-PORT	\$611.00	\$1,222.00
1	03800-03030	FIREWALL- MODEM 60CM	\$650.00	\$650.00
1	03800-03031	WAR FIREWALL 60CM 1YR	\$228.00	\$228.00
1	809800-00201	VPN CFG SVCS	\$270.00	\$270.00
1	809800-00200	CFG NTWK DEVICE	\$180.00	\$180.00
		VESTA® 9-1-1 Admin Printer		
1	64040-60019	PRNTR USB/ETHERNET COLOR	\$202.00	\$202.00
1	65000-03133	CBL USB SHLD M/M 10FT	\$11.00	\$11.00
		Peripherals & Gateways		
2	04000-00129	MED 1000B CHASSIS BNDL	\$2,065.00	\$4,130.00
2	04000-00186	SW SPT M1000 GATEWAY 1YR	\$540.00	\$1,080.00
3	04000-00116	MED 1000 FXO-LS BNDL	\$390.00	\$1,170.00
3	04000-00119	MED 1000 FXS BNDL	\$374.00	\$1,122.00
		Peripherals & Equipment Racks		
1	06500-55053	7FT EQUIPMENT RACK 19IN	\$398.00	\$398.00
1	63002-172805	MNTR NEC 17IN	\$247.00	\$247.00
1	04000-004B4	KVM 4-PORT SWITCH	\$498.00	\$498.00
1	04000-00607	CBL KVM USB CONSOLE	\$155.00	\$155.00
4	04000-60611	CBL KVM USB 10FT	\$94.00	\$376.00
1	04000-RMM19	BRKT 19IN RACK MTG/ARBTR	\$43.00	\$43.00
			<b>VESTA 9-1-1 Subtotal</b>	<b>\$81,855.00</b>

**VESTA Analytics**

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA Analytics - Standard Multi Product		
1	873399-00102.4	V-ANLYT 2.4 D/M UPGD	\$0.00	\$0.00
1	873391-00501	V-ANLYT STD LIC	\$2,700.00	\$2,700.00
1	873391-00301	V-ANLYT USER LIC	\$1,013.00	\$1,013.00
1	04000-00339	SQL 2008R2 CAL RUN ENT	\$198.00	\$198.00
3	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$878.00	\$2,634.00
3	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$158.00	\$474.00
		Aurora Standard Virtualized Server Bundle		
1	BA-M00-ASA0-2	V-AUR STD ADD-ON	\$5,486.00	\$5,486.00
			<b>VESTA Analytics Subtotal</b>	<b>\$12,505.00</b>

**Greenville County Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List**

**VESTA 9-1-1 CommandPOST System**

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA 9-1-1 CommandPOST System		
		VESTA - Basic Operations		
1	PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	\$2,700.00	\$2,700.00
1	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$1,337.00	\$1,337.00
		CommandPOST Hardware		
1	61050-G409602	LAPTOP ZBOOK15 G2 W7	\$2,035.00	\$2,035.00
1	04000-00490	ADV DOCK STATION 230W	\$452.00	\$452.00
1	64021-10025	KYBD/MOUSE BNDL	\$50.00	\$50.00
1	63000-221692	MNTR FP WIDE SCRNL LED 22IN	\$370.00	\$370.00
1	64007-50020	KEYPD 24K 6FT USBCBL CP24	\$117.00	\$117.00
1	853004-00401	SAM EXT SPKR KIT	\$225.00	\$225.00
1	65000-00124	CBL PATCH 15FT	\$15.00	\$15.00
1	853004-00302	CPOST BASIC CALLING KIT	\$2,196.00	\$2,196.00
2	833401-00101G-15	CBL SAM JKBX 15FT	\$41.00	\$82.00
1	809800-35109	R4 IWS CFG	\$360.00	\$360.00
1	809800-35108	R4 IWS STG FEE	\$540.00	\$540.00
		VESTA® 9-1-1 IRR Module		
1	873099-00502	R4 IRR LIC/DOC/MED	\$1,344.00	\$1,344.00
1	809800-35110	R4 IRR SW SPT 1YR	\$241.00	\$241.00
		VESTA 9-1-1 CDR Module		
1	873099-01102	R4 CDR PER SEAT LIC	\$122.00	\$122.00
		VESTA™ Analytics Licensing & Support		
1	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$878.00	\$878.00
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$158.00	\$158.00
<b>VESTA 9-1-1 CommandPOST System Subtotal</b>			<b>\$13,222.00</b>	<b>\$13,222.00</b>

**Managed Services**

Qty	Model	Description	Amount Ea.	Amount Ext.
7	809800-14152	Managed Services - Implementation Fee MGD SERV DEV & IMPL <i>(3) Servers, (4) Workstations</i>	\$88.00	\$616.00
7	809800-14171	Anti-Virus Solution VIRUS PROTECT 3.0 SVC 1YR	\$127.00	\$889.00
7	809800-16211	Patch Management Solution PATCH MGMT 3.2 SVC 1YR	\$300.00	\$2,100.00
<b>Recommended Managed Services Patch and Virus Protection Subtotal</b>			<b>\$3,605.00</b>	<b>\$3,605.00</b>



## Greenville County Budgetary E-911 Public Safety Answering Point (PSAP) Customer Premises Equipment (CPE) Equipment List

### Recommended Spares

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA 9-1-1 Equipment - Recommended Spares		
1	04000-00127-SP	MED 1000B CHASSIS SPARE	\$2,065.00	\$2,065.00
1	04000-00116	MED 1000 FXO-LS BNDL	\$390.00	\$390.00
1	04000-00119	MED 1000 FXS BNDL	\$374.00	\$374.00
1	04000-00132	MED 1000B PWR SPLY BNDL	\$400.00	\$400.00
1	04000-00144	MED 1000B CPU BNDL	\$794.00	\$794.00
1	04000-26201	SWITCH 2620 24-PORT	\$611.00	\$611.00
1	64007-50022	KEYPD 24K 25F USBCBL CP24	\$139.00	\$139.00
1	853030-00302	R4 SAM HDWR KIT	\$2,230.00	\$2,230.00
<b>System Spares Subtotal</b>			<b>\$7,003.00</b>	

### Airbus DS Communications Services

Qty	Model	Description	Amount Ea.	Amount Ext.
Note: Training is provided at the customer site using the customer owned equipment. Prices are per student				
2	000001-06701	VSENT 4.X AGENT TRNG	\$1,620.00	\$3,240.00
Note: VESTA/Sentinel 4/X Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes				
1	000001-06704	VSENT 4.X ADMIN TRNG	\$5,400.00	\$5,400.00
Note: VESTA/Sentinel 4/X Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students.				
1	000002-24404	V-ANLYT ADMIN TRNG	\$2,700.00	\$2,700.00
Note: VESTA™ Analytics Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes				
		SMS Training		
1	000001-06800	V9-1-1 SMS ADMIN DELTA TR	\$1,350.00	\$1,350.00
Note: VESTA® 9-1-1 SMS Admin Delta training for system administrators. Includes 4 hour class for up to 8				
1	000001-06801	V9-1-1 SMS AGENT DELTA TR	\$675.00	\$675.00
Note: VESTA® 9-1-1 SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students.				
<b>Airbus DS Communications Services Subtotal</b>			<b>\$13,365.00</b>	

VESTA 9-1-1 System	\$81,855.00
VESTA Analytics	\$12,505.00
<b>VESTA 9-1-1 CommandPOST System Subtotal</b>	<b>\$13,222.00</b>
Managed Services	\$3,605.00
Optional Parts/Spares	\$7,003.00
<b>Airbus DS Communications Services</b>	<b>\$13,365.00</b>
Installation/24hr Warranty Wrap	\$38,500.00
Shipping	\$2,500.00
<b>TOTAL</b>	<b>\$172,555.00</b>

**Greenville County Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List  
Options**

**Managed Services Remote Monitoring**

Qty	Model	Description	Amount Ea.	Amount Ext.
		Monitoring & Response Activation Fee No Activation Fee will apply if existing M&R		
3	871499-01206	Monitoring & Response License Fees M&R 3.0 LIC SVR <i>(2) DDS Servers, (1) VESTA Analytics Server</i>	\$438.00	\$1,314.00
9	871499-01210	M&R 3.0 IP DEVICES LIC <i>(2) MDS Servers, (2) M1K Gateways, (1)</i>	\$96.00	\$864.00
4	871499-01211	M&R 3.0 WKST LIC <i>(3) Workstations, (1) Management Console</i>	\$96.00	\$384.00
3	809800-14161	Monitoring & Response Support Fees M&R 3.0 SVR SRVC 1YR <i>(2) DDS Servers, (1) VESTA Analytics Server</i>	\$1,521.00	\$4,563.00
4	809800-16161	M&R 3.0 WKST SRVC 1YR <i>(3) Workstations, (1) Management Console</i>	\$421.00	\$1,684.00
9	809800-16166	M&R 3.0 IP DEV SRVC 1YR <i>(2) MDS Servers, (2) M1K Gateways, (1)</i>	\$421.00	\$3,789.00
<b>Managed Services Remote Monitoring Subtotal</b>			<b>\$12,598.00</b>	

**Network Time Synchronization**

Qty	Model	Description	Amount Ea.	Amount Ext.
1	04000-09483	GPS Master Clock NETCLOCK 9483	\$5,226.00	\$5,226.00
1	04000-09487	NETCLOCK 3-PORT CARD	\$2,263.00	\$2,263.00
1	04000-08230	GPS/GNSS OUTDOOR ANTENNA	\$365.00	\$365.00
1	04000-08231	GPS ANTENNA POST MT KIT	\$104.00	\$104.00
1	04000-08228	GPS ANTENNA SURG PROTECTR	\$317.00	\$317.00
1	04000-20601	GND KIT FOR 8226	\$443.00	\$443.00
1	04000-07075	CBL GPS ANTENNA 75FT	\$341.00	\$341.00
<b>Network Time Synchronization Subtotal</b>			<b>\$9,059.00</b>	
Installation and Configuration				\$702.00
<b>Total</b>				<b>\$9,761.00</b>

**Greenville County Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List  
VESTA 9-1-1 IP Soft Phone**

Qty	Model	Description	Amount Ea.	Amount Ext.
1	853031-PHNCONS	VESTA® 9-1-1 Phones ENH SOFT PHONE CONSOLE	\$3,004.00	\$3,004.00
1	PA-MSG-ASSL	VESTA™ Analytics - Standard Multi Product V-ANLYT STD PER SEAT LIC	\$878.00	\$878.00
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$158.00	\$158.00
1	809800-16231	Managed Services SEC MGMT 3.1 SVC 1YR	\$512.00	\$512.00
1	871499-01211	Monitoring & Response License & Support M&R 3.0 WKST LIC	\$96.00	Optional
1	809800-16161	Note: Includes (1) Soft Phone Workstation M&R 3.0 WKST SRVC 1YR	\$421.00	Optional
<b>Network Time Synchronization Subtotal</b>				<b>\$4,552.00</b>
			<b>Installation and Configuration</b>	<b>\$1,425.00</b>
			<b>Total</b>	<b>\$5,977.00</b>

**Greenville County Budgetary E-911 Public Safety Answering Point (PSAP) Customer Premises Equipment**

**Extended System Support**

<b>Year</b>	<b>Description</b>
1	System Support Year-1 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection
2	System Support Year-2 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection
3	System Support Year-3 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection
4	System Support Year-4 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection
5	System Support Year-5 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection

**Extended System Support With Remote Monitoring**

<b>Year</b>	<b>Description</b>
1	System Support Year-1 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection
2	System Support Year-2 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection
3	System Support Year-3 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection
4	System Support Year-4 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection
5	System Support Year-5 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection



August 3, 2017

**BY FEDEX**

**AND BY EMAIL TO:** [raerni@greenvillecountyva.gov](mailto:raerni@greenvillecountyva.gov)

County of Greenville  
174 Uriah Branch Way  
Emporia, VA 23847  
Attn: Ryan Aerni, Information Systems Specialist

Re: End of support notice for xSwitch/xT911 software version 3.4 and workstation loan

Dear Mr. Aerni:

TeleCommunication Systems, Inc. offers its thanks to County of Greenville for being a valued customer since 2010. In order to continue to provide the best software and product support for its customers, our company periodically retires older versions of software. This enables TeleCommunication Systems, Inc to continue to dedicate appropriate resources in delivering the latest features, enhancements, and support to current software releases used by most of its customers. With this in mind, County of Greenville currently is using xSwitch/xT911 software version 3.4 and this letter officially notifies County of Greenville that xSwitch/xT911 software version 3.4 will no longer be supported after February 28, 2018.

Current annual support for County of Greenville xSwitch/xT911 software version 3.4 expired on June 30, 2017. If County of Greenville wishes to renew/continue support of its xSwitch/xT911 software version 3.4 through February 28, 2018, attached please find quote number VAG01-TCSYS083-002 covering the support period of July 1, 2017 through February 28, 2018. In such case, please remit purchase order and payment in full within 30 days from the date of this letter.

County of Greenville agreed to a workstation loaner program on March 30, 2017. Three workstations were delivered on March 31, 2017. The renewal quote number VAG01-TCSYS083-002 includes the \$3,000 charge for the three workstations as agreed to on March 30th.

In addition, please be aware that although xSwitch/xT911 software version 3.4 will no longer be supported after February 28, 2018, we are offering current customers the option to undertake an xSwitch/xT911 system hardware refresh in order to then also upgrade to our latest xSwitch/xT911 software release. If the County elects to proceed with the hardware refresh/software upgrade by September 30, 2017 a \$3,000 credit will be applied to the hardware refresh/software upgrade quote.

- If County of Greenville's xSwitch/xT911 system is not refreshed and upgraded to the latest xSwitch/xT911 software version by March 1, 2018, we will no longer be able to accept requests for support of County of Greenville's xSwitch/xT911 system.

Again, we appreciate the working relationship with County of Greenville over the past 7+ years and hope that County of Greenville will elect to refresh and upgrade its system into the future. We look forward to your response.

Respectfully,

Jim Mohler  
Senior Vice President and General Manager, Call Handling