



FY18

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY18 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 the electronic mailbox for grant applications - 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 FY18 PSAP Grant Application Cycle starts July 1, 2016 and concludes on September 30, 2016 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.



FY18 PSAP GRANT APPLICATION

PROJECT TITLE

Charles City County Voice Logging Recorder

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Charles City County Sheriff's Office

CONTACT TITLE: Administrative Assistant /PSAP Director

CONTACT FIRST NAME: DaVon

CONTACT LAST NAME: Jones

ADDRESS 1: 10780 Courthouse Road

ADDRESS 2: Post Office Box 87

CITY: Charles City

ZIP CODE: 23030

CONTACT EMAIL: DAJones@co.charles-city.va.us

CONTACT PHONE NUMBER: 804-652-2326

CONTACT MOBILE NUMBER: 804-829-9265

CONTACT FAX NUMBER: 804-829-2514

REGIONAL COORDINATOR: Sam Keys

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Charles City County Sheriff's Office

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Shared Services



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- Technically Outdated*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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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 (2008-2016)

PRIORITY/PROJECT FOCUS VOICE LOGGING RECORDER

FINANCIAL DATA

Amount Requested: \$ 30,000.00

Total Project Cost: \$ 30,000.00



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:

Charles City County Sheriff's Office logging recorder upgrade directly relates to the funding priority established by the PSAP Grant Program's Grant Committee under the INDIVIDUAL PSAP Program. The purpose of this project is to address Non-Vendor Supported and Technically Outdated hardware. Our Current Solution has not been supported by the manufacturer since July 31, 2014.

The current NICE Call Focus III recorder hardware will be 9 years old in FY17 and the vendor has already given notice of non-support for the current hardware beginning with FY18. Upgrading the current hardware will ensure that the logging recorder is both vendor and manufacturer supported.

Due to a major library project for Charles City County, the county is unable to support the department with funding for the logging recorder hardware upgrade. Without grant funding, the upgrade cannot be accomplished. This has adverse consequences on the PSAP for meeting state requirements for retention policies and meeting our goals set by the department's quality assurance program. Should funding not be received the department will be required to continue using the existing, non-vendor supported system.



PROJECT GOAL

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

Since it is mandated that 9-1-1 calls are recorded, updating our recording system will ensure we are in full compliance with federal and state laws. Additionally 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 Charles City County the opportunity to record multiple types of media including text messages.

PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

The proposed recording solution affords us the ability to not only record text to 911 but allows us to perform revised searches of said texts. The solution is to be fully expandable and customizable to grow and change with the definitions of NG 9-1-1. The Quality Assurance (QA) and Quality Improvement (QI) allows us to continually evaluate and improve our response with our external customers. It insures a uniform response from each of our employees and will allow us to better develop our processes to save lives, time and our resources.



SHARED SERVICES (if applicable)

Describe the relationship of the project to the participating PSAPs:

N/A

Describe the intended collaborative efforts and resource sharing opportunities:

N/A



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

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

PROJECT PHASE	PLANNED COMPLETION DATE
INITIATION – 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.	07/03/2017
DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.	08/28/2017
ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	09/25/2017
IMPLEMENTATION - Purchased components are delivered and installed and training is performed	11/13/2017
TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”	12/11/2017



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.

Funding provided will be used to replace our voice recorder that is currently outdated, non-vendor supported to include 10 channel analog NRX (Nice Recording eXpress) with Inform Essential. The Public safety browser based recorder with enhanced security features includes: Reconstruction, 1 year of manufacturer software assurance, mail/SNMP based alarms, Custom database fields, NTP support, 256-Bit encryption-advanced storage compression, Network based archiving support, personalized views, Synchronized incident reconstruction. Recorder Server with 4U Chassis, Win Server 2012, Intel 6-Core Processor, 16 GB RAM, RAID1 2x1TB Hot Swap hard drives, Hot Swap Redundant PS, DVD-RW. Includes 1TB internal hard drive for archiving, and ADS ALERT secure remote monitoring, diagnostics and repair service.

Budgetary quote provided by Applied Digital Solutions states \$18,480.54 is needed to replace existing equipment. Applied Digital Solutions also quoted prepaid maintenance for years two thru five for \$9,077.00 which includes labor, travel and material. Due to our project is quoted by a vendor and must go through RFP process; we are requesting \$2,442.46 for unforeseen cost that was not included in the quote. We are requesting a total \$30,000 to complete this project.

Applied Digital Solutions provided budgetary quote	\$18,480.54
Estimated maintenance for years 2-5	9,077.00
<u>Miscellaneous for Additional Cost</u>	<u>2,442.46</u>
Total Request	\$30,000.00



EVALUATION

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

We will 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.



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



CONSOLIDATION (Primary or Secondary) - (complete only if applicable) – con't

How should it be funded:

N/A

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

N/A

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.

June 2011

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.

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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

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>.

210 Townepark Circle, Suite 102
Louisville, KY 40243
Tel: 502-253-0134
Toll Free: 866-389-0911
Fax: 480-247-5270

EQUIPMENT QUOTE

Date: 07/21/2016

Quote #: 2998

Sales Rep: Misty Trotter

Prepared For: Davon Jones
Charles City County Sheriff
10780 Courthouse Rd
P.O. Box 87
Charles City, VA 23030
Phone: (804) 829-9265

Ship To: Davon Jones
Charles City County Sheriff
10780 Courthouse Rd
P.O. Box 87
Charles City, VA 23030
Phone: (804) 829-9265

Proposed Work: 10 channel (analog) NRX with Inform Essential: Public safety browser based recorder with enhanced security features, Includes: Reconstruction, 1 year of manufacturer software assurance, Email/SNMP based alarms, Custom database fields, NTP support, 256-Bit encryption-advanced storage compression, Network based archiving support, personalized views, Synchronized incident reconstruction. Recorder Server with 4U Chassis, Win Server 2012, Intel 6-Core Processor, 16GB RAM, RAID1 2x1TB Hot Swap hard drives, Hot Swap Redundant PS, DVD-RW. Includes 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-003 LVL2	1	Recorder Server with 4U Chassis, Win Server 2012, Intel 6-Core Processor, 16GB RAM, RAID1 2x1TB Hot Swap hard drives, Hot Swap Redundant PS, DVD-RW	\$5,995.00	\$5,995.00
PS-INFRM-ESNT-SITE-CL	1	Inform Essential Software Package for 1 Core Server and MySQL lic	\$500.00	\$500.00
PS-INFRM-ESNT-1CH-UP G-20	10	Audio Recording license, inc Inform Essential application support, replacing CLS 8.9/9.0/MirraIV, per channel	\$340.00	\$3,400.00
PS-INFRM-ANALOGBT-C ONFIG-1CH	10	Configuration of audio channel to Analog+Beep Tone, per Channel	\$0.00	\$0.00
PS-INFRM-ESNT-RCON-1 CC	1	NICE Inform Essential Reconstruction concurrent user license	\$1,000.00	\$1,000.00
PS-INFRM-MYSQL-CONFI G	1	Configuration - MySQL license delivery	\$0.00	\$0.00
T3AMS1MS9S-25FT	1	Amphenol Cable, 25 Pair, 25 FT	\$175.00	\$175.00
PS-INFRM-ANALOGBT-F ULL	1	Analogue board with Beep Tone for up to 24 channels (full length PCI-E slot required)	\$2,000.00	\$2,000.00
PS-MAINT-NICE-IND-STD	1	NICE Software Assurance First Year (Required)	\$483.00	\$483.00
ADS-RM-PART4	1	Rackmount Mount Rail Kit, 4 Post	\$275.00	\$275.00
ADS-UPG-HD 1TB	1	Additional Internal Hard Drive, 1TB, Per Drive	\$498.00	\$498.00
ADS-ALERT	1	ADS ALERT Secure Remote Monitoring, Diagnostics and Repair Service	\$0.00	\$0.00
Products SubTotal				\$14,326.00

SERVICES

Implementation Services to include Project Management, Installation, Testing and Training	\$2,148.90
Extended Warranty for First Year (8x5) including labor, travel and material	\$2,005.64
Services SubTotal	\$4,154.54

Project SubTotal

\$18,480.54

Other Considerations

Equipment Trade-In

(\$200.00)

Shipping

\$200.00

Grand Total

\$18,480.54

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

Prepaid Maintenance Quote

Proposed Work:	Prepaid Maintenance on NRX with Inform Essentail for years 2 thru 5
Estimate Date:	September 2, 2016
Service Representative:	
Prepared By:	Misty Trotter

Prepared For: Charles City County Sheriff
Attn: Davon Jones
Address: 10780 Courthouse Rd
PO Box 87
Charles City, VA 23030

Install Location Contact:

Phone: (804) 829-9265
Email: dajones@co.charles-city.va

Phone: (804) 829-9265
Email: dajones@co.charles-city.va.us

Item No.	Quantity	Description	Price	Total
Yr2-5	1	(8x5) including labor, travel and material	\$9,077.00	\$9,077.00
ESTIMATE TOTAL:				\$9,077.00

The above pricing is strictly an estimate of time required to perform the proposed work. By signing below, you are authorizing Applied Digital Solutions to dispatch a technician for services estimated herein. Your signature authorizes Applied Digital Solutions to proceed with the proposed work and invoice actual time once the proposed work is complete. Please provide a copy of your company's purchase order along with the signed quotation and fax to 480-247-5270.

Terms:

Payment Terms: Upon Completion of Work

Approved by:

Approved Date:

Purchase Order Number

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