



AGENDA

NORTH CAROLINA 911 BOARD MEETING

April 24, 2015

Banner Elk Room

3514A Bush Street

Raleigh, NC

10:00 AM – 12:00 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
1.	Chairman's Opening Remarks	Chris Estes	5
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5
	<p><i>In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.</i></p>		
3.	Consent Agenda (<i>vote required</i>) (Complete Reports Located in Agenda Book On NC 911 Board Web Site https://nc911.nc.gov/911Board/Pastagendabooks.asp?year=2015)	Chris Estes	10
	<ul style="list-style-type: none"> a) Minutes of March 27, 2015 Board Meeting b) PSAP Liaison Report c) Network Specialist Report - Bone d) Network Specialist Report - Corn e) Update On 2014/2015 Revenue Expenditure Reporting f) Grant Project Updates g) CMRS March Fund Balance \$ 267,829 <ul style="list-style-type: none"> 1) CMRS March Disbursements \$ (3,522,430) h) PSAP March Fund Balance \$ 12,204,452 <ul style="list-style-type: none"> 1) PrePaid March CMRS Revenue \$ 943,247 i) Grant Fund March Balance \$ 501,095 <ul style="list-style-type: none"> 1) Grant Fund March Encumbered \$ (26,742,750) 		
4.	Public Comment	Chris Estes	

The NC911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the 911 Board members.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

- | | | | |
|-----|---|------------------|----|
| 5. | Executive Director Report | Richard Taylor | 20 |
| | a) 911 Staff Update | | |
| | b) Legislative Update | | |
| | 1) H352 (Standard of Proof) | | |
| | 2) H380 (Statewide School Safety Management) | | |
| | 3) H506 (911 Fund Distribution) | | |
| | 4) H512 (Amend/Clarify Back-Up PSAP Requirements) | | |
| | 5) H730 (County Provide 911 Dispatch Services) | | |
| | 6) H812 (Grant Recipients Posted on Grantor Web Site) | | |
| | 7) S571 (Expand Uses of 911 Fee) | | |
| | c) Update On Bi-Annual Audit | | |
| | d) Telecommunicator Recognition | | |
| | 1) Randolph County 911 | | |
| | 2) Halifax County 911 | | |
| 6. | Update From Funding Committee | Jason Barbour | 20 |
| | a) Funding Reconsiderations <i>(vote required for each)</i> | | |
| | 1) Person County | | |
| | 2) Raleigh-Wake 911 | | |
| | 3) Stanly County | | |
| 7. | Update On FY16 Grant Cycle | Richard Taylor | 10 |
| | a) Set Grant Priorities | | |
| | <i>(vote required)</i> | | |
| 8. | Update From NextGen 911 Committee | Jeff Shipp | 15 |
| | a) Recommendation To Award RFP for Technical Consultant | | |
| | <i>(vote required)</i> | | |
| 9. | Update On Statewide Assessment Project Cost Analysis | Richard Taylor | 10 |
| | <i>(vote required)</i> | | |
| 10. | Presentation of FY2015-2016 Budget | Marsha Tapler | 15 |
| 11. | Update From Standards Committee | Laura Sykora | 15 |
| | a) Enforcement Subcommittee | | |
| | Policy for Subcommittee Travel Expenses | | |
| | <i>(vote required)</i> | | |
| | b) 911 Standards Adoption / Rulemaking Status | Richard Bradford | |
| | c) 911 Standards Timeline Review | Richard Bradford | |

Other Items

Adjourn

Next 911 Board Work Session and Meeting

**Thursday, May 28, 2015
Whitted Human Svcs
WHSC Meeting Rm 230
131 W Margaret Ln.
Hillsborough, NC, 27278**

Public School Safety Coordination Committee

Wednesday, April 29, 2015

2:00 pm

3514A Bush Street

Raleigh, NC

911 Board Funding Committee

Thursday, May 7, 2015

9:00 am

3514A Bush Street

Raleigh, NC

911 Board Standards Committee

Thursday, May 14, 2015

10:00 am

3514A Bush Street

Raleigh, NC



NORTH CAROLINA 911 BOARD MEETING

April 24, 2015

Banner Elk Room

3514A Bush Street

Raleigh, NC

Chairman's Opening Remarks

Chris Estes

Ethics Awareness/Conflict of Interest Statement

Chris Estes

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest.

Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today?

If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

*(Complete Reports Located in Agenda Book On NC 911 Board Web Site
<https://nc911.nc.gov/911Board/Pastagendabooks.asp?year=2015>)*

- a) Minutes of March 27, 2015 Board Meeting
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- d) Network Specialist Report - Corn
- e) Update On 2014/2015 Revenue Expenditure Reporting
- f) Grant Project Updates
- g) CMRS March Fund Balance \$ 267,829
 - 1) CMRS March Disbursements \$ **(3,522,430)**
- h) PSAP March Fund Balance \$ 12,204,452
 - 1) PrePaid March CMRS Revenue \$ 943,247
 - i) Grant Fund March Balance \$ 501,095
 - 1) Grant Fund March Encumbered \$ **(26,742,750)**

North Carolina 911 Board
MINUTES
March 27, 2015
Foothills Higher Education Center
2128 S Sterling Street
Morganton, NC

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NC-NENA) Johnston County 911	Tina Bone	Randy Beeman – Cumberland Co Emergency Svcs (phone)
Darryl Bottoms (Police Chief) Pilot Mountain PD	Richard Bradford	Rachel Bello-Wake County
Eric Cramer (LEC) Wilkes Communications	Dave Corn	Rep. Hugh Blackwell
Rick Edwards (CMRS) Sprint	David Dodd	Bill Boger-Charlotte Mecklenburg P.D.
Chris Estes (Board Chairman) NC State CIO	Marsha Tapler	Jerry Boggs-Retired
Andrew Grant (NCLM) Town of Cornelius (Phone)	Richard Taylor	Mark D. Bradshaw-Morganton Public Safety
Len Hagaman (Sheriff) Watauga County	Jean Thaxton	Brad Brawley-Iredell County
Rick Isherwood (CMRS) Verizon Wireless	Ashlee Wilson	Sherri Bush – L.R. Kimball (phone)
Dinah Jeffries (NC-APCO) Orange Co. EMS		Johnny Carswell-Burke County Commissioner
Jeff Shipp (LEC) Star Telephone		Nikki Carswell-Burke County 911
Rob Smith (LEC) AT&T		Michael Cone – Wilson Co 911 (phone)
Jimmy Stewart (NCAREMS) Hoke County 911		Meghan Cook – NC OITS (phone)
Laura Sykora (LEC) Century Link		Bill Davis-Yancey County 911
		Greg Foster-Alexander County
<u>Members Absent</u>	<u>Staff Absent</u>	David Gay – Durham 911 (phone)
Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist.		Deborah Godwin-Burke County 911
Margie Fry (VoIP) Time Warner		Sherry Gordon-Burke County 911
Slayton Stewart (CMRS) Carolina West Wireless		Stacey Harrison – Granville Co Sheriff (phone)
Lee Worsley(NCAC) County of Durham		Angela Hibbard-Burke County 911
		Jeff Holshouser – Airbus (phone)

		James Johnson-Avery County 911
		Stanly Kite – Craven Co Emergency Svc (phone)
		Glenn Lamb-Guilford Metro 911
		Melanie Neal-Guilford Metro 911
		Karlynn O’Shaughnessy – NCGA Fiscal Research (phone)
		Tonya Pearce-Durham 911
		Philip Penny - Mission Critical Partners (phone)
		Rep. George Robinson
		Josh Robinson – Orange Co Emergency Svcs. (phone)
		Scott Rogers-Burke County Sheriff’s Office
		Rick Rutherford-BLECC
		David Saleeby-Iredell County
		Roman Scruggs-Rutherford County
		Ray Silance – Onslow County 911 (phone)
		Todd Sims-Mecklenburg EMS Agency
		Ron Smith-Iredell County Manager
		Bryan Steen-Burke County Manager
		Candy Strezinski-Burke County 911
		Mark Thomas-Yancey County 911
		Tammy Watson – Pineville Police Dept. (Phone)
		Charles Watts-Town of Valdese Fire Chief
		Steve E. Whisenant-Burke County Sheriff’s Office
		Keith Whitfield-Durham Citizen
		Bruce Williams-Wireless Communications
		Stephanie Wiseman-Mitchell County 911

		Brenda Womble-Wilson Co 911 (phone)
		Doug Workman - Cary Police Dept. (phone)
		Steven Yang-Burke County 911

Chairman’s Opening Remarks

Chairman Chris Estes welcomed everyone and opened the meeting at 10:00am.

Chairman Estes welcomed Burke County Commissioner Chairman, Johnnie Carswell, and invited him to speak at the podium. Mr. Carswell welcomed the visitors to Burke County, thanked them for visiting the new 911 center there, and expressed his hope that they would visit again. Mr. Carswell thanked Chairman Estes and Executive Director Richard Taylor for inviting him to speak.

Executive Director Richard Taylor showed photographs of the groundbreaking of the new Burke County NC 911 center, mentioning that he and several other members of the Board were in attendance as shown in the photographs. Mr. Taylor thanked Burke County for their hospitality that day and for their commendable efforts as good stewards of the money given to fund the new 911 center.

Chairman Chris Estes recognized two legislative members in attendance, Representative Hugh Blackwell and Representative George Robinson, and welcomed each of them to make comments but they both declined. Chairman Estes thanked them for attending.

Chairman Chris Estes invited Executive Director Richard Taylor to facilitate the swearing in of new member Richard (Rick) Edwards who was appointed by the President Pro Tem of the Senate. Rick Edwards was given the oath of office by Mr. Taylor. Afterwards Mr. Estes thanked him for volunteering his services.

Executive Director Richard Taylor took attendance by roll call for those attending by phone. Mr. Taylor confirmed that there was a quorum present.

Ethics Awareness/Conflict of Interest Statement

Chairman Estes read the conflict of interest statement to the Board regarding issues that would be discussed. Laura Sykora affirmed a conflict of interest and abstention from the Macon County funding reconsideration vote. Jason Barbour and Rob Smith also affirmed conflict of interest and abstention from the Johnston County funding reconsideration vote.

Minutes of February, 2015 Board Meeting

Executive Director Richard Taylor confirmed that there were no corrections needed to the February 2015 Board Meeting Minutes.

Consent Agenda

(Complete Reports located in Agenda Book on website)

The following items were discussed and voted on collectively by the Board members:

- a) **Minutes of February 27, 2015 Board Meeting**
- b) **PSAP Liaison Report**
- c) **Network Specialist Report - Bone**
- d) **Network Specialist Report - Corn**
- e) **Update On 2014/2015 Revenue Expenditure Reporting**
- f) **Grant Project Updates**
- g) **CMRS February Fund Balance \$ 3,017,771**
 - 1) **CMRS February Disbursements \$ (289,124)**
- h) **PSAP February Fund Balance \$ 10,332,353**
 - 1) **PrePaid February CMRS Revenue \$ 712,558**
- i) **Grant Fund February Balance \$ 280,779**
 - 1) **Grant Fund February Encumbered \$ (34,619,834)**

There were no comments made regarding items “b” through “i” on the consent agenda. Jason Barbour moved to approve the consent agenda; Laura Sykora seconded the motion and the Board voted to pass the motion approving the consent agenda.

Public Comment

Chairman Chris Estes opened the public comment period by inviting members of the public to speak to the Board and noting the three scheduled speakers on the agenda.

Chairman Estes introduced the first scheduled speaker, Iredell County Manager, Ron Smith. Mr. Smith addressed the Board regarding plans for a new communication center in Iredell County that would cost an estimated \$10.6 million dollars. Mr. Smith mentioned the involvement of Board staff member David Dodd in this project. He explained that Iredell County was not presently requesting funding, but that it may ask for a reconsideration request in the future and wanted to make the Board aware of the project.

Chairman Chris Estes introduced the final scheduled speaker, Candy Strezinski, Director of the Burke County 911 Center. First, Ms. Strezinski addressed the Board in her capacity as the legislative chair for the North Carolina chapter of APCO on behalf of APCO. She relayed a letter from the President of the North Carolina chapter of APCO, William Ellis Frasier Jr., discussing the intent to seek repeal of the NC Administrative Code (NCAC) Title 12 changes enacted in North Carolina in August 2014, which the letter asserted would give rise to Fourteenth Amendment rights violations if a grandfather clause was not added. Ms. Strezinski provided copies of NCAC Title 12 for the Board to review.

Chairman Estes thanked Ms. Strezinski for speaking, explained that the Board was unfamiliar with the issue, and consulted counsel regarding NCAC Title 12. Mr. Estes invited Ms. Strezinski to speak on her own behalf while the Board reviewed the Title 12 handouts she provided.

Ms. Strezinski next addressed the Board on behalf of herself in her capacity as the 911 Director of Burke County regarding her concerns on the NCAC Title 12 issue. She asserted that a formal complaint should be made to the State of North Carolina on behalf of the North Carolina PSAPs who were negatively affected by the lack of timely notice of the NCAC Title 12 enactments. She went on to explain the negative ramifications on affecting PSAPs, including hiring and employment issues that impact the public by causing understaffing.

Chairman Estes and Assistant Special Deputy Attorney General Richard Bradford both suggested that the NC 911 Board was not the rule making authority regarding NCAC Title 12 and that Ms. Strezinski’s concerns would be best addressed to the Department of Public Safety.

Melanie Neal, Acting Director of Guilford Metro 911, addressed the Board regarding NCAC Title 12. She asserted, as Ms. Strezinski did, that it would negatively affect 911 centers that dispatch law enforcement. She expressed concerns regarding a double standard and a higher standard of review for 911 operators above that applied to law enforcement personnel.

Chris Estes again urged that this issue be brought to the appropriate authorities. Mr. Estes asked the Board for comments.

Board member Dinah Jeffries from APCO spoke on the NCAC Title 12 subject, agreeing with Ms. Strezinski and Ms. Neal. She urged that the concerns be passed on to county attorneys and representatives. Board member Jason Barbour of Johnston County 911 commented that the NCAC Title 12 ruling was passed notably quickly.

Candy closed with comments about her own 911 center being critically low staffed due to the NCAC Title 12 changes as well and directed a request to the House members present at the meeting to support House Bill 352.

Chairman Chris Estes opened the podium to any other public speakers. No other speakers came forward.

Executive Director Report

a) Statement of Economic Interest – Rick Edwards

Executive Director Richard Taylor, as required by law, requested that the Statement of Economic Interest of new Board member Rick Edwards be read into the minutes. Mr. Taylor stated that there were no conflicts of interest found with Mr. Edwards, but that there is a potential for a conflict of interest. Potential does not prevent service to the Board.

b) Legislative Update

Executive Director Richard Taylor began with House Bill 352, as was previously mentioned by Candy Strezinski during the Public Comment period. House Bill 352 extends the same civil legal liability protection currently given by law to first responders. Mr. Taylor said that House Bill 352 does not directly affect the NC 911 Board, but that it does affect telecommunicators and dispatchers as it regards standard of proof issues, which was exemplified by the two telecommunicators who were sued in Gaston County several years ago.

Mr. Taylor presented the proposed legislation brought by Pitt County to the Board during the last meeting. Pitt County intends to propose legislation that would affect the deadline for implementing back-up PSAPs. The proposed language would allow for the 911 Board to supply a waiver if adequate progress has been made by July 1, 2016 toward completion of a PSAP's back-up plan. Pitt County also requested that the Board assist in creating a statewide model for PSAP best practices. Mr. Taylor offered to have the Board's staff create suggested PSAP best practices models to be posted on the website for reference. Additionally, Pitt County requested a master catalog of eligible expenditure items under state contract for ease of PSAP purchasing.

Mr. Taylor discussed House Bill 380, sponsored by Representative Hugh Blackwell. House Bill 380 is an act to authorize the Department of Public Safety to implement a statewide school risk and response management strategy. The Board has been collaborating for several months with Emergency Management and the School Safety Program Committee on issues related to House Bill 380 at the request of the School Safety Program Committee. Mr. Taylor thanked

Representative Blackwell for involving the Board and praised the bill. Chairman Chris Estes clarified and summarized that this Bill is most widely known as the bill to place a panic button on teachers' cellphones for ease of alerting 911 of any issues in the classroom.

Board member Dinah Jeffries of APCO addressed Representative Blackwell to praise the bill and to mention the recommendation by the emergency management sub-committee that there be a second or third party evaluator for equipment and training associated with such programs to avoid any conflict of interest. Ms. Jeffries went on to state that the preferred third party evaluators would be local emergency management who could make solid recommendations.

Mr. Taylor discussed Senate Bill 571, which is a two-part bill: 1) the appeal of distribution denials by formal written process and 2) the authorization of spending by a local government entity of the fund balance of June 30, 2014 for any public safety need. Mr. Taylor expressed concern over the second part of the bill, which broadly authorizes spending money on anything related to public safety in contradiction to the Board's suggestion to have a plan in place for spending.

Board member Laura Sykora suggested that the Board take a position on the proposed legislation in the form of a motion. Executive Director Richard Taylor agreed.

Laura Sykora moved to support House Bill 380 and also made a motion to oppose Senate Bill 571. Board member Jeff Shipp seconded the motions and Chairman Chris Estes opened the motions for discussion.

Dinah Jeffries again urged third party evaluation regarding equipment and programs related to House Bill 380. Chairman Estes asked Ms. Jeffries to clarify whether her statements were comments only or a move to amend the motion. Ms. Jeffries responded by moving to amend the motion made by Ms. Sykora in support of House Bill 380 to add a third party reviewer element to House Bill 380. Laura Sykora posited that such an amendment would be beyond the scope of the NC 911 Board. Board member Jason Barbour suggested that the liaisons sent to represent the Board before the House regarding the bills make the suggestion of third party reviewers on behalf of the Board. Mr. Barbour suggested that Ms. Jeffries withdraw her original motion for amendment to the motion in support of House Bill 380 made by Ms. Sykora. Ms. Jeffries withdrew her motion to amend.

Board member Rob Smith asked if House Bill 380 recommends any specific types of equipment, citing a concern for conflict of interest. Representative Blackwell responded that House Bill 380 recommends no specific equipment.

Richard Bradford reminded the Board of the procurement program nearing completion and mentioned that a pilot program was intended for four counties that would address the practicalities of the legislation. The program was discussed at an earlier meeting. Chairman Chris Estes asked Mr. Bradford if there was a conflict of interest, as posited by Rob Smith, and Richard Bradford said no.

Chairman Estes asked for comments from the Board. A member attending by phone commented in agreement with funding concerns and the motion opposing Senate Bill 571.

Chairman Estes clarified that the Board is not in a position to vote on the legislation and that the motions being made were mere opinions being offered to the legislature. Mr. Estes asked for comments from the Board. There were no comments, so Mr. Estes moved to a vote on the motions. The vote in support of the motion passed.

Jason Barbour made a motion that the liaison representing the Board before the House legislature recommend the addition of a third party evaluator requirement be added to House Bill 380. Dinah Jeffries seconded the motion. Chairman Estes opened the motion for discussion by the Board. Len Hagaman asked how the third party evaluators would be compensated. Jason Barbour suggested that the third party evaluators be compensated by service in kind. Dinah Jeffries clarified that the suggestion in the motion is that the local emergency managements be the ones to provide evaluation services. Chairman Estes asked for further comments, there being none he moved to a vote. The vote in support of the motion passed.

Executive Director Richard Taylor concluded the Legislative Update.

c) Update Regarding State Auditor

Executive Director Richard Taylor stated that the state auditor informed the Board it is due for its bi-annual audit. He said that the entrance interview was already completed and that the audit will begin on April 9, 2015. Chairman Chris Estes welcomed the auditor's review, citing full transparency.

Request From APCO To Sponsor Class At Telecommunicator's Symposium

David Dodd presented the request to sponsor the class at the Telecommunicator's Symposium he received by letter from Tammy Watson, NC APCO Treasurer. Mr. Dodd said that the tuition cost is \$4,975.00 and asked that the NC 911 Board fund the training. He said historically the class has always been filled. Chairman Chris Estes asked for a recommendation from staff regarding whether the funds were available to sponsor the class and staff confirmed the money was available. Mr. Estes called for a motion, which was brought by Jason Barbour and seconded by Laura Sykora. Chairman Estes called for a vote and the motion passed.

Update On Regional PSAP Manager's Meetings

Chairman Chris Estes invited Jason Barbour to present the update on the regional PSAP manager's meetings. Mr. Barbour stated that he was able to attend two out of four meetings and that in his opinion the meetings are beneficial.

Jeff Shipp attended three of the regional PSAP manager's meetings and stated how impressed he is with the passion of the state's telecommunicators. Mr. Shipp noted that March has been a busy month for everyone involved with the Board, but particularly praised the Board's staff for their efforts.

Laura Sykora stated that she attended all four regional PSAP manager's meetings and noted that there was a lot of interest generated by the panic button concept. Ms. Sykora also said that the open microphone portion of the meetings was beneficial.

Len Hagaman commented that he was very impressed with the Burke County facility where he was able to attend one meeting. Mr. Hagaman commented that there is a definite need for PSAP directors and anyone requesting funding to engage in funding model training. Mr. Hagaman commended the Board and staff for their efforts during a busy March and pointed out that the Board members give their time on a volunteer basis.

Dinah Jeffries commented that the creation of the PSAP managers group has been extremely beneficial. Ms. Jeffries commended the managers across the state for joining together and complimented the new Burke County 911 center.

Executive Director Richard Taylor also thanked the staff for their efforts over the past six weeks. Mr. Taylor commented on the differing feedback from around the state and how beneficial the meetings around the state are.

Jason Barbour stated that one recurring message at the meetings was that most people want an “easy button” approach. Chairman Estes clarified that “easy button” approach is a concept to make it easier to get funding to the PSAPs that was first discussed late last year.

Update From Funding Committee

Jason Barbour began the update from the funding committee with funding reconsiderations. Mr. Barbour stated that the first round deadline has passed, but that the PSAPs have until early March to file funding reconsideration requests if they did not meet the deadline. Mr. Barbour said that there would likely be more counties discussed at the April meeting because the funding reconsideration deadline has not yet passed.

a) Funding Reconsiderations

1) Chowan County

Marsha Tapler presented the funding reconsideration request from Chowan County for the purpose of replacing their radio console equipment that is approximately ten years old. Chowan County needs partial funding. Chowan County is using \$245,000 of their own funds and they requested a reconsideration total amount of \$335,678 for fiscal year 2016. A recommendation was made by staff and the funding committee to approve the request. Chairman Estes asked for a motion from the Board and a motion was made that was seconded by Dinah Jeffries. Mr. Estes called for a vote and the motion was approved.

2) Johnston County

Jason Barbour abstained from discussion and voting because Johnston County is his county. Mr. Barbour deferred to Len Hagaman who in turn deferred to Marsha Tapler. Ms. Tapler presented Johnston County’s funding reconsideration request for funding to replace equipment that is now outdated. Johnston County requested a reconsideration total amount of \$2,548,858.53 for fiscal year 2016. Chairman Chris Estes asked for a motion from the Board and a motion was made that was seconded by Laura Sykora. Mr. Estes asked that the record reflect that two members of the Board abstained from voting.

Mr. Estes asked for discussion on the motion and Jason Barbour was asked why Johnston County wanted to update their equipment to the P25 technology. Mr. Barbour answered that the new technology is part of phase two of the county’s plan to double Johnston County’s capacity and the funding would refresh their outdated hardware. Mr. Estes called for a vote and the motion was approved.

3) Macon County

Marsha Tapler presented Macon County’s funding reconsideration request. Ms. Tapler explained that Macon County’s record of funding reflects ineligibility for funding for the next fiscal year but that it was due to an invoicing issue and carry forward. Macon County requested a funding reconsideration to correct the invoicing issue and reflect their

appropriate eligibility for funding in fiscal 2016. Macon County requested approximately \$313,000 in funding. ~~Chairman Estes called for a motion to approve the funding. The motion was made~~ was recommendation from committee and was seconded by Dinah Jeffries. Mr. Estes asked that the record reflect that one member of the Board abstained from voting. Mr. Estes called for a vote and the motion was approved.

4) Vance-Henderson

Marsha Tapler presented the funding reconsideration request from Vance-Henderson County for the purpose of upgrading their GIS package as well as purchasing a recorder and furniture. Vance-Henderson County requested a reconsideration total amount of \$651,168.96 for fiscal year 2016. Jason Barbour moved to approve the funding reconsideration request from Vance-Henderson County. Laura Sykora seconded the motion. Mr. Estes called for a vote and the motion was approved.

b) Implemental Functions Policy Change

Jason Barbour discussed the “easy button” concept and brought the implemental function policy for vote. Mr. Barbour said that he wants the process to function as a private commercial company would with internal invoices at each 911 center versus the previous way reimbursement was done.

Executive Director Richard Taylor stated that the exact language is not available for vote today, but that they are working on the invoicing language so that a vote can be held in the near future, hopefully at the April meeting. Mr. Taylor said that the language used would be “easy button” language that will make it simple for staff and PSAPs to use.

Jason Barbour expressed discontent with the percentage system for assessing expenditures of items. Mr. Barbour stated that staff has been asked to review the current policies as well as the system that predated the current expenditure policies list to compile equipment cost data.

c) 911 Fee Recommendation for FY16

Jason Barbour said that by statute at this time of year, the Board must address the 911 fee. Mr. Barbour brought the funding committee’s suggestion to the Board that they maintain the current 911 fee structure for the next fiscal year. Mr. Barbour acknowledged that the fee would have to be raised eventually, but suggested that a fee increase be revisited next year after the cost of a statewide IP network is more adequately assessed.

Chairman Chris Estes moved to maintain the current fee structure for the next fiscal year and was seconded by Dinah Jeffries. Mr. Estes called for a vote and the motion was approved.

Update From NextGen 911 Committee Other Items

Jeff Shipp began by welcoming new Board member Rick Edwards. Mr. Shipp expressed regret that a motion for awarding the bid for a Technical Consultant could not be brought at this meeting and cited scheduling conflicts. He suggested that a recommendation could be brought before the Board at the April meeting.

Chairman Chris Estes opened the floor for any other discussion or items to be addressed. Mr. Estes invited Representative Blackwell to make any comments. Mr. Blackwell expressed that he was glad to have the Board in Burke County.

Executive Director Richard Taylor mentioned that work sessions are scheduled for May in Orange County that could potentially conflict with Memorial Day. Mr. Taylor suggested supplanting the Board meeting with work sessions and not have a meeting in the month of May. Jason Barbour expressed his wish that the Board use the scheduled time to discuss the “easy button” approach in order to ensure that it is completed by July 1, 2015 and not pushed back to July 1, 2016. Laura Sykora suggested that the meetings be held for shorter durations. Chairman Estes agreed with Ms. Sykora’s suggestion of a truncated Board meeting in order to address pressing concerns. Chairman Estes stated that the staff would handle the rescheduling and communicate the finalized schedule to the Board.

Chairman Chris Estes reminded the Board of upcoming committee meetings and again expressed appreciation for the Board’s work.

Adjourn

Chairman Chris Estes asked for any further business and none was brought.

Chairman Chris Estes made a motion to adjourn at approximately 11:45 a.m. The motion was seconded. Unanimous vote to adjourn.

PSAP Liaison Report-April 2015

(3/20/2015 to 4/17/2015)

Activity Summary for April 2015

-3/24/2015: I participated remotely in a Funding Committee meeting, held in Raleigh.

-3/25/2015: Tina Bone and I met with Jamey Johnson at the Avery County 911 Center to discuss his backup PSAP plan. Jamey stated he had a couple of options, which included using the Burke County PSAP, or partnering with the Town of Boone PSAP. Because of more equipment compatibility and more travel routes to Boone, Jamey is leaning toward working with Boone. Wanda Smith, the PSAP Director at Boone PD also attended the meeting and agreed to explore a mutual working relationship with Avery County. Both Directors were encouraged to submit a plan to Board staff for review.

-3/26/2015: I participated in the Western Regional PSAP Managers meeting, held in Morganton. The meeting was held at the new Burke County Unified Communications. Attendees got to tour this new PSAP as well as Burke County's mobile command post. Here is a picture of the attendance for this meeting.



-3/27/2015: I attended the March 911 Board meeting, also held in Morganton, NC.

-3/31/2015: Richard Taylor, Tina Bone, and I attended a public forum on PSAP consolidation in Hyde County. Dare County has received a grant to consolidate their center with Tyrrell County, and has offered to absorb Hyde County into the consolidation. The forum was held to allow Hyde County residents to ask questions about this opportunity. Everyone seemed to be in agreement for this to happen, Hyde County would have to make major upgrades to their radio system.

-4/1/2015: Tina Bone and I made a PSAP visit to Bertie County. J.W. Stalls, the Bertie PSAP Director said they are in the process of upgrading their CAD. They have an upgrade to their phone system scheduled to begin soon, and their recorder will be upgraded in next year's budget. They are also working toward a radio upgrade, but are having to work through some issues with their vendor.

Normal staffing for Bertie County is two per shift. Based on the call volume we experienced during our visit, they could easily use a 3rd person on the day shift. Bertie County does not provide the EMD level of care, and we encouraged Ms. Stalls to start working toward providing that service. Bertie has not yet begun the process of receiving Texts to 911, but stated they would be starting that soon, since their primary wireless provider, US Cellular, is now participating in that program. Finally, Ms. Stalls said there was a good probability their PSAP may be moving to a new location. The old Board of Education building in Windsor is becoming available after June of this year, and the Sheriff's Department is moving to that facility. The current Bertie PSAP is maxed out from a room standpoint, and Ms. Stalls is looking forward to the opportunity to expand and grown. She also indicated this might solve her dilemma regarding a backup PSAP plan, since she might be able to use her existing facility as a backup.

-4/1/2015: Tina Bone and I made a PSAP visit to Franklin County and met with Director Christy Shearin. The main topic of conversation was what options Christy has available for a backup PSAP? Most of the counties around Franklin, such as Nash, Wake, and Vance, already have a plan in place, and their facilities may not be large enough to absorb the number of seats Christy has. She is going to look at some type partnership with Granville, Warren, or possibly Halifax. Christy feels she is also limited in her options because of a radio issue. She is several years into a radio upgrade project that has not been finalized because coverage issues remain a problem. She would prefer to put together a backup facility in Franklin County. Tina asked her to check other large buildings such as Louisburg College, the local hospital, or a major telephone provider to see if they had a room that could be used.

-4/8/2015: Dave Corn, Tina Bone, and I met to discuss backup PSAP plans at the 911 Board office in Raleigh. We reviewed plans from the City of High Point, Kings Mountain and Shelby, and Person County.

-4/9/2015: I participated in a Standards Committee meeting in Raleigh, NC.

-4/13/2015: I presented a session entitled: “Pubic Safety Communications- Are You in it for the Long Haul? “ at the 2015 Telecommunicator Symposium in Greensboro. The session was presented twice on Monday morning, with good attendance at each session. Here is a picture of those attending the 10:30 AM session.



-4/14/2015: I visited the new Swain County PSAP under construction, just outside Bryson City. I met with David Breedlove, who gave me a tour of the facility. The new Swain Center will be mirrored with the new PSAP being in Jackson County, and the two centers will be able function as backups to each other. The Jackson facility may go on line as early as 4/23/2015. David estimates it will be around 6/9/2015 before Swain goes live. Here is a picture of the outside of the new building.

-4/15/2015: I made a PSAP Visit to the Cherokee County 911 Center. I met with PSAP Director Janice Costello. The big news in the Murphy area is the Cherokee's second casino is scheduled to open in August or September of this. Janice says the NC DOT has estimated there could be an additional 10,000 vehicles per day on Cherokee County roads, with an average of 2 people per vehicle. They are very concerned about how their PSAP and Cherokee field responders are going to handle the projected additional call volume without increasing staff. Cherokee County recently installed a new logging recorder from Carolina Recording Systems. The next piece of equipment Janet would to upgrade is her Moducom telephone system, which was placed in service in 2010. Janice plans to send her text to 911 request letters in the very near future. She continues to work on her backup plan, which has changed several times over the last couple of years. The latest version of the plan would involve building a new primary PSAP beside the Sheriff's Department, and use the existing primary PSAP as the backup site. Janice thinks this plan will not happen if Cherokee is not awarded a grant this year.

-4/15/2015: I made a PSAP Visit to the Macon County 911 Center, and met with Communications Director Todd Seagle. Macon County has submitted a grant application for this year in hopes of funding the cost of moving to the Intrado A911 network, and establishing the Intrado Text to 911 solution. Macon County replaced their outdated telephone system a year or

so ago, and their new Viper phone switch is working well. Macon County has sent text to 911 request letters to Verizon, AT&T, and US Cellular, their 3 primary providers.

-4/15/2015: I made a PSAP Visit to the Eastern Band of the Cherokees 911 Center. I met with Communications Program Manager Ray Stamper. Ray said the biggest thing going on in his center is an effort to become more interoperable with his neighboring PSAPs in Swain and Jackson County. Since part of the Cherokee Reservation is in part of both counties, (along with other lands in Graham and Cherokee Counties) he feels this is a prudent thing to do. They are all served by Frontier's network, and he is in the process of changing his CAD from Interact to Southern Software. His next major equipment project will be an upgrade of his radio system to the Motorola Turbo platform. He is working on sending his Text to 911 request letters. We also talked about an idea brought up in one of the recent PSAP Managers meetings of the Board looking for a way to pay for contracted EMD Quality Assurance service for interested PSAPs. Ray stated he might be interested in that idea.

-4/16/2015: I made a PSAP Visit to the Graham County 911 Center, and met with Communications Director Misty Hembree. Misty has submitted a grant request that would allow her to establish network connectivity with Swain and Jackson counties and hopefully become part of their regional backup plan. This is the first grant Misty has submitted, and she is thrilled and excited at the opportunity to apply for a grant and possibly improve the 911 service in Graham County. She is very supportive of the 911 Board's efforts to improve communications with the PSAPs through the regional PSAP Managers meetings, the weekly newsletter, and other programs. She is also very interested in the idea of the 911 Board looking at other possible statewide projects such as providing language line interpretation services, and especially providing an outsource option for doing QA on EMD calls. Graham County has also sent their Text to 911 Request letters to the wireless carriers, but Misty has asked them to put her request temporarily on hold, as they are having second thoughts on the TTY method of receiving texts, and may go with the GEM 911 web portal method. We also discussed training issues, especially the need for her to have an in house agency instructor to teach basic telecommunicator classes. We talked about where she might find instructor certification for one of her employees, as well as the option of sending her people to web classes.

-4/16/2015: I made a PSAP visit to the Clay County 911 Center. I met with Communications Supervisor Dena Jenkins and Donald Clawson, her radio vendor from Western Carolina Communications Systems. Dena is working on her backup plan, which centers around using the old Sheriff's Department building in Hayesville. The radio equipment in her primary center is approaching replacement time, and she would like to install new equipment in the primary center, and move the old equipment to the backup site. She had a quote from her vendor, but since not all components of a radio system are surcharge eligible, the quote needed to be broken down and additional information provided on certain line items. I explained what parts of the radio system were eligible, and where the line of demarcation was.

-4/16/2015: I made a stop in Jackson County for a quick tour of their new Emergency Operations and 911 Center. Emergency Management Director Todd Dillard gave me a quick tour. The new center is scheduled to go live on Wednesday, April 22nd. Below are pictures of the new center, and staff members in a training session on the new equipment, at the time of my visit.



-4/17/2015: I attended a meeting at the McDowell County 911 Center to discuss their backup PSAP options. I met with William Kehler, Craig Walker, and Amberlie Buff to discuss their options regarding a backup plan. They asked numerous questions, and indicated they would brainstorm some options and then be back in touch to discuss pros and cons of their options.

911 Network Specialist Report

April 2015

Summary:

- March 24th, Funding Committee Meeting
- March 25th, Avery County with Boone PD
- March 31st, North Hampton County, Hyde County
- April 1st, Bertie County, Franklin County
- April 6th, NG911 Vendor Presentations
- April 8th, Staff Backup Discussion, Website workshop with the Digital Commons Project at ITS
- April 9th, Standards Committee Meeting
- April 13th, Nash County
- April 16th, Legislature with Richard Taylor

March 25, 2015 – David and I visited the Avery County PSAP. We met with Jamie Johnson (Avery County) and Wanda Smith (Boone PD) to discuss backup plans.

March 31, 2015 – I met with Tammie Piland at the North Hampton County PSAP. We discussed backup plans and text to 911.

March 31, 2015 – Attending a town hall meeting in Hyde County with David Dodd and Richard Taylor about their consolidation project.

April 1 – David Dodd and I met with Jennifer Stalls at the Bertie County PSAP. We discussed backup solutions, text to 911, and the transition from their old center to their new one.

April 1 – David Dodd and I met with Christy Shearin at the Franklin County PSAP. We discussed backup plans.

April 13 – I met with Bryant Fisher at the Nash County PSAP about text to 911.

Dave Corn
Network Specialist Report
April 2015

NextGen 911 Committee

Provide staff support for the NextGen 911 Committee. Conducted meetings with three bidders for the Technical Support RFP whose responses scored the highest. These were primarily question and answer sessions. Subsequently conducted conference calls with the best two bidders to reiterate, level set, and agree to the deliverables established in the RFP. Working with OITS Procurement to obtain their Best and Final Offers (BAFO). Anticipating a recommendation to the Board from the NextGen Committee at the April Board meeting. The awardee will assist the Board in the next phase of the NextGen process which will include creating a Concept of Operations, a Cost Analysis, a Conceptual Design, an RFP(s) and evaluation of the RFP(s). The intent of their involvement will be to provide technical expertise as well as knowledge and lessons learned from other state ESInet and functional application implementations.

Standards Committee

Provide staff support for the Standards Committee and the Standards Enforcement Subcommittee. Made recommendations to the Committee for Standards and Best Practices not yet under consideration. Assisted in answering questions posed by OSBM. Recruiting Peer Reviewers to assist in conducting Compliance Reviews. Discussing and further solidifying the Peer Review process.

Backup Plans

Working with PSAPs to help create a Backup Plan. Reviewing backup plans with Staff. Encouraging those who have not started yet to start creating a backup plan. Also encouraging PSAPs to contact us early in their planning process to save time and avoid back tracking. Met with Randolph County for a Backup Plan review and site visit.

Text-to-911

Continue to explain, assist, and encourage PSAPs to pursue text-to-911 by verifying implementation procedures, answering questions, and helping to resolve issues that arise. PSAPs are slow to adopt this technology. Met with Guilford Metro to discuss their issues.

eCats

Analyzed statewide call data and am working with 13 PSAPs to reduce their 3 second queue time on every call to below 1 second. Met with CenturyLink last week on this issue. Analyzed statewide call data and am working to understand why contiguous PSAPs have such a large variance in the reception and classification of Phase 1 and Phase 2 wireless call traffic. Assisting PSAPs with customized reports.

**FY2014 North Carolina 911 Board PSAP Revenue/Expenditure
Report
Status as of April 22, 2015**

Total received: 120

Completed: 82

Clarification – in process: 32

Reports awaiting review: 0

Review complete—waiting on revised sign report: 6

Report received—no documentation for review:0

REPORT not received: 0

The NC911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s).

Your opinions are valued in terms of providing input to the NC911 Board members.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speaker

Executive Director Report
a) 911 Staff Update

Richard Taylor

April 6, 2015

Mr. Richard Taylor
Executive Director
NC 911 Board
Post Office Box 17209
Raleigh, NC 27619-7209

RE: Resignation

Dear Mr. Taylor:

It is with great regret I am tendering my resignation effective April 10, 2015. While I have truly enjoyed working for the NC 911 Board, I have been offered a position with another company that will utilize my telecommunications knowledge and skills.

Thank you for the opportunity and I wish the Board and staff all the best in the transition to Next Gen 911.

Sincerely,

Jean Thaxton

Jean Thaxton

b) Legislative Update

- 1) H352 (Standard of Proof)
- 2) H380 (Statewide School Safety Management)
- 3) H506 (911 Fund Distribution)
- 4) H512 (Amend/Clarify Back-Up PSAP Requirements)
- 5) H730 (County Provide 911 Dispatch Services)
- 6) H812 (Grant Recipients Posted on Grantor Web Site)
- 7) S571 (Expand Uses of 911 Fee)

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

H

1

HOUSE BILL 352

Short Title: Standard of Proof/Public Safety Dispatchers. (Public)

Sponsors: Representative Torbett (Primary Sponsor).

For a complete list of Sponsors, refer to the North Carolina General Assembly Web Site.

Referred to: Judiciary II.

March 26, 2015

A BILL TO BE ENTITLED

AN ACT TO ALTER THE STANDARD OF PROOF FOR PUBLIC SAFETY
TELECOMMUNICATORS AND DISPATCHERS.

The General Assembly of North Carolina enacts:

SECTION 1. Chapter 99E of the General Statutes is amended by adding a new
Article to read:

"Article 7.

"Liability for Public Safety Telecommunicators and Dispatchers.

"§ 99E-56. Standard of proof.

Any persons acting within the capacity of a 911 or public safety telecommunicator or
dispatcher at a public safety answering point who is sued in a civil action arising from the
performance of any lawful and prescribed actions pertaining to the person's assigned job duties
shall be entitled to a standard of clear and convincing evidence in a court of law. For purposes
of this Article, "public safety answering point" (PSAP) shall be defined as in G.S. 62-40."

SECTION 2. This act is effective when it becomes law and applies to any cause of
action arising on or after that date.



GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

H

1

HOUSE BILL 380

Short Title: Statewide School Safety Management. (Public)

Sponsors: Representatives Holloway, Glazier, Blackwell, and Faircloth (Primary Sponsors).

For a complete list of Sponsors, refer to the North Carolina General Assembly Web Site.

Referred to: Education - K-12, if favorable, Appropriations.

March 30, 2015

A BILL TO BE ENTITLED

AN ACT TO AUTHORIZE THE DEPARTMENT OF PUBLIC SAFETY TO IMPLEMENT A STATEWIDE SCHOOL RISK AND RESPONSE MANAGEMENT STRATEGY, MAKE CONFORMING CHANGES TO OTHER SCHOOL SAFETY REQUIREMENTS AND TO PROVIDE FOR GRANTS FOR ADDITIONAL SCHOOL COUNSELORS.

The General Assembly of North Carolina enacts:

SECTION 1. G.S. 115C-105.49 reads as rewritten:

"§ 115C-105.49. School safety exercises.

(a) ~~At least every two years, once annually, each local school administrative unit is encouraged to principal and other applicable school officials shall hold a full systemwide school safety and school lockdown exercise with the school-wide tabletop exercise or drill based on the procedures documented in its School Risk Management Plan (SRMP). Each school is encouraged to hold a tabletop exercise and drill for multiple hazards included in its SRMP, including a school lockdown due to an intruder on school grounds. Schools are strongly encouraged to include local law enforcement agencies that are part of the local board of education's emergency response plan, and emergency management agencies in its tabletop exercises and drills. The purpose of the exercise tabletop exercises and drills shall be to permit participants to (i) discuss simulated emergency situations in a low-stress environment, (ii) clarify their roles and responsibilities and the overall logistics of dealing with an emergency, and (iii) identify areas in which the emergency response plan SRMP needs to be modified.~~

(b) ~~As part of a local board of education's emergency response plan, at least once a year, each school is encouraged to hold a full schoolwide school safety and lockdown exercise with local law enforcement agencies. For the purposes of this section, a tabletop exercise is an exercise involving key personnel conducting simulated scenarios related to emergency planning."~~

SECTION 2. Article 8C of Chapter 115C of the General Statutes is amended by adding a new section to read:

"§ 115C-105.49A. School Risk and Response Management System.

(a) The Department of Public Safety, Division of Emergency Management, and the Center for Safer Schools, shall construct and maintain a statewide School Risk and Response Management System (SRRMS). The system shall fully integrate and leverage existing data and applications that support school risk planning and exercise, monitoring, and emergency response via 911 dispatch.



1 **(b)** In constructing the SRRMS, the Division of Emergency Management and the
2 Center for Safer Schools shall leverage the existing enterprise risk management database,
3 School Risk Management Planning (SRMP) tool, and School Emergency Response Application
4 (SERA) managed by the Division. The Division shall also leverage the local school
5 administrative unit schematic diagrams of school facilities. Where technically feasible, the
6 system shall integrate any anonymous tip line established pursuant to G.S. 115C-105.51 and
7 any 911-initiated panic alarm systems authorized as part of an emergency response plan
8 pursuant to G.S. 115C-47(40). The Division and Center for Safer Schools shall collaborate with
9 the Department of Public Instruction and the North Carolina 911 Board in the design,
10 implementation, and maintenance of the SRRMS.

11 **(c)** All data and information acquired and stored in the SRRMS as provided in
12 subsections (a) and (b) of this section are not considered public records as the term "public
13 record" is defined under G.S. 132-1 and shall not be subject to inspection and examination
14 under G.S. 132-6."

15 **SECTION 3.** G.S. 115C-105.51 reads as rewritten:

16 "**§ 115C-105.51. Anonymous tip lines. Monitoring and response applications.**

17 **(a)** ~~Each local school administrative unit is encouraged to develop and operate an~~
18 ~~anonymous tip line, in coordination with local law enforcement and social services agencies, to~~
19 ~~receive anonymous information on internal or external risks to school buildings and~~
20 ~~school-related activities.~~

21 **(b)** The Department of Public Safety, Division of Emergency Management, and the
22 Center for Safer Schools, in collaboration with the Department of Public Instruction, shall
23 implement and maintain an anonymous safety tip line application for purposes of receiving
24 anonymous student information on internal or external risks to school buildings and
25 school-related activities. The Department of Public Instruction, Safety, in consultation with the
26 Department of Public Safety, Instruction, may develop standards and guidelines for the
27 development, operation, and staffing of tip lines.

28 **(c)** ~~The Department of Public Instruction may provide information to local school~~
29 ~~administrative units on federal, State, local, and private grants available for this purpose. The~~
30 ~~Department of Public Safety, Division of Emergency Management, and the Center for Safer~~
31 ~~Schools, in collaboration with the Department of Public Instruction and the North Carolina 911~~
32 ~~Board, shall implement and maintain a statewide panic alarm system for the purposes of~~
33 ~~displaying anonymous student information on internal or external risks to school buildings and~~
34 ~~school-related activities.~~

35 **(d)** The Department of Public Safety shall ensure that the anonymous safety tip line
36 application is integrated with and supports the statewide School Risk and Response
37 Management System (SRRMS) as provided in G.S. 115C-105.49A. Where technically feasible
38 and cost efficient, the Department of Public Safety is encouraged to implement a single
39 solution supporting both the anonymous safety tip application and panic alarm application."

40 **SECTION 4.** G.S. 166A-19.12 is amended by adding a new subdivision to read:

41 "**(22)** Serving as the lead State agency for the implementation and maintenance of
42 the Statewide School Risk and Response Management System (SRRMS)
43 under G.S. 115C-105.49A."

44 **SECTION 5.** By December 1, 2015, the Department of Public Safety, Division of
45 Emergency Management, and the Center for Safer Schools, shall provide a report to the Joint
46 Legislative Commission on Governmental Operations on (i) the status of the School Risk and
47 Response Management System (SRRMS) implementation under G.S. 115C-105.49A, as
48 enacted by this act, and (ii) the anticipated annual cost to operate and maintain the system.

49 **SECTION 6.** Notwithstanding G.S. 115C-105.51, as amended by this act, by July
50 1, 2016, the Department of Public Safety shall have implemented an anonymous safety tip line
51 application and a statewide panic alarm system pursuant to G.S. 115C-105.51.

1 **SECTION 7.** Subject to the availability of funds, it is the intent of the General
2 Assembly to provide funds during the 2015-2017 fiscal biennium to provide grants to local
3 school administrative units, regional schools, and charter schools for additional school
4 psychologists, guidance counselors, and social workers. These funds shall be matched on the
5 basis of one dollar (\$1.00) in State funds for every one dollar (\$1.00) in local funds and shall be
6 used to supplement and not to supplant State, local, and federal funds expended for school
7 psychologists, guidance counselors, and social workers.

8 The State Board of Education shall include need-based considerations in its criteria
9 for awarding these grants to local school administrative units. The State Board shall give lower
10 priority to local school administrative units that have received a grant for school resource
11 officers pursuant to Section 8.36 of S.L. 2013-360.

12 **SECTION 8.** This act is effective when it becomes law. Section 1 of this act
13 applies beginning with the 2015-2016 school year.

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

H

1

HOUSE BILL 506

Short Title: 911 Fund Distribution.

(Public)

Sponsors: Representatives Boles and McNeill (Primary Sponsors).

For a complete list of Sponsors, refer to the North Carolina General Assembly Web Site.

Referred to: Local Government, if favorable, Finance.

April 2, 2015

1 A BILL TO BE ENTITLED
2 AN ACT TO CLARIFY AND AMEND THE PROCEDURES AND SCOPE OF EXPENSES
3 ELIGIBLE FOR 911 FUND DISTRIBUTIONS AND TO STUDY THE STRUCTURE,
4 OPERATIONS, AND FUNCTIONS OF THE 911 BOARD.

5 The General Assembly of North Carolina enacts:

6 SECTION 1. G.S. 62A-46 reads as rewritten:

7 "§ 62A-46. Fund distribution to PSAPs.

8 (a) Monthly Distribution. – The 911 Board must make monthly distributions to primary
9 PSAPs from the amount allocated to the 911 Fund for PSAPs. A PSAP is not eligible for a
10 distribution under this section unless it complies with the requirements of this Article, provides
11 enhanced 911 service, and received distributions from the 911 Board in the 2008-2009 fiscal
12 year. The Board may reduce, suspend, or terminate distributions under this subsection if a
13 PSAP does not comply with the requirements of this Article. The Board must comply with all
14 of the following:

15 ...
16 (4) Additional distributions. – In the first quarter of the Board's fiscal year, the
17 Board must determine whether payments to PSAPs during the preceding
18 fiscal year exceeded or were less than the eligible costs incurred by each
19 PSAP during the fiscal year. If a PSAP receives less than its eligible costs in
20 any fiscal year, the Board may increase a PSAP's distribution in the
21 following fiscal year above the base amount as determined by the formula to
22 meet the estimated eligible costs of the PSAP as determined by the Board.
23 The Board may not distribute less than the base amount to each PSAP except
24 as provided in subsection (b1) of this section. The Board must provide a
25 procedure for a PSAP to request a reconsideration of its distribution or
26 eligible expenses.

27 (5) Appeal of distribution denial. – A decision by the Board to deny a
28 distribution for expenses incurred by a PSAP shall be in writing and must
29 include the following elements:

- 30 a. The reason for the denial.
31 b. A statement notifying the PSAP of the right to appeal or request
32 reconsideration of the denial.
33 c. Information about the procedure for filing an appeal or requesting
34 reconsideration of the denial.

35 ...



* H 5 0 6 - V - 1 *

1 (c) Use of Funds. – A PSAP that receives a distribution from the 911 Fund may not use
2 the amount received to pay for the lease or purchase of real estate, cosmetic remodeling of
3 emergency dispatch centers, hiring or compensating telecommunicators, or the purchase of
4 mobile communications vehicles, ambulances, fire engines, or other emergency vehicles.
5 Distributions received by a PSAP may be used only to pay for the following:

- 6 (1) The lease, purchase, or maintenance of:
- 7 a. Emergency telephone equipment, including necessary computer
8 hardware, software, and database provisioning.
 - 9 b. Addressing.
 - 10 c. Telecommunicator furniture.
 - 11 d. Dispatch equipment located exclusively within a building where a
12 PSAP or back-up PSAP is located, ~~excluding the costs of base station~~
13 ~~transmitters, towers, microwave links, and antennae used to dispatch~~
14 ~~emergency call information from the PSAP or back up~~
15 ~~PSAP located.~~
 - 16 e. Base station transmitters, towers, microwave links, antennae, and all
17 other transmission equipment located on or otherwise attached to any
18 tower used to dispatch emergency call information from the PSAP.

19"

20 **SECTION 2.(a)** The Legislative Research Commission shall study the structure,
21 operations, and functions of the 911 Board. The study shall include the following issues:

- 22 (1) The composition of the 911 Board and appropriate placement of the 911
23 Board within State government.
- 24 (2) The development of operating standards for Public Safety Answering Points
25 (PSAPs), including standards for the content and delivery of training and
26 certification for telecommunicators assigned to PSAPs.
- 27 (3) The administration of the 911 Fund.
- 28 (4) Any other issues the Commission finds relevant to the structure, operations,
29 and functions of the 911 Board.

30 **SECTION 2.(b)** The Commission shall report its findings and any
31 recommendations for statutory or administrative changes to the Joint Legislative Commission
32 on Governmental Operations no later than January 31, 2015.

33 **SECTION 3.** This act becomes effective July 1, 2015.

**GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015**

H

1

HOUSE BILL 512

Short Title: Amend/Clarify Back-Up PSAP Requirements. (Public)

Sponsors: Representatives S. Martin, Steinburg, Saine, and B. Brown (Primary Sponsors).
For a complete list of Sponsors, refer to the North Carolina General Assembly Web Site.

Referred to: Local Government.

April 2, 2015

1 A BILL TO BE ENTITLED
2 AN ACT TO DELAY IMPLEMENTATION OF BACK-UP PSAP REQUIREMENTS, TO
3 DEFINE UNIFORM STANDARDS FOR BACK-UP PSAPS, AND DEVELOP A
4 MASTER PURCHASING LIST FOR 911 SYSTEM ELIGIBLE EXPENSES.

5 Whereas, Session Law 2014-66 amended Article 3 of Chapter 62A of the North
6 Carolina General Statutes to require development of a back-up PSAP when calls cannot be
7 completed by the primary PSAP; and

8 Whereas, the changes in Session Law 2014-66 are applicable to 911 fund
9 distributions made on or after July 1, 2016; and

10 Whereas, many counties in North Carolina are unable to fully implement a back-up
11 PSAP by July 1, 2016; and

12 Whereas, counties would save cost and increase efficiency by partnering under a
13 standard model for a back-up PSAP developed by the 911 Board; and

14 Whereas, the assistance of the 911 Board in facilitating group procurement pricing
15 for eligible 911 expense items would save money and eliminate price disparities between larger
16 and smaller jurisdictions; Now, therefore,

17 The General Assembly of North Carolina enacts:

18 **SECTION 1.** G.S. 62A-46(e)(4a) reads as rewritten:

19 "(4a) ~~A~~ By July 1, 2016, a PSAP must have a plan and means for 911 call-taking
20 in the event 911 calls cannot be received and processed in the primary
21 PSAP-PSAP, or have made substantial progress toward implementation of
22 the plan and means. The plan must identify the alternative capability of
23 taking the redirected 911 calls. This subdivision does not require a PSAP to
24 construct an alternative facility to serve as a back-up PSAP."

25 **SECTION 2.** The 911 Board shall investigate alternatives for facilitation of
26 uniform procurement and pricing of 911 eligible expenses through bulk purchasing and other
27 means. No later than May 1, 2016, the Board shall report its findings, including any requests
28 for legislative action, to the Joint Legislative Oversight Committee on Information Technology.

29 **SECTION 3.** This act is effective when it becomes law.



GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

H

1

HOUSE BILL 730

Short Title: County Provide 911 Dispatch Services. (Public)

Sponsors: Representative Saine (Primary Sponsor).

For a complete list of Sponsors, refer to the North Carolina General Assembly Web Site.

Referred to: Local Government.

April 15, 2015

1 A BILL TO BE ENTITLED
2 AN ACT TO PROHIBIT THE DOUBLE TAXATION OF CITY RESIDENTS FOR 911
3 DISPATCH SERVICES.

4 Whereas, property owners in the State's cities pay both city and county ad valorem
5 taxes; and

6 Whereas, these property owners should receive the benefit of their county taxes; and

7 Whereas, the property taxes paid by city residents should be considered adequate
8 compensation for the provision of county dispatch services within the city; Now, therefore,
9 The General Assembly of North Carolina enacts:

10 **SECTION 1.** Article 23 of Chapter 153A of the General Statutes is amended by
11 adding a new section to read as follows:

12 "**§ 153A-457. 911 dispatch services.**

13 If a county operates a 911 public safety answering point that is funded, in whole or in part,
14 by county ad valorem taxes, the county shall provide 911 dispatch services without additional
15 charge to any city located within the county's jurisdictional limits if the governing body of the
16 city adopts a resolution requesting the dispatch services."

17 **SECTION 2.** This act becomes effective July 1, 2015.



GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

H.B. 812
Apr 14, 2015
HOUSE PRINCIPAL CLERK

H

D

HOUSE DRH40384-LE-102C (03/26)

Short Title: Grant Recipients Posted on Grantor Web Site. (Public)

Sponsors: Representative Riddell.

Referred to:

1 A BILL TO BE ENTITLED
2 AN ACT TO ENSURE THAT INFORMATION ON GRANT FUNDS AWARDED BY
3 STATE AGENCIES IS READILY AVAILABLE ON STATE AGENCY WEB SITES.
4 The General Assembly of North Carolina enacts:
5 **SECTION 1.** G.S. 143C-2-5 reads as rewritten:
6 "**§ 143C-2-5. Grants and contracts database.**
7 (a) The Director of the Budget shall require the Office of State Budget and
8 Management, with the support of the Office of Information Technology Services, to build and
9 maintain a database and Web site for providing a single, searchable Web site on State spending
10 for grants and contracts to be known as NC OpenBook.
11 (b) ~~Each head of a principal department listed in G.S. 143B-6~~ The head of each State
12 institution, department, bureau, agency, or commission shall conduct a review monthly of all
13 State contracts and grants administered by that ~~principal department agency.~~
14 (c) All State institutions, departments, bureaus, agencies, or commissions ~~subject to the~~
15 ~~authority of the Director of the Budget~~ that maintain a Web site shall be required to include an
16 access link to the NC OpenBook Web site on the home page of the agency Web site. Each
17 agency shall also prominently display a search engine on the agency Web site home page to
18 allow for ease of searching for information, including contracts and grants, on the agency's
19 Web site."
20 **SECTION 2.** The State Chief Information Officer, through the Digital Commons
21 Project, shall ensure that the data on grants or awards of public funds to non-State entities that
22 is available on the NC OpenBook Web site is displayed in a consistent and easily accessible
23 manner on the Web sites of all State institutions, departments, bureaus, agencies, and
24 commissions.
25 The State Chief Information Officer shall fully implement this act by December 31,
26 2015.
27 The State Chief Information Officer shall report to the Joint Legislative Oversight
28 Committee on Information Technology and the Fiscal Research Division prior to August 1,
29 2015, on a time line for implementing this act.
30 **SECTION 3.** This act is effective when it becomes law.



* D R H 4 0 3 8 4 - L E - 1 0 2 C *

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

S

1

SENATE BILL 571

Short Title: Expand Uses of 911 Fee. (Public)

Sponsors: Senators Bryant, J. Davis, Foushee (Primary Sponsors); D. Davis, Lowe, and Waddell.

Referred to: Rules and Operations of the Senate.

March 30, 2015

1 A BILL TO BE ENTITLED
2 AN ACT TO PROVIDE FOR THE APPEAL OF DENIAL OF DISTRIBUTIONS TO PSAPS
3 MADE BY THE 911 BOARD, AND TO EXPAND THE USES OF THE PSAP FUND
4 BALANCES.

5 The General Assembly of North Carolina enacts:

6 **SECTION 1.** G.S. 62A-46(a) is amended by adding a new subdivision:

7 "(5) Appeal of distribution denials. – A PSAP may appeal or request
8 reconsideration of the Board's decision to deny a distribution for an
9 expenditure. The Board shall establish procedures for appeals or
10 reconsiderations of an expenditure denial. A decision to deny a distribution
11 for an expenditure made by a PSAP must be in writing and must include the
12 following:

13 a. The reason for the denial.

14 b. A statement notifying the PSAP of the right to appeal or request
15 reconsideration of the denial.

16 c. Information about the procedure for filing an appeal or requesting
17 reconsideration of the denial."

18 **SECTION 2.** A local government entity may use the fund balance of the PSAP as
19 of June 30, 2014, as shown on the PSAP Distribution Report of the 911 Board, to provide for
20 public safety needs, including costs that are not eligible expenses under G.S. 62A-46, provided
21 the expenditures do not impair operability, maintenance, replacement or repair of essential
22 equipment during time frame of the current distribution period. All other funds in the
23 Emergency Telephone System Fund must be used for eligible expenses under Article 3 of
24 Chapter 62A of the General Statutes.

25 **SECTION 3.** This act is effective July 1, 2015.

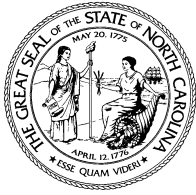


Executive Director Report

Richard Taylor

c) Update On Bi-Annual Audit

Office of the State Auditor



Beth A. Wood, CPA
State Auditor

2 S. Salisbury Street
20601 Mail Service Center
Raleigh, NC 27699-0601
Telephone: (919) 807-7500
Fax: (919) 807-7647
Internet
<http://www.ncauditor.net>

April 8, 2015

State of North Carolina:
Chief Executive Officers
Chief Financial Officers

Dear Sir/Madam:

State agencies are required by *North Carolina General Statute* 147-64.7(b)(2) to obtain prior approval from the State Auditor of all contracts for auditing services that may impact the State's financial statements. Further, the law provides that the State Auditor will prescribe policy and establish guidelines containing criteria for selecting auditors.

The procedures that state agencies should follow when procuring auditing services are described below. The procedures apply whenever an organization is required to be included in the State's *Comprehensive Annual Financial Report* either as part of the primary government or as a component unit. Component units are legally separate organizations that are required by generally accepted accounting principles to be included in a government's financial statements.

The Office of State Controller determines which organizations are included in the *Comprehensive Annual Financial Report*. However, if organizations are technically required to be included in the *Comprehensive Annual Financial Report*, but the Office of State Controller does not include them based on their relative immateriality, those organizations still must comply with the requirements presented below.

Therefore, the requirements apply to all state agencies, universities, community colleges, public authorities, not-for-profit organizations, foundations included in university or college financial statements, licensing boards, or any other entities that are supposed to be included in the State's *Comprehensive Annual Financial Report*. If you have affiliated organizations that are part of your reporting entity (e.g. university and college foundations), please share this letter with those organizations.

This letter serves to outline the process for contracting for audit services and list the required provisions for those contracts. It does not authorize state agencies or universities to contract with private CPA firms to complete their Single Audit work or their portion of the State's Comprehensive Annual Financial Report. Authorization to contract with a private CPA firm for this work can only come from state statute or from specific authorization from the Office of the State Auditor.

Required Procedures for Procuring Auditing Services from Private Certified Public Accountants

1. Contracts should be awarded for one year with the option to renew by the audited organization each year for up to two additional years. Therefore, the following procedures should be employed at least once every three years. After a contract is awarded, organizations can renew the contract without soliciting bids until the three-year term has expired. After three years, audits must be re-bid.
2. The organization should solicit proposals for auditing services in two parts: a technical proposal and a cost proposal. The bid solicitation document (i.e. requests for proposals) should include all the required contract provisions listed in the section below.
3. The technical proposal should describe the scope of services to be provided under the contract (see contract requirements below) and the auditor's experience and qualifications to perform the audit. At a minimum, the technical proposal should include: (a) a list of key personnel who will perform the audit and their qualifications; (b) the anticipated staff hours to be used in conducting the audit; (c) a list of similar clients audited by the firm and the length of time that the firm has audited each; (d) the firm's most recent peer review report; and (e) a description of any regulatory actions taken against the firm or key personnel in the last three years.
4. The cost proposal should itemize the amount expected to be billed for the audit, describe the billing arrangements, and contain a maximum not to exceed amount for the total term of the contract.
5. The technical proposals should be reviewed and evaluated before considering cost proposals. Organizations should identify the firms that are most qualified to perform the audit and then consider cost proposals from those firms. The first priority in evaluating proposals must be obtaining a quality audit. In making this determination, the organization should consider the information in the technical proposal (including the anticipated staff hours to be used in conducting the audit), as well as the firm's reputation and history of providing quality auditing services to the organization or similar clients.
6. When identifying firms as most qualified, the organization should consider deficiencies disclosed in proposing firms' most recent peer review reports. Unless there are no alternatives, organizations should not contract with firms whose most recent peer review report contains a Fail rating. Organizations should eliminate from consideration any firm that has not had a peer review covering one of the past three years (note that there may be a time lag between the review period and issuance of the report).
7. Organizations should select the firm that provides the best overall value, which may not be the least expensive choice. Before accepting a bid with a cost that is substantially lower than the average price of all bids received or a price quoted by the Office of the State Auditor (if applicable), organizations must specifically consider whether there is a reasonable justification for the price differential, document the consideration, and submit the documentation to the Office of the State Auditor for review.
8. The provisions above are in addition to any other requirements that must be complied with by the audited organization. Whenever there is a conflict between the above provisions and other requirements, the more restrictive requirement shall take precedence.

Required Contract Provisions

1. The financial statements will be audited in accordance with auditing standards generally accepted in the United States of America. If the organization spends more than \$500,000 in combined federal and/or state financial assistance (e.g. contracts and grants), the audit must also be conducted in accordance with the standards applicable to financial audits contained in the *Government Auditing Standards*, issued by the Comptroller General of the United States.
2. The audit scope will include a determination as to whether the financial statements are presented in accordance with the appropriate accounting principles for the organization (i.e. GASB or FASB). The contract shall also acknowledge that statewide accounting policies are established by the Office of State Controller, and thus, apply to the organization.
3. Audit contracts will include the requirement from North Carolina General Statute §147-64.6D: "Each audit report prepared for a State agency by a Certified Public Accountant shall itemize the number of hours used in conducting the audit and in preparation of the audit report and the total cost of conducting the audit and preparing the audit report." For purposes of consistency, this cost disclosure must be presented **on the last page** and **not as the final note in the Notes to the Financial Statement section** of the audit report. It must be in the following format:

"This audit required _____ audit hours at a cost of
\$_____."

Additional information may be provided in the hours/cost disclosure so long as the above sentence is included.

4. The Office of State Auditor will be permitted to review the audit documentation for the engagement and such audit documentation will be retained for a period of at least three years.
5. One electronic copy of all audit reports will be submitted to the Office of the State Auditor and an additional electronic copy will be submitted to the Office of State Controller (hard copies are no longer required).
6. Audit contracts will specify all applicable report issuance deadlines.
 - If the Office of the State Auditor needs the report to support the opinion rendered in the *Comprehensive Annual Financial Report* or another audit report, the affected organization will be informed on an individual basis of this fact and of the required reporting deadlines.
 - The Office of State Controller's policy on *Submission of Audit Reports* is available at:
http://www.ncosc.net/sigdocs/sig_docs/documentation/policies_procedures/sigState_Financial_Reporting.html
 - State organizations may have other audit report issuance deadlines imposed by governing boards, grant providers, debt covenants, etc.

This Letter May Be Considered as Prior Approval of Contracts for Some Entities

Except for the entities specifically identified below, this letter acts as prior approval for you to enter into contracts for auditing services affecting the State's financial statements. If you are not one of the listed organizations, you do not have to submit your contract to the Office of the State Auditor for review. **Please note, this paragraph does not apply to Council of State or Cabinet departments or agencies.**

This approval is only valid so long as the required procurement procedures and contract provisions described above are used. The Office of the State Auditor may request evidence that you have met these requirements.

Contracts Requiring Advance Approval

Audit contracts for the following entities must be specifically approved in advance by the Office of the State Auditor:

- a. Community Colleges (excluding foundations if they are audited under separate contracts)
- b. 401K Supplemental Retirement Income Plan
- c. N.C. Deferred Compensation Plan
- d. N.C. Railroad Company
- e. Individual entities that comprise the UNC Health Care System (UNC Hospitals – Rex Healthcare, Chatham Hospital, UNC Hospitals Liability Insurance Trust Fund, etc.)
- f. Golden LEAF, Inc.
- g. N.C. Housing Finance Agency
- h. State Education Assistance Authority
- i. N.C. Biotechnology Center
- j. Centennial Authority
- k. N.C. Turnpike Authority
- l. Economic Development Partnership of North Carolina
- m. N.C. Teachers' and State Employees' Comprehensive Major Medical Plan Claims Audit

For these entities, an audit should not be started before the contract is approved by this Office. Prior to executing a contract for auditing services, you must submit to us: (a) any new contract(s) or contract amendment(s); and (b) a copy of the contract auditor's most recent peer review report. You do not have to submit to us the contract extensions executed during the three-year period covered by the contract unless the extensions also significantly alter the contract terms. We will provide contract approval by correspondence.

All contracts and other information required by this letter should be submitted to the attention of Mr. Tim Hoegemeyer, General Counsel, Office of the State Auditor. Please contact Mr. Hoegemeyer at (919) 807-7670 or Tim_Hoegemeyer@ncauditor.net if you have any questions regarding these procedures. If you have any questions regarding any Office of State Controller's reporting requirements, please contact Mr. Clayton Murphy at (919) 707-0525.

Sincerely,



Beth A. Wood, CPA
State Auditor

Executive Director Report

Richard Taylor

d) Telecommunicator Recognition

1) Randolph County 911

Randolph County Murder Suspect Apprehended

On December 5, 2014 at 1257 hours Randolph County 9-1-1 received a call from St. Joseph's Catholic Church requesting an officer in reference to two very young children that had been abandoned at the church. There was a note left with the children from a family member advising they were leaving the children due to being homeless and not wanting the children to freeze.

Asheboro Police Department officers immediately responded to the church. The older child told officers that their father had killed their mother and then brought them to Asheboro (this child was 3 years old.) Several parishioners at the church were familiar with the family and were able to give officers locations to check for the mother and father and extended family members. While Asheboro Police officers checked locations within the city they requested Liberty Police check a residence where the family had been staying.

Upon arriving at the residence in Liberty, officers found a deceased female with multiple stab wounds. Officers immediately requested a BOLO on the male's vehicle that was broadcasted to all Randolph County Law Enforcement. The vehicle the suspect was last seen in was registered out of Florida so we also sent the BOLO to all agencies along I-95. Additionally we began calling agencies in southern South Carolina and northern Georgia to confirm that they had received the message.

Liberty Police Chief D.J. Semrad was able to obtain the suspect's cell phone number and began calling him. He was able to talk to the suspect who told him he was still in the Asheboro area. Asheboro officers were checking locations as they were obtained by Chief Semrad. Upon pinging the cell phone it was discovered the suspect was in fact traveling south on I-95 and had already reached southern South Carolina.

Below is a list of coordinates where the cell phone was pinged:

CELL PHONE PING LOCATIONS

32.21741 -81.17407
32.08202 -81.24213
31.96262 -81.3266
31.75493 -81.38348
31.23212 -81.51203
31.10116 -81.59853
31.23212 -81.51203
31.96262 -81.03266
32.08202 -81.24213
32.21741 -81.17407
32.45864 -80.98387
32.96262 -81.3266

Randolph County telecommunicators Shift Sergeant Lane Richardson, Travis Auman, Jamie Bailey, Dessaree Walter, Traci Allred and Major Sandy Smith were on duty during this incident. Each team member worked tirelessly to assist each other. Team members would take over listening to a radio channel for their co-worker who was contacting out of state agencies to attempt to get in front of the suspect.

As the suspect approached southern Georgia we contacted Glynn County Communications Center and then Camden County Communications center. Director of Randolph County Emergency Services assisted in the communications center by plotting the cell phone coordinates as we tracked the suspect down Interstate 95. The staff of Glynn and Camden County 9-1-1 centers had received the BOLO and had given the information to their officers. We advised the Georgia centers of where the suspect's cell phone was currently plotting and they were able to have officers intercept the vehicle.

Below are the CAD comments added as we were on the phone with Camden County as the traffic stop was initiated:

18:36:59 12/05/2014 - SMITH,S H

BRUNSWICK COUNTY ADVISED VEHICLE IS STOPPED AND SUBJ IS REFUSING TO EXIT THE VEHICLE

18:38:55 12/05/2014 - SMITH,S H

VEHICLE IS NOW 10-43 SB ON OFF RAMP OF 95

18:59:36 12/05/2014 - AUMAN,T R

GLYNN COUNTY ADVISED THE SUBJECT HAS WRECKED WITH A CAMBEN COUNTY POLICE OFFICER...POLICE HAS HIM IN CUSTODY WITH A SELF-INFLICTED STAB WOUND TO THE CHEST

In the process of attempting the traffic stop the suspect fled from officers and eventually was involved in a wreck with a Camden County deputy. As stated above the suspect had a self-inflicted stab wound. The knife used is believed to be the murder weapon of the victim in Liberty, N.C.

A Camden County officer was injured in the wreck and transported to a local hospital. The suspect was taken into custody and transported to a trauma center just over the state line in Florida.

The suspect has since been extradited and is currently in Randolph County Jail charged with murder.

The telecommunicators on duty during this shift worked like a well-oiled machine. As their supervisor, I am so proud of the teamwork and effort that was put forth on that day. Of course the afternoon and evening turned extremely busy. With a total of six telecommunicators on duty and two of those basically working on this incident the other four picked up the pace taking extra 9-1-1 calls, getting radio traffic and administrative telephone lines.

Janet King, North Carolina APCO Region D ambassador is the Shift Lieutenant who normally works with this shift, she was off duty on vacation during this incident. Janet is extremely proud of the personnel on her shift for the teamwork displayed as well that led to the arrest of the suspect.

From the initial call to the time the suspect was in custody was approximately 5.5 hours. During that 5.5 hours the 9-1-1 center staff also took 221 administrative and 9-1-1 calls, dispatched 91 fire, EMS and law enforcement calls. These folks truly exemplified team work at its best.

Thank you for your consideration,

Major Sandy Smith
Randolph County Emergency Services



Presented to

Lane Richardson, Travis Auman,
Jamie Bailey, Dessaree Walter,
Traci Allred and Sandy Smith

of

Randolph County 9-1-1

For Outstanding Teamwork,
Professionalism and Commitment to Public
Safety

Thank You for Striving to Make North
Carolina's 911 System Excellent

April 24, 2015

Executive Director Report

Richard Taylor

d) Telecommunicator Recognition

2) Halifax County 911



Presented to

April Shaw, Erica Matthews, Amber Smith

Heather Pleasant, Sheena Brown

Judy Griffin and Jacyn McElwee

of

Halifax County E-911

For Outstanding Teamwork, Professionalism
and Commitment to Public Safety

Thank You for Striving to Make North
Carolina's 911 System Excellent

April 24, 2015

Update From Funding Committee

Jason Barbour

a) Funding Reconsiderations

(vote required for each)

- 1) Person County
- 2) Raleigh-Wake 911
- 3) Stanly County

Person County Emergency Services

911 Communications Division

301 Hill Street
Roxboro, NC 27573
336-597-0545

Wes Lail, Emergency Services Director

Brett Wrenn, Communications Manager

Funding Reconsideration for FY 2015-2016

1. The new funding model is based upon actual expenditures; please explain why you need additional expenses.

In November of 2014, the Person County 911 Emergency Communications Center was approved for a reconsideration for FY 2014-2015. This reconsideration permitted this center to move forward with much needed updates to our infrastructure and providing updates to our operations that has brought Next Generation Technology to Person County. Because of the reoccurring costs identified in the previous Reconsideration Cycle, Person County is applying for a Reconsideration to cover these additional costs.

The additional costs in our Funding Reconsideration are for the Telephone expenses associated with the Intrado A911 solution which have increased our Telephone expenses by \$10,071.87 with a monthly recurring cost. And an increase in Software Licensing for ProQA Paramount, this has increased the budget line for the Software by \$1,219.00 as a yearly increased costs.

2. If your request are based on capital expenditures for the next year, did you, or will you apply for a grant from the 911 board?

The costs associated with this Reconsideration cycle have already been identified in the previous reconsideration that was approved by the 911 Board for the funding year 2014-2015. Considering that these costs were reoccurring costs only, the application for a grant would not be justified considering our County's funding needs.

3. How will the additional funding improve your efficiency for delivering 911 services?

The additional funding will allow us to maintain our equipment and make much needed enhancements that allow for efficient services to the citizens and visitors to Person County. However, these enhancements will meet and exceed the 911 Boards mandate to move our County toward Next Generation Compliance. By maintaining these enhancements we will have access to a much more reliable system allowing a faster system to accept and process calls for service.

4. Are the increases based upon the expanded use of 911 funds?

No.

5. Explain in detail how the current fund balance will be used to offset increases in expenditures?

There are no plans to use our fund balance to cover expenditures because of the balance at the end of FY 2014-2015. We currently do not meet the recommended 20% fund balance needed for unpredicted emergencies.



Proudly Serving the Citizens of Person County, NC Since 1977

North Carolina 911 Board

PSAP Name:	Person County 911 Communications	Date:	2/18/2015
Contact Name:	Brett Wrenn, 911 Manager	Contact Phone:	336-330-2243
Contact Address:	216 W. Barden Street		
City:	Roxboro		
Zip:	27573		
Contact Email:	bwrenn@personcounty.net		

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. ***PLEASE SEE INSTRUCTIONS tab for further details All requests must be filed with the NC 911 Board no later than March 6, 2015. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.***

June 30, 2014 Emergency Telephone System Fund Balance: \$77,369.05

	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
Expenditure				
Phone Systems - Furniture				
9-1-1 trunk line charges				
Basic line charge only **One administrative line per call-taking position	3,882.06			
Interpretive Services	259.20			
Selective Routing and ALI provisioning	27,261.00		10,071.87	
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	252,609.52			
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$284,011.78	\$0.00	\$10,071.87	\$0.00

	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE				
CAD (modules that are part of the call-taking process only)				
GIS (to create and display the base map showing street centerlines and address, address point layer)				

Message switch software **must meet requirements noted in Approved Use of Funds list.				
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder				
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)				
Quality Assurance for Protocols				1,219.00
ALI Database software				
Software Licensing	169.00			
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE	35,794.00			
TOTAL	\$35,963.00	\$0.00	\$0.00	\$1,219.00

	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE				
CAD server				
GIS server				
911 Phone server				
Voice logging server				
Activity Monitor **must meet requirements				
Computer Workstations	24,689.47			
Time Synchronization				
UPS				
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations	455.78			
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Console **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.	10,731.00			
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				

Hardware MAINTENANCE	5,105.00			
TOTAL	\$40,981.25	\$0.00	\$0.00	\$0.00

Training Expenditures

TOTAL	\$1,976.06	\$0.00	\$0.00
--------------	-------------------	---------------	---------------

IMPLEMENTAL FUNCTIONS

Database Provisioning for 911	9,675.80		
Addressing for 911	46,843.20		
TOTAL	\$56,519.00	\$0.00	\$0.00

TOTAL Approved FY2014 Expenditures: **\$419,451.09**

To be completed by 911 Board Staff:

PROPOSED FY2016 FUNDING	\$416,687.00
FY2016 Anticipated Annual Expenditure	\$1,219.00
FY2016 Anticipated Monthly Recurring	\$120,862.44

Requested FY2016 Funding **\$538,768.44**

Notes for reconsideration:

Approved 20% carryforward \$83,716.00

Person Co. Letter breakdown:

Invoice (s) Total:	\$122,081.44
Less Person Co Fund balance	\$0.00
Total requested for funding reconsideration:	<u>\$122,081.44</u>

TABLE OF CONTENTS

Section 3

Pricing.....	3-1
3.1 Pricing Summary	3-1

PRICING

04202015 Per Brett Wrenn:

System install to be completed by late July-early August 2015. Person was supposed to go live by the end of May 2015 but they are having trouble with the carrier not giving the data so migration can be completed.

The managing of ANI/ALI should begin billing in September 2015 and full voice in January 2016.

3.1 PRICING SUMMARY

Person County One Time setup fee

Configuration Setup and Project Management	\$ 22,425.85
--	--------------

Person County Recurring Payment

Based on current wirelined telephone numbers	\$ 12,343.62
--	--------------

Total Customer Sale Price \$777.838 over 60 Months

The Contract Price in U.S. dollars is \$ 777,838 which will be payable over a 60 month term with an upfront payment of \$22,425.85 and a monthly combined recurring charge of \$12,343.62 for ALI Management service and Voice and Routing service. The monthly recurring charge of \$12,343.62 is based on a quantity of 23,000 wirelined telephone numbers (TN's). Should the quantity of wirelined TN's exceed 23,000, the monthly charge will be recalculated at a rate of \$.258 per TN.

During implementation, the monthly recurring charges will be invoiced in two phases. Phase one will begin upon activation of the ALI Management service; the associated monthly recurring charge is \$ 9,224.98. Phase two will begin upon activation of Voice and Routing services; the associated monthly recurring charge will increase to \$12,343.62. The 60 month terms will commence once all services are live. ALI Management services may be active for one or more months prior to all services going live. A change order will be used to amend the Contract Price to include any additional months of ALI Management service.

TEXT 2 911 PRICING OPTION SUMMARY

Person County One Time setup fee

Configuration Setup and Project Management	\$ 2,083.33
--	-------------

Person County Monthly Recurring Payment for 60 Months

Text 2 911	\$ 211.87
------------	-----------

1.3 Project Milestones and Schedule

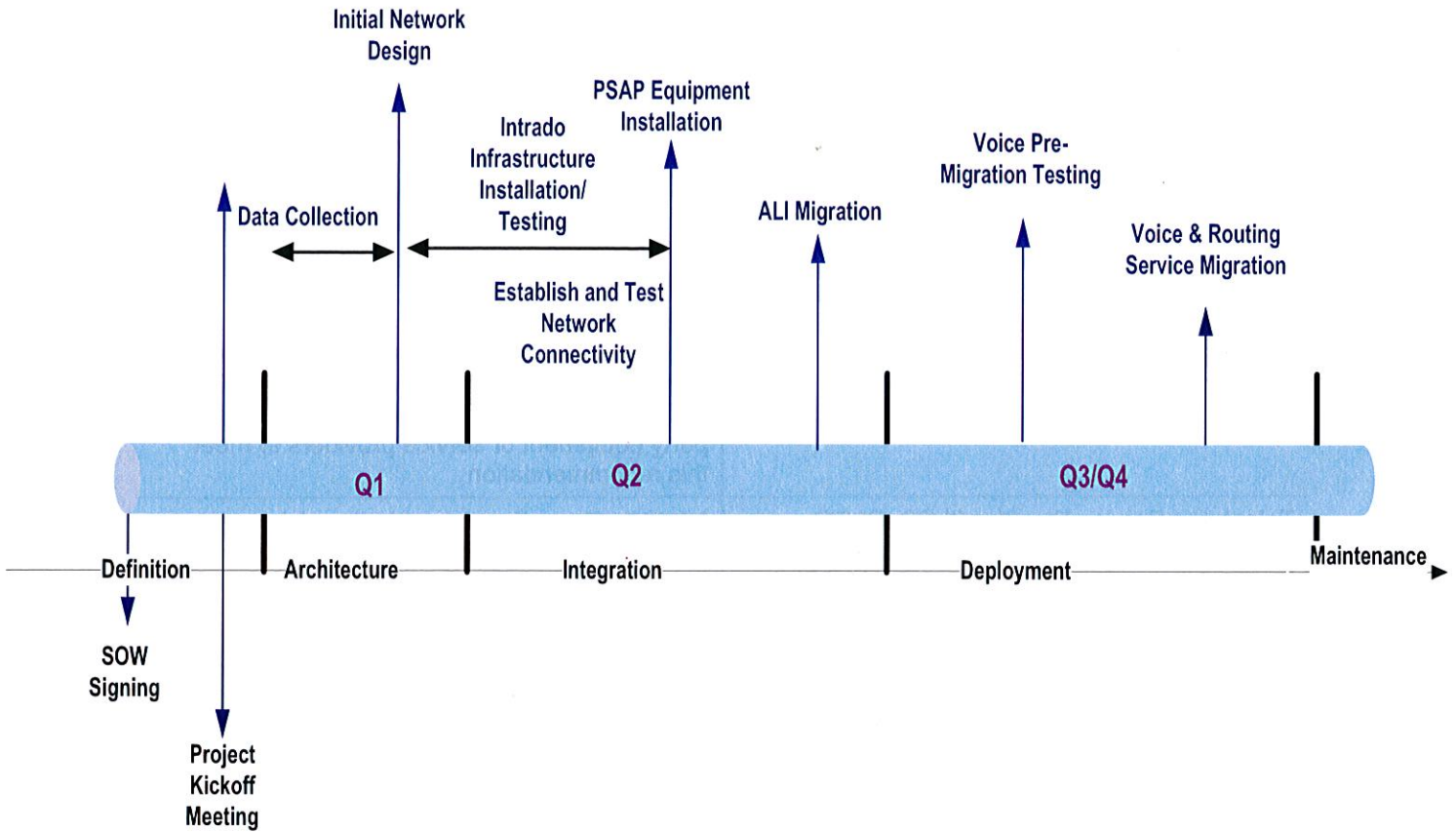


Figure 3: Milestone Chart

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Sales Quote #108496

by Dixon Brown

Date 12/30/2014

110 South Regent Street, Suite 500
Salt Lake City, UT 84111
(801) 363-9127 * (801) 363-9144 fax
(800) 363-9127 toll-free

Bill To: Person County 911
Attn: David Moore
216 West Barden Street
Roxboro, NC 27573

Ship To: Person County 911
Attn: David Moore
216 West Barden Street
Roxboro, NC 27573

For: Person County 911
Attn: David Moore
216 West Barden Street
Roxboro, NC 27573

Phone: 336-597-0500 Fax: 336-597-0598

Qty	Description	Unit Price	Extended Price
1	Annual Maintenance - Basic Package (ESP) for ProQA Software (Medical - Standard - North American English) License renewal, service and support	\$3,375.00	\$3,375.00
1	Annual Maintenance - Basic Package (ESP) for Cardsets (Medical - Standard - North American English) License renewal, service and support	\$325.00	\$325.00
1	Annual Maintenance - Basic Package (ESP) for AQUA Software (North American English) License renewal, service and support	\$405.00	\$405.00
1	Annual Maintenance 8/29/15 - 8/29/16	\$0.00	\$0.00
		Sub-Total:	\$4,105.00
		Tax:	\$0.00
		Shipping & Handling:	\$0.00
		Total:	\$4,105.00

This quote is valid for 120 days from date of issue. Unless otherwise agreed to in writing, all prices quoted are exclusive of any applicable sales, use, withholding and other taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. Payment terms are Net 30 unless otherwise noted.

Seller will use reasonable efforts to deliver products on time, but will not be liable for any expenses or damages incurred as a result of late delivery or for circumstances beyond Seller's reasonable control. Shipments are made F.O.B. origin, which is Salt Lake City, UT, USA. All insurance expenses and risk of loss are assumed by Buyer.

Purchasing or signing below acknowledges your agreement to the terms above and to the "break the seal" or "click to accept" license agreement associated with the licensed product(s). The license agreement is included with the licensed product(s) and you will have the opportunity to read it before opening or installing. If unacceptable, you may return the licensed product(s) within 10 days of receipt for a refund, less any applicable restocking fees and original shipping charges.

Sign here X _____ Date _____

Payment Method: (Check enclosed, or...)

[] Purchase Order # _____

[] VISA/MasterCard/AMEX # _____

Expiration: _____

"To lead the creation of meaningful change in public safety and health."

Tapler, Marsha

Subject: FW: ***RE: FW: Person County Reconsideration

Marsha

*Marsha Tapler
Financial Analyst
North Carolina 911 Board
NC Information Technology Services
919.754.6344 office
marsha.tapler@nc.gov
www.nc911.nc.gov*

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

From: Brett Wrenn [mailto:bwrenn@personcounty.net]
Sent: Monday, April 20, 2015 10:49 AM
To: Tapler, Marsha
Subject: RE: ***RE: FW: Person County Reconsideration

Marsha,

I am working on obtaining a bill time line from Intrado now. But with the limited time to fulfil your request, I will likely not receive the information within time for tomorrow meeting. By what we have been *told* by Intrado billing for ANI/ALI services will begin September, with full billing for A911 services beginning in January. These are best guess estimates, as the project timeline has a number of factors that could affect its timing.

Sorry I could not provide more detailed clarification.

Thank you,

Brett Wrenn

bwrenn@personcounty.net

**Person County Emergency Services
911 Communications Manager**

216 W. Barden Street
Roxboro, NC 27573
336-330-2243 (office)



From: Tapler, Marsha [<mailto:marsha.tapler@nc.gov>]

Sent: Saturday, April 18, 2015 4:38 PM

To: Brett Wrenn

Subject: ***RE: FW: Person County Reconsideration

Importance: High

Brett,

I apologize for not getting back to you sooner but it has been hectic with the auditor being here and completing other financial deadlines.

Regarding information needed, the Committee is concerned with the expense not actually occurring until the end of next fiscal year so is this something that could be requested for the FY2017 reconsiderations. If Q1 is just nearing completion, then Q2 would be August, Q3 December and Q4 April would bring us to only possibly 3 to 4 months billing since, I believe billing should start upon completion of the install. If the quarters are not actually true measure of quarters, then what schedule is being followed? Do you have a time line in which billing will commence?

The Funding Committee meets Tuesday so if you could let me know early Monday, I'd appreciate it.

Thank you for assisting!

Sincerely,

Marsha

Marsha Tapler

Financial Analyst

North Carolina 911 Board

NC Information Technology Services

919.754.6344 office

marsha.tapler@nc.gov

www.nc911.nc.gov

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

From: Brett Wrenn [<mailto:bwrenn@personcounty.net>]

Sent: Tuesday, April 14, 2015 10:34 AM

To: Tapler, Marsha

Subject: RE: FW: Person County Reconsideration

Marsha,

Attached is the schedule presented by Intrado during our kickoff meeting held first of January. Q1 is nearing completion. Hopefully this will help with questions. We have a conference call schedule with them Thursday, so if you can provide any further question that I can bring before them I will be happy to do so.

Thank you,

Brett Wrenn

bwrenn@personcounty.net

Person County Emergency Services

911 Communications Manager



216 W. Barden Street

Roxboro, NC 27573

336-330-2243 (office)

From: Tapler, Marsha [<mailto:marsha.tapler@nc.gov>]

Sent: Monday, April 13, 2015 4:47 PM

To: Brett Wrenn

Subject: RE: FW: Person County Reconsideration

Thank you for the information. Since the Funding Committee meets next week, I can wait a few more days for the answer from Intrado.

Again, thank you.

Marsha

Marsha Tapler

Financial Analyst

North Carolina 911 Board

NC Information Technology Services

919.754.6344 office

marsha.tapler@nc.gov

www.nc911.nc.gov

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

From: Brett Wrenn [<mailto:bwrenn@personcounty.net>]

Sent: Monday, April 13, 2015 4:03 PM

To: Tapler, Marsha

Subject: FW: FW: Person County Reconsideration

Marsha,

Please see the response from my Technology Specialist below. He has reached out to Intrado for a more certain date. I will pass that along as soon as we hear back. The date has been a moving target.

Brett Wrenn

bwrenn@personcounty.net

Person County Emergency Services

911 Communications Manager



216 W. Barden Street
Roxboro, NC 27573
336-330-2243 (office)

From: David Moore

Sent: Sunday, April 12, 2015 7:50 PM

To: Brett Wrenn

Subject: RE: FW: Person County Reconsideration

Early estimates from intrado where showing a September installation. But I would have to confirm that with Intrado.

David Moore
Person County 911
Technology Specialist
216 W Barden Street
Roxboro, NC 27573
O: 336-330-2248

----- Original message -----

From: Brett Wrenn

Date: 04/12/2015 19:46 (GMT-05:00)

To: David Moore

Subject: Fwd: FW: Person County Reconsideration

Brett Wrenn
Person County Emergency Services
911 Communications Manager

Sent from my iPhone

From: Tapler, Marsha <marsha.tapler@nc.gov>

Sent: Sunday, April 12, 2015 11:19 AM

Subject: FW: Person County Reconsideration

To: Brett Wrenn <bwrenn@personcounty.net>

Hello Brett,

The Funding Committee tabled the reconsideration because they needed an additional questions answered. Have you gone live at this time? If not, what date will the system be up and running?

Thank you,

Marsha

*Marsha Tapler
Financial Analyst*

North Carolina 911 Board
NC Information Technology Services
[919.754.6344](tel:919.754.6344) office
marsha.tapler@nc.gov
www.nc911.nc.gov

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

From: Brett Wrenn [<mailto:bwrenn@personcounty.net>]
Sent: Monday, April 06, 2015 8:49 AM
To: Taylor, Richard; Tapler, Marsha
Subject: RE: Person County Reconsideration

Thanks Richard.

Brett Wrenn

bwrenn@personcounty.net

Person County Emergency Services
911 Communications Manager



[216 W. Barden Street](http://216.W.BardenStreet.com)
[Roxboro, NC 27573](http://Roxboro.NC.27573.com)
[336-330-2243](tel:336-330-2243) (office)

From: Taylor, Richard [<mailto:richard.taylor@nc.gov>]
Sent: Friday, April 03, 2015 9:28 AM
To: Brett Wrenn; Tapler, Marsha
Subject: RE: Person County Reconsideration

Today's a Holiday Brett and Marsha's off so I really can't say but I know that she has been working on several to have ready for the April Board meeting.

Richard

NOTE NEW TELEPHONE NUMBER

[919-754-6624](tel:919-754-6624)

From: Brett Wrenn [<mailto:bwrenn@personcounty.net>]
Sent: Friday, April 03, 2015 9:21 AM
To: Taylor, Richard; Tapler, Marsha
Subject: Person County Reconsideration

Good morning,

I am following up on the reconsideration submitting by Person County. Could you provide an update to the status?

Thank you,

Brett Wrenn
Person County Emergency Services
911 Communications Manager

Sent from my iPhone

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

Email correspondence to and from this sender is subject to the N.C. Public Records Law and may be disclosed to third parties.

North Carolina 911 Board

PSAP Name: Raleigh-Wake
 Contact Name: Catherine Clark
 Contact Address: 222 W. Hargett St.
 City: Raleigh
 Zip: 27601
 Contact Email: catherine.clark@raleighnc.gov

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. *PLEASE SEE INSTRUCTIONS tab for further details*** All requests must be filed with the NC 911 Board no later than March 6, 2015. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-**

June 30, 2014 Emergency Telephone System Fund Balance: \$ 1,976,274.40

Expenditure	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
Phone Systems - Furniture				
9-1-1 trunk line charges	313,467.28	99,000.00	40,624.97	
Basic line charge only **One administrative line per call-taking position			715.00	
Interpretive Services	78,375.14			
Selective Routing and ALI provisioning	685,505.56			
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.			216.00	
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	184,373.01	235,396.00		
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment	7,973.66			
TOTAL	\$1,269,694.65	\$334,396.00	\$41,555.97	\$0.00

SOFTWARE	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
CAD (modules that are part of the call-taking process only)	284,052.10	\$0.00		
GIS (to create and display the base map showing street centerlines and address, address point layer)	68,885.69			0.00
Message switch software **must meet requirements noted in Approved Use of Funds list.	7,456.20			
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder	69,572.50			
MIS for 9-1-1 phone system	14,142.00			
Time Synchronization	11,580.76			
Dispatch Protocols (Law, Fire, Medical)	76,477.20			
Quality Assurance for Protocols	13,540.00			
ALI Database software	15,420.95			
Software Licensing	23,161.53	0.00		

Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)	22,572.46			
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)	22,572.46			
Automated digital voice dispatching software	7,071.00			
Software MAINTENANCE			0.00	
TOTAL	\$636,504.85	\$0.00	\$0.00	\$0.00

	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE				
CAD server		0.00		0.00
GIS server	28,339.45			
911 Phone server	15,925.53			
Voice logging server	35,621.75			
Activity Monitor **must meet requirements				
Computer Workstations	31,213.17	0.00		
Time Synchronization	4,484.20			
UPS Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)	15,925.50			
Radio Console Dispatch Workstations			4,548.56	
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems	9,718.57			
Mobile Message Switch	18,899.50			
Paging Interface With Computer Aided Dispatch (CAD) system	9,310.44		1,669.00	
Alpha / Numeric Pager Tone Generator	3,242.80			
Radio Console **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
Hardware MAINTENANCE				
TOTAL	\$172,680.91	\$0.00	\$6,217.56	\$0.00

Training Expenditures	TOTAL	\$9,073.70	\$0.00	\$0.00
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IMPLEMENTAL FUNCTIONS			
Database Provisioning for 911			
Addressing for 911			13,222.00
TOTAL	\$0.00	\$0.00	\$13,222.00

Approve Expenditures FY2014 \$2,087,954.11

To be completed by 911 Board Staff:	
PROPOSED FY2016 FUNDING	\$2,060,751.00
FY2016 Anticipated Capital Expenditures	\$334,396.00
FY2016 Anticipated Monthly Recurring	\$731,946.36
RWEC - Applied Fund Balance	-\$266,000.00
Requested FY2016 Funding	\$2,861,093.36

Approved 20% carryforward

\$426,748

Raleigh Wake Emergency Communications
Justification for FY2016 PSAP Distribution Reconsideration Request

1. The new funding model is based upon actual expenses: please explain why do you need additional expenses?

The Raleigh-Wake PSAP seeks additional funding to (a) cover existing expenses as reported to the 911 Board in the annual report, (b) provide for existing expenses which are eligible but not previously claimed, and (c) support new expenses coming in FY16.

Continue FY15 Funding Level - \$26,248.11

In the most recent annual report submitted to the 911 Board for the year ending June 30, 2014, the Raleigh-Wake PSAP claimed \$2,087,954.11 in eligible expenses. Based on the rolling five-year average, the funding level proposed for the PSAP for FY16 is \$2,061,706.00 which will not cover current expenses. RWECC's FY16 proposed budget for Emergency Telephone funds is \$2,359,861.

Provide for existing expenses which are eligible but not previously claimed - \$334,074.26

At the April 17, 2014 meeting of the 911 Board Finance Committee, Chair Jason Barbour stated that PSAPs should submit requests for funding reconsiderations for all eligible costs. Currently Raleigh-Wake PSAP members pay 911 eligible expenses related to CAD, 800 MHz radio and GIS from their general funds. Evidence of these expenses is provided in the documentation supporting this request.

New expenses coming in FY16 - \$5,994,708.49

In FY16, the Raleigh-Wake PSAP will see two major changes: a new PSAP facility and the purchase of a replacement CAD system. The new \$71M facility, of which over half of the square footage will serve PSAP operations, is being funded by the city of Raleigh. Emergency Telephone System funds of \$881,695.49 are requested for a small portion of one-time costs and associated monthly and annual operating costs. Also, the majority of the PSAP's 911 fund balance will be used toward eligible expenses for the new facility.

The request for funding for a CAD system was predicated on Motorola's announcement that it will end vendor support of our current Printrak CAD on August 31, 2018. The CAD was originally installed in 2003, and due to the significant technological changes in the past 12 years, can be deemed end of life. At the PSAP's expense, Raleigh-Wake has hired a consulting firm, RCC Consultants, to assist us in selecting the best system to meet the needs of the agencies dispatched as well as negotiate the most favorable price and ensure a successful implementation. The work with RCC Consultants is underway and a project timeline is provided in the documentation supporting this request for \$5,113,013.00.

2. If your requests are based upon capital expenditures for the next year, have you considered a grant from the 911 Board for the program?

It has been suggested by 911 Board staff to submit these requests through the reconsideration process given that the associated projects are underway.

3. Please explain how the additional funding will improve your efficiency for delivering 911 services.

The combination of an IP enabled/i3 ready **Viper** and AT&T **ESINet** allows 911 calls to be delivered and processed faster than legacy analog technology. By utilizing Voice-over-IP (VoIP) technology to deliver next-generation emergency call-handling services, the Viper call handling provides scalability and flexibility to meet the operational needs of the PSAP. Viper call handling provides greater control and flexibility for all types of calls and is an IP-based, i3-ready platform providing modular architecture, which allows components to be distributed for maximum efficiency. Intrado Power 911, VIPER's graphical user interface, gives call takers the ability to choose and change GUI characteristics for individual preferences to improve call answer time and processing. A 911 "call" will take very different forms in the future; as the standards are developed and approved, an ESINet will be able to receive, process and store text, pictures, videos and future technologies from citizens. ESINet allows call takers to service the deaf and hard of hearing faster and with improved communications by the use of SMS to 911.

4. Please explain in detail how the current fund balance will be used to offset increases in expenses.

As of June 30, 2014, the Raleigh-Wake PSAP fund balance was \$1,976,274.40. The following encumbrances have been made against the fund balance:

- ~~\$1,240,837.65~~ for console furniture for the new PSAP facility \$867,372.00
- \$415,333.75 for recording logger upgrade to be compatible with new technologies such as P25, text to 911, etc.

Documentation of these expenses is provided on the following pages.

These expenditures bring the available fund balance to \$268,082.81. Should the NC 911 Board desire, it could be applied against the requested one-time allocation.

Quotation



8189 Byron Road Whittier, CA 90606
 Tel: 800.350.3445 Fax: 562.698.8972
 www.russbassett.com

PROJECT #: DC-10978-01	Option: 2
REVISION: A	
PROJECT NAME: Communications Center	

QUOTE DATE: 10/23/2014	DESIENCE SALES EXECUTIVE: Shannon Piwinski
EXPIRATION DATE: 1/21/2015	ADDRESS: 248 Sandstone Ridge Way Berea, OH 44017
Customer: Raleigh Wake Emergency Communications	PHONE: (216) 701-0430
CONTACT: Barry Furey	EMAIL: spiwinski@russbassett.com
ADDRESS: 222 West Hargett Raleigh, NC 27601	PROJECT MANAGER: Van Holster
PHONE: (919) 996-3530	PHONE: (562) 945-2445 xt 3337
FAX: (919) 996-7615	FAX: (562) 698-8972
EMAIL: barry.furey@raleighnc.gov	EMAIL: vholster@russbassett.com

10450

QTY	PART NUMBER	DESCRIPTION	CONSOLE PRICE
AREA: 1		ECC Communications Center (OPT 11 REV A)	AREA 1 TOTAL: \$ 799,935.40
CONSOLE # 1		Law Enforcement Dispatch	CONSOLE 1 TOTAL: \$ 259,034.60
16	DSS-371-LC	Large Corner Workstation-Sit-stand -12"H Slatwall	
32	DSS-FD-LG-V	Vented Front Door For Large Sit-Stand	
32	DSS-SO-24-L	24"D Slide Out Shelf for Large Sit-Stand	
16	DSS-PES-A/H	Personal Environment System, Air/Heat	
16	DES-CO-2P4D-LH	2 Power/4 Data Convenience Outlet, LH	
16	DES-CO-2P3DS-RH	2 Power/3 Data/1 Switch Convenience Outlet, RH	
128	DAC-MA-01-SW-S	Fully Articulating Monitor Arm - Weight Range 7-22 lbs	
64	DAC-HUBEXT5-S	Monitor Arm 5" Vertical Slatwall Hub Extension	
16	DSS-PS-LG	Privacy Screen for Large Sit-Stand	
16	DAC-LED-GSNK-SW	Dimmable LED Gooseneck Task Light - Slatwall	
16	DSS-SL3-RGB	Slatwall mounted Status Indicator Light - Red, Green, Blue	
16	DES-SL-PIN	Status Indicator Light Position Identification Number	
16	DAC-91042	Status Indicator Light Wiring Harnes, 12V Power Supply, Desktop Switch	
12	DSS-371E-18	37Dx18W Extension - 1X Slatwall	
6	DSS-371E-60	37Dx60W Extension - 1X Slatwall	
4	DSS-371E-RVW-45	45 Degree Reverse Wedge Extension-1X Slatwall	
6	DSS-91180-LS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
6	DSS-91180-RS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
12	DSS-PEDE-BBF-18	18"W Box/Box/File Pedestal, DSS Extension	
6	DSS-BNDE-EXT-24	24" Wide Binder Shelf Extension for DSS Extension	
4	DSS-37E-EPL	Left End Panel for DSS Extension - 37"D	
4	DSS-37E-EPR	Right End Panel for DSS Extension - 37"D	
36	DES-SW-EP	End Panel for Slatwall	
16	DSS-90955	Ergonomic Footrest	
6	DES-PMK	Large Screen Display Mounting Kit	
6	DES-BGK-60	Brushed Grommet Kit for 60" Wide Console	
6	DAC-SW-SANSTN	Slatwall Sanitation Station	

Quotation

PROJECT #:	DC-10978-01	Option: 2
REVISION:	A	
PROJECT NAME:	Communications Center	



8189 Byron Road Whittier, CA 90606
 Tel: 800.350.3445 Fax: 562.698.8972
 www.russbassett.com

QTY	PART NUMBER	DESCRIPTION	CONSOLE PRICE
CONSOLE # 2		Fire/EMS Dispatch	CONSOLE 2 TOTAL: \$ 204,831.00
12	DSS-371-LC	Large Corner Workstation-Sit-stand -12"H Slatwall	
24	DSS-FD-LG-V	Vented Front Door For Large Sit-Stand	
24	DSS-SO-24-L	24"D Slide Out Shelf for Large Sit-Stand	
12	DSS-PES-A/H	Personal Environment System, Air/Heat	
12	DES-CO-2P4D-LH	2 Power/4 Data Convenience Outlet, LH	
12	DES-CO-2P3DS-RH	2 Power/3 Data/1 Switch Convenience Outlet, RH	
96	DAC-MA-01-SW-S	Fully Articulating Monitor Arm - Weight Range 7-22 lbs	
48	DAC-HUBEXT5-S	Monitor Arm 5" Vertical Slatwall Hub Extension	
12	DSS-PS-LG	Privacy Screen for Large Sit-Stand	
12	DAC-LED-GSNK-SW	Dimmable LED Gooseneck Task Light - Slatwall	
12	DSS-SL3-RGB	Slatwall mounted Status Indicator Light - Red, Green, Blue	
12	DES-SL-PIN	Status Indicator Light Position Identification Number	
12	DAC-91042	Status Indicator Light Wiring Harness, 12V Power Supply, Desktop Switch	
12	DSS-371E-18	37Dx18W Extension - 1X Slatwall	
6	DSS-371E-60	37Dx60W Extension - 1X Slatwall	
6	DSS-91180-LS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
6	DSS-91180-RS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
12	DSS-PEDE-BBF-18	18"W Box/Box/File Pedestal, DSS Extension	
6	DSS-BNDE-EXT-24	24" Wide Binder Shelf Extension for DSS Extension	
6	DSS-37E-EPL	Left End Panel for DSS Extension - 37"D	
6	DSS-37E-EPR	Right End Panel for DSS Extension - 37"D	
36	DES-SW-EP	End Panel for Slatwall	
12	DSS-90955	Ergonomic Footrest	
6	DES-PMK	Large Screen Display Mounting Kit	
6	DES-BGK-60	Brushed Grommet Kit for 60" Wide Console	
6	DAC-SW-SANSTN	Slatwall Sanitation Station	

Quotation

PROJECT #:	DC-10978-01	Option: 2
REVISION:	A	
PROJECT NAME:	Communications Center	



8189 Byron Road Whittier, CA 90606
 Tel: 800.350.3445 Fax: 562.698.8972
 www.russbassett.com

QTY	PART NUMBER	DESCRIPTION	CONSOLE PRICE
CONSOLE # 4		Call Takers	CONSOLE 4 TOTAL: \$ 268,633.20
16	DSS-371-LC	Large Corner Workstation-Sit-stand -12"H Slatwall	
32	DSS-FD-LG-V	Vented Front Door For Large Sit-Stand	
32	DSS-SO-24-L	24"D Slide Out Shelf for Large Sit-Stand	
16	DSS-PES-A/H	Personal Environment System, Air/Heat	
16	DES-CO-2P4D-LH	2 Power/4 Data Convenience Outlet, LH	
16	DES-CO-2P3DS-RH	2 Power/3 Data/1 Switch Convenience Outlet, RH	
128	DAC-MA-01-SW-S	Fully Articulating Monitor Arm - Weight Range 7-22 lbs	
64	DAC-HUBEXT5-S	Monitor Arm 5" Vertical Slatwall Hub Extension	
16	DSS-PS-LG	Privacy Screen for Large Sit-Stand	
16	DAC-LED-GSNK-SW	Dimmable LED Gooseneck Task Light - Slatwall	
16	DSS-SL3-RGB	Slatwall mounted Status Indicator Light - Red, Green, Blue	
16	DES-SL-PIN	Status Indicator Light Position Identification Number	
16	DAC-91042	Status Indicator Light Wiring Harness, 12V Power Supply, Desktop Switch	
16	DSS-371E-18	37Dx18W Extension - 1X Slatwall	
8	DSS-371E-36	37Dx36W Extension - 1X Slatwall	
8	DSS-91180-LS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
8	DSS-91180-RS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
16	DSS-PEDE-BBF-18	18"W Box/Box/File Pedestal, DSS Extension	
8	DSS-37E-EPL	Left End Panel for DSS Extension - 37"D	
8	DSS-37E-EPR	Right End Panel for DSS Extension - 37"D	
48	DES-SW-EP	End Panel for Slatwall	
16	DSS-90955	Ergonomic Footrest	
8	DES-PMK	Large Screen Display Mounting Kit	
8	DES-BGK-36	Brushed Grommet Kit for 36" Wide Console	
8	DAC-SW-SANSTN	Slatwall Sanitation Station	

Quotation

PROJECT #:	DC-10978-01	Option: 2
REVISION:	A	
PROJECT NAME:	Communications Center	



8189 Byron Road Whittier, CA 90606
 Tel: 800.350.3445 Fax: 562.698.8972
 www.russbassett.com

QTY	PART NUMBER	DESCRIPTION	CONSOLE PRICE
CONSOLE #	5	Supervisors	CONSOLE 5 TOTAL: \$ 67,436.60
4	DSS-371-LC	Large Corner Workstation-Sit-stand -12"H Slatwall	
8	DSS-FD-LG-V	Vented Front Door For Large Sit-Stand	
4	DSS-SO-24-L	24"D Slide Out Shelf for Large Sit-Stand	
4	DSS-PES-A/H	Personal Environment System, Air/Heat	
4	DES-CO-2P4D-LH	2 Power/4 Data Convenience Outlet, LH	
4	DES-CO-2P3DS-RH	2 Power/3 Data/1 Switch Convenience Outlet, RH	
32	DAC-MA-01-SW-S	Fully Articulating Monitor Arm - Weight Range 7-22 lbs	
16	DAC-HUBEXT5-S	Monitor Arm 5" Vertical Slatwall Hub Extension	
4	DSS-PS-LG	Privacy Screen for Large Sit-Stand	
4	DAC-LED-GSNK-SW	Dimmable LED Gooseneck Task Light - Slatwall	
4	DSS-SL3-RGB	Slatwall mounted Status Indicator Light - Red, Green, Blue	
4	DES-SL-PIN	Status Indicator Light Position Identification Number	
4	DAC-91042	Status Indicator Light Wiring Harness, 12V Power Supply, Desktop Switch	
4	DSS-371E-18	37Dx18W Extension - 1X Slatwall	
2	DSS-371E-60	37Dx60W Extension - 1X Slatwall	
2	DSS-91180-LS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
2	DSS-91180-RS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
4	DSS-PEDE-BBF-18	18"W Box/Box/File Pedestal, DSS Extension	
2	DSS-BNDE-EXT-24	24" Wide Binder Shelf Extension for DSS Extension	
2	DSS-37E-EPL	Left End Panel for DSS Extension - 37"D	
2	DSS-37E-EPR	Right End Panel for DSS Extension - 37"D	
12	DES-SW-EP	End Panel for Slatwall	
4	DSS-90955	Ergonomic Footrest	
2	DES-PMK	Large Screen Display Mounting Kit	
2	DES-BGK-60	Brushed Grommet Kit for 60" Wide Console	
2	DAC-SW-SANSTN	Slatwall Sanitation Station	

Quotation

PROJECT #: DC-10978-01	Option: 2
REVISION: A	
PROJECT NAME: Communications Center	



8189 Byron Road Whittier, CA 90606
 Tel: 800.350.3445 Fax: 562.698.8972
 www.russbassett.com

QTY	PART NUMBER	DESCRIPTION	CONSOLE PRICE
AREA: 2		ECC Training (OPT 11 REV A)	AREA 2 TOTAL: \$ 203,002.25
CONSOLE # 6		Live Training	CONSOLE 6 TOTAL: \$ 203,002.25
13	DSS-371-LC	Large Corner Workstation-Sit-stand -12"H Slatwall	
26	DSS-FD-LG-V	Vented Front Door For Large Sit-Stand	
26	DSS-SO-24-L	24"D Slide Out Shelf for Large Sit-Stand	
13	DSS-PES-A/H	Personal Environment System, Air/Heat	
13	DES-CO-2P4D-LH	2 Power/4 Data Convenience Outlet, LH	
13	DES-CO-2P3DS-RH	2 Power/3 Data/1 Switch Convenience Outlet, RH	
104	DAC-MA-01-SW-S	Fully Articulating Monitor Arm - Weight Range 7-22 lbs	
52	DAC-HUBEXT5-S	Monitor Arm 5" Vertical Slatwall Hub Extension	
13	DSS-PS-LG	Privacy Screen for Large Sit-Stand	
13	DAC-LED-GSNK-SW	Dimmable LED Gooseneck Task Light - Slatwall	
13	DSS-SL3-RGB	Slatwall mounted Status Indicator Light - Red, Green, Blue	
13	DES-SL-PIN	Status Indicator Light Position Identification Number	
13	DAC-91042	Status Indicator Light Wiring Harnes, 12V Power Supply, Desktop Switch	
13	DSS-371E-18	37Dx18W Extension - 1X Slatwall	
1	DSS-371E-36	37Dx36W Extension - 1X Slatwall	
6	DSS-91180-LS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
7	DSS-91180-RS	Personal Storage Pedestal, Card Set Drawer, Box Drawer, Personal Storage	
2	DSS-PEDE-BBF-18	18"W Box/Box/File Pedestal, DSS Extension	
6	DSS-EPL	End Panel for Sit-Stand Left	
5	DSS-EPR	End Panel for Sit-Stand Right	
7	DSS-37E-EPL	Left End Panel for DSS Extension - 37"D	
6	DSS-37E-EPR	Right End Panel for DSS Extension - 37"D	
28	DES-SW-EP	End Panel for Slatwall	
13	DSS-90955	Ergonomic Footrest	
12	DAC-SW-SANSTN	Slatwall Sanitation Station	

Quotation



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PROJECT #: DC-10978-01	Option: 2
REVISION: A	
PROJECT NAME: Communications Center	

Drawings

Any drawing submitted to the Client under this Quotation must be signed-off as "approved for manufacture" and returned with applicable purchase order. Drawing REVISION level must match Quote REVISION level.

Delivery & Installation

A signed, completed delivery and installation checklist and purchase order is required to prevent any issues at time of delivery and installation. Any unique requirements encountered at time of delivery and installation not covered on the installation checklist will be invoiced at cost in addition to the charges quoted herein.

Russ Bassett ships your products using our "Safe Ship" program. The program simply states that we guarantee your products will arrive damage free anywhere in the 48 contiguous United States. If damage should occur, notify customer service and Russ Bassett will rush a replacement part or unit and pick up the damaged product.

Due to the custom nature of our products, Russ Bassett recommends using only Certified Russ Bassett Installers.

Purchase Order

Send to: Russ Bassett Corporation
Attn: Customer Service
8189 Byron Road
Whittier, CA 90606

Fax to: (562) 447-2229

Purchase orders must include the following information to process with Russ Bassett:
Sold to, Ship to, Order Date, Requested Delivery/Install Date, PO Number, Quantity, Full Model Numbers & Total.

All purchase orders must also accompany the following documents to be considered a complete order:
Signed drawing noting console and work surface colors and/or cabinet color, signed quotation, & installation checklist.

Quote is Valid for 90 days from date of issue; and, may only be extended in writing by Russ Bassett.

Payment Terms

Standard payment terms subject to approved credit.

- 20% Progress Payment Due with Purchase Order
- 20% Net 30 Upon Product Shipment
- 50% Net 30 Upon Product Delivery
- 10% Net 30 After Installation Signoff

Quotation

PROJECT #: DC-10978-01	Option: 2
REVISION: A	
PROJECT NAME: Communications Center	



8189 Byron Road Whittier, CA 90606
Tel: 800.350.3445 Fax: 562.698.8972
www.russbassett.com

Lead-time

For the products covered under this proposal is twelve (12) to fourteen (14) weeks AAO (After Acceptance of Order).

Incomplete Purchase Orders may delay the ship date; actual date will be confirmed on written Order Acknowledgement.

Warranty

Russ Bassett Corporation warrants to the original customer that all Desience manufactured products as quoted or proposed will be free from defects in materials and workmanship for the following warranty period:

1. Limited Lifetime Warranty for Russ Bassett Corporation manufactured Desience products.
2. Limited Term Warranty for all Russ Bassett Corporation non-manufactured products or components that are added or integrated into a Russ Bassett Corporation manufactured product shall be warranted as outlined in the original manufacturer's warranty.

If a Performance Bond is required for this project, the warranty covered by the Performance Bond is limited as follows: 'Notwithstanding anything stated in the contract, purchase order, or specifications, the bond only covers a 1 year parts and labor warranty. Any additional warranty will not be the responsibility of the Surety and will be the sole responsibility of Russ Bassett'.

Cancellation Policy

Any cancellation requests must be submitted in writing and approved by an officer of Russ Bassett. Upon acceptance of canceled order, a cancellation charge of 25% of the contract amount will be incurred over and above the cost of materials produced or in production, labor or other services performed, freight, taxes and any other out of pocket expenses also incurred by Russ Bassett.

Acceptance Signature

Authorized Signature

Print Name of Authorized Signature

Print Title

Print Company Name

P.O. Number

Date of Authorization



Public Safety - Inform 7.0

Generated By NICE Proposal Designer

Opportunity Name: Raleigh-Wake
Customer Name:
Contact Name:
Solution Engineer: Graeme Bungay
Description:

Opportunity Number:
Quote number: S-003183-v3
Date: 7-Oct-14
Valid Until: 31-Dec-14

inform Professional Upgrade
 Upgrade from NiceLog & Inform 4.1 to a new Inform Professional solution.
 The NiceLogs at the Hargett and Barwell sites are replaced with new NRX loggers. The Inform solution is upgraded from version 4.1 to version 7.0.
 At the **Hargett site** the NRX Loggers are a parallel pair, configured with **93 analog channels**. All channels in each logger can be triggered via an external contact pair. All analog resources will need to be presented on a punch-block within 30' (cable length) of the rear of the loggers.
 The resources to be recorded are:
 17 CAMA Trunks
 33 Admin Phones
 25 Phone Positions
 18 Radio Dispatch Consoles (Select Audio).
 All other trunked and conventional radio audio will continue to be recorded on the NiceLog until the new P25 IP Radio Loggers are deployed.
 The capture of Text Messaging is included, with support for up to 25 positions capable of receiving/sending text messaging. Raleigh-Wake is responsible for notifying NICE the final text message provider, prior to NICE integrating the text message interface.

The Inform Server is upgraded with a new **Customer-Supplied** server and the software is upgraded from 4.1 to 7.0. The current user licensing remains the same (10 x Reconstruction, 8 x Organizer and 50 x Verify).

At the Barwell site, the NiceLog is replaced with a new NRX Logger, configured with **68 analog channels and 21 VoIP channels**. All analog channels can be triggered via an external contact pair. All analog resources will need to be presented on a punch-block within 30' (cable length) of the rear of the loggers.
 The resources to be recorded are:
 17 CAMA Trunks
 33 Admin Phones
 21 Phone positions
 18 Radio Positions.
 The logger is equipped with 21 VoIP Channels for future use.

The VoIP phones will be recorded via a SPAN port on a network switch. It is assumed all recorded phones will be available via one SPAN port, although up to 3 SPAN ports can be connected to the server's NICs..

The Inform resilient Server is replaced with a new **Customer-Supplied** server and the system maintains its connection to the primary Inform system at Hargett.

The Inform Solution is licensed to accommodate the NiceLog channels that are currently being used to record radio traffic as well as the legacy NiceLog channels (\$0 cost) with the legacy system remaining on line for the duration of the retention policy, after which, the legacy system can be decommissioned.

The NRX loggers at both sites are configured with RDX drives for off-line archiving, if desired, or the audio files can be routed to a customer-supplied networked storage system via a standard Microsoft network share path
Future Site
 This quotation includes a NRX Server configured with **175 VoIP Channels** to accommodate the change to VoIP infrastructure at the Future Site.

When that site is ready, NICE will revisit the RWECC system to deploy the NRX VoIP Logger and to commission the Analog Logger at the new site, removed from the Hargett site by RWECC personnel and re-installed at the Future Site to accommodate any analog recording at the new site.

RWECC will be responsible for any physical moving of servers from one site to the other, and for preparing the servers in the racks (including power and networking connections, and connecting input cables to blocks, ready to be connected to the rear of the logger server).

All VoIP traffic to be recorded will be presented to the logger via SPAN ports.

Additional Services Fees are broken out separately for the future site commissioning.

Project Name:

Sales Representative: Clyde Eller
e-mail: clyde.eller@nice.com
Tel: +1 (704) 876-6817

Note: All prices quoted in USD \$.

Investment proposal

Site Name	Recording License	Software Product	Hardware Product	Total
Hargett	93	\$68,516.25	\$30,050.50	\$98,566.75
Future Site	175	\$86,072.25	\$17,854.00	\$103,926.25
Barwell	89	\$26,196.50	\$14,761.25	\$40,957.75
Grand Total:	357	\$180,785.00	\$62,665.75	\$243,450.75

Professional Services proposal

Site Name	Professional Services	Total
Hargett	\$29,800.00	\$29,800.00
Future Site	\$26,000.00	\$26,000.00
Barwell	\$12,000.00	\$12,000.00
Grand Total:	\$67,800.00	\$67,800.00

Maintenance proposal

Site Name	1st Year Gold Warranty Total
Hargett	\$16,909.00
Future Site	\$9,700.00
Barwell	\$5,693.00
Grand Total:	\$32,302.00

Site Name	Gold Maintenance, Years 2 - 5 Total
Hargett	\$37,575.00
Future Site	\$21,555.00
Barwell	\$12,651.00
Grand Total:	\$71,781.00



Technical overview

Site Name	Reconstruction concurrent user license	Monitor concurrent user license	Verify concurrent user license	Organizer one concurrent user license	Text Capture
Hargett	10	1	50	8	25
Future Site					61
Barwell					21
Grand Total:	10	1	50	8	107

Order Information:

To order this Quotation, please submit a Purchase Order (PO) with all the items of this Quotation and additional order details such as: PO number, this Quotation Reference, Company details, Delivery Address(es), and:

- End-Customer name: _____

- Type of Customer: Public Safety

- Installation Type: Existing System

Phone Systems - Furniture

Phone Systems – Furniture

The new PSAP facility will upgrade the telephony systems to VIPER Intrado and ESInet. The one-time capital and monthly operating costs are shown below as well as small cost increases due to administrative line and data connection costs. Documentation supporting these expenses is attached.

The *911 Trunk Line Charges* line also include the difference between 5 year rolling average and the amount needed for expenses in FY14.

Please note that the new systems are expected to go live in December 2015; therefore only seven (7) months of increased operating costs are needed in FY16. The reconsideration request shows the full monthly impact and is not adjusted to reflect a partial year need; if adjusted, the total request could be reduced by \$196,843.15 to reflect the months that the increase is not in effect.

	One-Time Capital			
911 Telephone Equipment – ESInet		\$99,000.00		
911 Telephone Equipment – main PSAP		140,934.00		
911 Telephone Equipment – backup PSAP		94,462.00		
Total		\$334,396.00		

	Current Monthly	Monthly Beginning July 2015	Incremental Change to Monthly Recurring	Total for July 2015-June 2016
911 Trunk Line Charges - true up to rolling average	\$0.00	\$2,187.34	\$2,187.34	\$26,248.11

	Current Monthly	Monthly Beginning Dec 2015	Incremental Change to Monthly Recurring	Total for Dec 2015-Jun 2016
911 Trunk Line Charges – ESInet	\$49,840.14	\$68,090.00	\$18,249.86	\$127,749.02
911 Trunk Line Charges – main PSAP	\$25,558.86	\$49,562.00	\$24,003.14	\$168,021.98
911 Trunk Line Charges – backup PSAP	\$21,933.37	\$18,118.00	(\$3,815.37)	(\$26,707.59)
Administrative Lines	\$784.70	\$1,499.70	\$715.00	\$5,005.00
Data Connections (ethernet)	\$1,620.00	\$1,836.00	\$216.00	\$1,512.00
Total	\$99,737.07	\$139,105.70	\$39,368.63	\$275,580.41



RALEIGH WAKE 911 CTR
ATTN DEBBIE DAGROSA
222 W HARGETT ST
PO BOX 590
RALEIGH NC 27602-0590

Page 1 of 2
Account Number 919 M23-7544 002 0362
Billing Date Jan 7, 2015
Web Site att.com

Monthly Statement



No text is worth a life.
Take the pledge at itcanwait.com

Bill-At-A-Glance

Previous Bill	25,588.86
Payment Received 1-05 Thank You!	25,588.86CR
Adjustments	.00
Balance	.00
Current Charges	25,588.86
Total Amount Due	\$25,588.86
Amount Due in Full by	Feb 4, 2015

Plans and Services

Monthly Service - Jan 7 thru Feb 6		
1. POSITRON E911 EQUIPMENT		12,154.00
2. POSITRON E911 SOFTWARE		2,796.00
3. POSITRON EQUIPT MAINTENANCE		4,546.00
4. Modem Pool Access Addl Modem		176.00
5. POSITRON HELP DESK		1,381.00
6. POSITRON INSTALL		2,812.00
7. POSITRON TRAINING		396.00
Total Monthly Service		24,261.00

Government Fees and Taxes		
Item		
No.	Description	Quantity
8.	NC - Sales and Use Tax	1,327.86

Total Plans and Services 25,588.86

Billing Summary

Questions? Visit att.com	Page	
Plans and Services	1	25,588.86
1 877 438-0041		
PIN:		
Repair Service:		
1 866 620-6900		
Total Current Charges		25,588.86

News You Can Use

PREVENT DISCONNECT
Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$25,588.86. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

Total Amount DUE
BY Feb 4, 2015 **\$25,588.86**



Billing Date Jan 7, 2015

Account Number

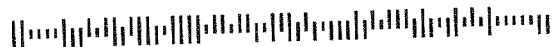
919 M23-7544 002 0362

Please include your account number on your check.

RALEIGH WAKE 911 CTR
ATTN DEBBIE DAGROSA
222 W HARGETT ST
PO BOX 590
RALEIGH NC 27602-0590

Make checks payable to:

AT&T
PO BOX 105262
ATLANTA GA 30348-5262



3900 919M2375440024 4000000999915 0360200000000000000000002558886



Public Safety CPE Quote

City of Raleigh CPSF Viper Q805371 RDM v6.6a 021715 wge

Customer: Raleigh-Wake County Emergency Communications
Location: 222 W. Hargett St.
 Raleigh, NC
Contact: Catherine Clark
Email: catherine.clark@raleighnc.gov
Phone # : 919-996-5012

City of Raleigh Critical Public Safety Facility
AT&T Intrado Viper Solution

Date : 2/17/2015
Expiration: 3/19/2015
Account Executive: Oscar Rouse
Application Specialist: Greg Ellenberg
Technical Consultant: Silvia Diaz
Vendor: Intrado

Line #	Description	Qty	Notes
1	Intrado Viper Solution - NODE 1 of 2		
2	VIPER (FULLY REDUNDANT & ACTIVE/ACTIVE)	1	NEW
3	Survivable Virtual Node (SVN)	n/a	NEW
4	V-VIPER	n/a	NEW
5	Other		
6	7 Foot Cabinet	2	Chatsworth Provided by Intrado
7	48-Port LAN Switches with Redundant Power Supplies	4	NEW
8	PSTN Gateways		
9	VIPER Gateway Shelf	7	NEW
10	Number of E9-1-1 Trunk Ports (Equipped)	24	Analog CAMA + IP ESInet
11	Number of Administrative Lines (Equipped/Licensed)	36	NEW
12	iAT&T I3 ESInet		
13	i3 SIP Ingress License per workstation	54	NEW
14	Answering Positions		
15	Power 911 Client Access License	54	Upgrade 26/28 New
16	16 Law Enforcement Consoles	10	Upgrade
17	16 Call taker Consoles	16	Upgrade 10 + 6 New
18	8 Fire/EMS Consoles	10	New
19	4 Supervisor Consoles	4	New - Supervisor License
20	13 Training/backup consoles	13	New - Training License
21	1 backup console in EOC	1	New - Backup License
22	IWS Workstation Prebuilt Product Bundle	54	NEW
23	Video Card M-series 9125 PCIe x16 Dual Link DVI	54	NEW
24	Monitors		Customer Provided
25	Monitor Size		Customer Provided
26	Monitor Type		Customer Provided
27	Number of Laptops		Not Included
28	IP Phone with ALI	0	
29	Management Information System (MIS)		
30	xMIS Administrator License (concurrent)	3	Transfer 3
31	xMIS Client License	54	Upgrade 26/28 New
32	CDR Records via HTML		Not Included
33	Network Printer		Not Included
34	CDR Printer		Not Included

AT&T RIGHT TO USE - Pricing Option #1			
	MRC	NRC	TCV
CPSF Solution Total	\$49,562.00	\$162,574.00	\$1,946,806.00

\$140,934

- Pricing above excludes all applicable taxes.
 - All pricing shown is for 36-Month term.

-\$18,767 Chatsworth Cabinet Part Listing

Cabinet - FF3L-111B-E52-B / F-series Tera Frame Gen3
 39085-E25 / Air Dam FOR Cabinet - FF3L-111B-E52-B
 34537-E01 / Filler Panel 1U (6 pack)
 34538-E01 / Filler Panel 2U (6 pack)
 34537-E02 / Filler Panel 1U (50)
 34538-E02 / Filler Panel 2U (50)

Note: this is for PSTN Gateways, not for actual admin lines. The cost of the admin lines is on an entirely separate bill. The PSTN gateways allow the RWECC's 17 admin lines to connect to the phone system. Each computer card has 12 gateways/ports on it, so we need two cards for our 17 lines. An additional card has been added for redundancy, so that when a card fails, we can still use all 17 lines. If we only have two cards and one fails, we are only able to communicate on 12 admin lines until the card is replaced.



Public Safety CPE Quote

City of Raleigh CPSF Viper Q805371 RDM v6.6a 021715 wge

Customer: Raleigh-Wake County Emergency Communications
Location: 222 W. Hargett St.
 Raleigh, NC
Contact: Catherine Clark
Email: catherine.clark@raleighnc.gov
Phone # : 919-996-5012

City of Raleigh Critical Public Safety Facility AT&T Intrado Viper Solution

Date : 2/17/2015
Expiration: 3/19/2015
Account Executive: Oscar Rouse
Application Specialist: Greg Ellenberg
Technical Consultant: Silvia Diaz
Vendor: Intrado

Line #	Description	Qty	Notes
35	Optional Software Applications		
36	PowerMAP		
37	Map (ESRI Map Data Required)	Upgrade to MAPFlex	Upgrade 26/28 New
38	MAP Editing Software	Upgrade to MAPFlex	Upgrade 26/28 New
39	MAP Data Validation	Upgrade to MAPFlex	Upgrade 26/28 New
40	MapFlex		
41	Server License	INCLUDED	Upgrade from PowerMAP
42	Client License	54	Upgrade 26/28 New
43	Automatic Call Distribution (ACD)		
44	ACD Application	54	Upgrade 26/28 New
45	PowerOps		
46	PowerOps - Workstation	1	NEW
47	PowerOps - Wall Board	Customer Provided	
48	Large Screen Monitor	Customer Provided	
49	SIP		
50	SIP for UCM License	Not Included	
51	SIP for InterNodal Communications License	Not Included	
52	Integrated Telephone & Radio Recorder (ITRR)		
53	ITRR Recorder	54	Upgrade 26/28 New
54	ITRR Player	54	Upgrade 26/28 New
55	eXternal Data Communication (XDC)		
56	Server	Not Included	
57	Server License	Not Included	
58	Client License	Not Included	
59	Logging Voice Recorder		
60	Multi-Media Recorder - Analog	Not Included	
61	Multi-Media Recorder - IP	Customer Provided	
62	3rd Party IP Recording Kit		
63	License non-Intrado recording device	1	INCLUDED
64	Span port set	2	INCLUDED
65	Anti-Virus		
66	Antivirus Definition Updates	Not Included	
67	Antivirus node license	Not Included	
68	Software Upgrades - Major Releases		
69	Software Subscription (does not include Microsoft SW)	INCLUDED	3 Years

-\$2,873



Public Safety CPE Quote

City of Raleigh CPSF Viper Q805371 RDM v6.6a 021715 wge

Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012	City of Raleigh Critical Public Safety Facility AT&T Intrado Viper Solution	Date : 2/17/2015 Expiration: 3/19/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado
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Line #	Description	Qty	Notes
70	Other Hardware		
71	UPS for Servers and Gateways	8	NEW
72	UPS for Workstations	<i>Not Included</i>	Customer Provided ECC UPS
73	Oneac Lightning Surge Protectors - Workstations	116	NEW 2 per Workstation
74	Oneac Lightning Surge Protectors - Gateways	60	NEW
75	Cisco Router Primary Network Route (Metro-E 10Mb)	1	NEW
76	Cisco Router Backup Network Route (Metro-E 10Mb)	1	NEW
77	Optional Hardware		
78	IWS External Programmable Keypad 24 Buttons	<i>Not Included</i>	
79	Dual Position Arbitrators USB/P2	<i>Not Included</i>	
80	Adaptive Security Appliance	<i>Not Included</i>	
81	Firewall/SSL/IPSEC	<i>Not Included</i>	
82	NetClock (Network Time Synchronization)	<i>Not Included</i>	Customer Provided Time Server
83	Other Services		
84	Relocation Of Existing Viper System and 26 Positions	<i>Not Included</i>	
85	Structured Cabling - Positions	<i>Not Included</i>	Customer Provided (Qty 4) per IWS)
86	Spares Kit		
87	-48V Power Supply	1	Relocate/Reuse
88	VIPER Gateway Shelf	1	Relocate/Reuse
89	CAMA Interface Module (CIM)	1	Relocate/Reuse-Upgrade Firmware
90	Administrative Interface Module (AIM)	1	Relocate/Reuse-Upgrade Firmware
91	Cisco 48 port switch with redundant power supplies	1	NEW
92	Workstation	1	Relocate/Reuse- Software Upgrade
93	VIPER Enabling Kit - SONIC	1	Relocate/Reuse- Software Upgrade
94	Cisco Router	1	Relocate/Reuse- Software Upgrade
95	Quad Ether WIC for 1841/1921 Router	1	Relocate/Reuse- Software Upgrade



Public Safety CPE Quote

City of Raleigh CPSF Viper Q805371 RDM v6.6a 021715 wge

Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012	City of Raleigh Critical Public Safety Facility AT&T Intrado Viper Solution	Date : 2/17/2015 Expiration: 3/19/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado
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Quote Notes:

1) 24x7x365 monitoring and maintenance from AT&T Southeast Resolution E9-1-1 Center. The AT&T Southeast Resolution E9-1-1 center is a 24 hour/7 day a week organization, located in Atlanta, Georgia. The AT&T Southeast Resolution E9-1-1 center is the single point of contact for 1100 Public Safety Answering Points in the AT&T Southeast region. The center is responsible for timely resolution for all PSAP CPE or network related issues.

2) On-site technical support from experienced technicians and knowledgeable in Customers operations.

3) AT&T will maintain the proposed solution throughout the contract, including all fixes, patches, updates and minor software upgrades that are made generally available. Applicable professional service and/or additional hardware that may be required.

4) As part of the proposed maintenance support services we have included Software Subscription Service. The SoftwareSubscription Service is designed to protect the customer's initial Software investment by maintaining optimized system performance and functionality. The most recent versions of the purchased software product will be available during the contract period to the customer's designated maintenance personnel who will be responsible for its deployment at the site. The Software Subscription Service includes shipment of new software versions, minor and major releases, and problem work arounds to be deployed by AT&T. Please note that this service does not apply to any third party software updates such as the Windows operating system (O/S), and the Relational Data Base Management Software (RDBMS) MS SQL.

Applicable professional service and/or additional hardware that may be required to perform software versions, minor and major release upgrades are not included in this proposal and are subject to the applicable hourly rate at that time of service.

5) Please note that additional cost may be incurred upon completion of Site Survey performed by AT&T and/or CPE vendor. The Site Survey is intended to identify any additional miscellaneous

6) AT&T does not perform move, add or change of AC outlets/power/grounding that may be required for solution deployment. AT&T will perform an Electrical Site survey using a 3rd party electrical subcontractor to verify AC outlets/power/grounding.

7) Pricing does not include configuration and/or support of 3rd party integration.

8) Pricing does not include WAN network connectivity and/or E911 trunk, ADMIN, Database and Next Generation i3 Network and/or services

9) AT&T's call handling solution as designed will be deployed as a single closed IP network segment which will be designated as "Call Taker" network. This boundary is established so that appropriate levels of protection can be established and maintained between other boundaries (e.g., CAD, Mapping, etc.).

10) E-911 is a critical service that is provided to assist in life support situations. Therefore, it is imperative that AT&T's E-911 PSAP SITE PREPARATION PRACTICE be followed when providing this service to ensure the protection of the end users and efficient operation of Public Safety Answering Point (PSAP) equipment according to its design. AT&T does not perform AC Electrical and/or grounding work.

11) 3rd Party Vendors and/or Customer are not allowed to access hardware and/or software to make additions, changes or modification to AT&T maintained equipment. AT&T and Intrado designs, develops, installs and maintains products known for their reliability within the public safety sector. The level of reliability is a result of careful engineering combined with the integration of quality components from industry-recognized vendors.

12) This is a fixed pricing quote. Any additions and/or changes to hardware, software and/or professional services as quoted will necessitate changes in pricing. It is also assumed that no Project delays occur that would require AT&T to stop work. AT&T will not be held financially responsible for Project delays outside of its control.

13) All taxes and excise fees are the responsibility of Customer and have not been included in the above quoted prices.

14) 3rd Party Connections Serial ALI or CAD spills:

- a. CAD
- b. ECaTS
- c. Recorder

15) AT&T highly recommends Power911 workstation UPS units to provide operational status upon CUSTOMER provided UPS outage. Currently not included in this quote, per CUSTOMER request.

- a) Scalable runtime: simply add batteries to extend runtime.
- b) Full-time, low-impedance isolating transformer: eliminates all power contaminants.
- c) Sinusoidal waveform: supports even the most sensitive loads.
- d) ONBoost®: compensates for momentary voltage drops, conserves batteries.



Public Safety CPE Quote

City of Raleigh CPSF Viper Q805371 RDM v6.6a 021715 wge

<p>Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012</p>	<p>City of Raleigh Critical Public Safety Facility AT&T Intrado Viper Solution</p>	<p>Date : 2/17/2015 Expiration: 3/19/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado</p>
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Proposal Validity Period—The information and pricing contained in this proposal is valid for a period of thirty (30) days from the date written on the proposal cover page unless rescinded or extended in writing by AT&T.

Terms and Conditions—Unless otherwise stated herein, this proposal is conditioned upon negotiation of mutually acceptable terms and conditions.

Proposal Pricing—Pricing proposed herein is based upon the specific product/service mix and locations outlined in this proposal, and is subject to the standard terms and conditions of AT&T unless otherwise stated herein. Any changes or variations in AT&T standard terms and conditions and the products, length of term, services, locations, and/or design described herein may result in different pricing.

Providers of Service—Subsidiaries and affiliates of AT&T Inc. provide products and services under the AT&T brand.

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RALEIGH-WAKE 911 CTR
 % DEBBIE DAGROSA
 222 W HARGETT ST
 PO BOX 590
 RALEIGH NC 27602-0590

Page 1 of 2
 Account Number 919 M23-9586 001 0368
 Billing Date Feb 7, 2015

WebSite att.com

Bill-At-A-Glance

Previous Bill	21,933.37	
Payment Received 2-04 Thank You!	21,933.37	CR
Adjustments	.00	
Balance	.00	
Current Charges	21,933.37	
Total Amount Due	\$21,933.37	
Amount Due in Full by	Mar 7, 2015	

Plans and Services

Monthly Service - Feb 7 thru Mar 6

1. Exchange Line Terminating at Public Safety Answering Point	182.00
2. E911 Equipment	10,277.00
3. E911 Software	55.00
4. E911 Hardware Maintenance	3,631.00
5. E911 Software Maintenance	85.00
6. E911 Help Desk	1,086.00
7. E911 Installation	2,467.00
8. E911 Equipment - Barwell ACD Addendum to NC13-1092-01	80.00
9. Software - Barwell ACD Addendum to NC13-1092-01	2,203.00
10. Hardware Maintenance - Barwell ACD Addendum to NC13-1092-01	19.00
11. Installation Hargett Prof Svc Addendum to NC13-1092-01	732.00
Total Monthly Service	20,817.00

Government Fees and Taxes

Item	No.	Description	Quantity	
	12.	NC - State/Local Tax		12.74
	13.	NC - Sales and Use Tax		1,103.63
Total Government Fees and Taxes				1,116.37

Total Plans and Services 21,933.37

Billing Summary

Questions? Visit att.com	Page	
Plans and Services	1	21,933.37
1 877 438-0041		
PIN:		
Repair Service:		
1 866 620-6900		
Total Current Charges		21,933.37

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$21,933.37. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

News You Can Use Summary

PREVENT DISCONNECT
 See "News You Can Use" for additional information.

Local Services provided by AT&T North Carolina.

Return bottom portion with your check in the enclosed envelope.

Total Amount DUE \$21,933.37
BY Mar 7, 2015



Billing Date Feb 7, 2015

Account Number **919 M23-9586 001 0368**
 Please include your account number on your check.

RALEIGH-WAKE 911 CTR
 % DEBBIE DAGROSA
 222 W HARGETT ST
 PO BOX 590
 RALEIGH NC 27602-0590

Make checks payable to:

AT&T
 P.O. BOX 105262
 ATLANTA, GA 30348-5262

3900 919M2395860011 5000000999915 036020000000000000000002193337



RALEIGH-WAKE 911 CTR
% DEBBIE DAGROSA
222 W HARGETT ST
PO BOX 590
RALEIGH NC 27602-0590

Page 2 of 2
Account Number 919 M23-9586 001 0368
Billing Date Feb 7, 2015

Terms and Conditions

DISPUTED DEBTS

Please note, any check or payment instrument in an amount less than the full amount due that you send AT&T marked "PAID IN FULL" or otherwise tender as full satisfaction of a disputed amount, must be sent to AT&T Accounts Receivable Management, 3196 Highway 280 Rm 202N, Birmingham, AL 35243, and NOT the payment address shown on the payment return document. Thank you for choosing AT&T for your communications needs.

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Public Safety CPE Quote

City of Raleigh CPSF Barwell New Viper Q3067_v1 RDM v6.6a 021815 wge

Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012	BARWELL New Viper @ Time of CPSF	Date : 2/18/2015 Expiration: 3/20/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado
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Line #	Description	Qty	Notes
1	Intrado Viper Solution - NODE 2 Barwell		
2	Viper Fully Redundant [Active/Active]	1	NEW
3	Satellite Viper Node	n/a	n/a
4	PSTN Gateways		
5	VIPER Gateway Shelf	7	NEW
6	Number of E9-1-1 Trunk Ports (Equipped)	20	NEW
7	Number of Administrative Lines (Equipped/Licensed)	36	NEW
8	iAT&T i3 ESInet		
9	i3 SIP Ingress License per workstation	22	NEW
10	Answering Positions		
11	Power 911 Client Access License	22	Software Evergreen Upgrade
12	IWS Workstation Prebuilt Product Bundle	22	NEW
13	Video Card M-series 9125 PCIe x16 Dual Link DVI	22	NEW
14	Monitors	Not Included	
15	Monitor Size	n/a	
16	Monitor Type	n/a	
17	Number of Laptops	Not Included	
18	IP Phone with ALI	Not Included	
19	Management Information System (MIS)		
20	xMIS Administrator License (concurrent)	1	Software Evergreen Upgrade
21	xMIS Client License	22	Software Evergreen Upgrade
22	CDR Records via HTML	Not Included	
23	Network Printer	Not Included	
24	CDR Printer	Not Included	

AT&T RIGHT TO USE - Pricing Option 1			
	MRC	NRC	TCV
Barwell Upgrade	\$18,118.00	\$94,462.00	\$746,746.00

- Pricing above excludes all applicable taxes.

- All pricing shown is for 36-Month term.



Public Safety CPE Quote

City of Raleigh CPSF Barwell New Viper Q3067_v1 RDM v6.6a 021815 wge

Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012	BARWELL New Viper @ Time of CPSF	Date : 2/18/2015 Expiration: 3/20/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado
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Line #	Description	Qty	
25	Optional Software Applications		
26	PowerMAP		
27	Map (ESRI Map Data Required)	n/a	Upgrade to MAPFlex
28	MAP Editing Software	n/a	Upgrade to MAPFlex
29	MAP Data Validation	n/a	Upgrade to MAPFlex
30	MapFlex		
31	Server License	1	Software Evergreen Upgrade
32	Client License	22	Software Evergreen Upgrade
33	Automatic Call Distribution (ACD)		
34	ACD Application	22	Software Evergreen Upgrade
35	PowerOps		
36	PowerOps - Workstation	Not Included	
37	PowerOps - Wall Board	Not Included	
38	Large Screen Monitor	Not Included	
39	SIP		
51	SIP Ingress ESINet License	22	NEW
52	SIP for UCM License	Not Included	
53	SIP for InterNodal Communications License	Not Included	
54	Integrated Telephone & Radio Recorder (ITRR)		
55	ITRR Recorder	22	Software Evergreen Upgrade
56	ITRR Player	22	Software Evergreen Upgrade
57	eXternal Data Communication (XDC)		
58	Server	Not Included	
59	Server License	Not Included	
60	Client License	Not Included	
61	Logging Voice Recorder		
62	Multi-Media Recorder - Analog	INCLUDED	NEW
63	Multi-Media Recorder - IP	Not Included	
64	3rd Party IP Recording Kit		
65	License non-Intrado recording device	Not Included	
66	Span port set	Not Included	
67	Anti-Virus		
68	Antivirus Definition Updates	Not Included	
69	Antivirus node license	Not Included	
70	Software Upgrades - Major Releases		
71	Software Subscription (does not include Microsoft SW)	INCLUDED	INCLUDED



Public Safety CPE Quote

City of Raleigh CPSF Barwell New Viper Q3067_v1 RDM v6.6a 021815 wge

Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012	BARWELL New Viper @ Time of CPSF	Date : 2/18/2015 Expiration: 3/20/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado
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Line #	Description	Qty	
72	Other Hardware		
73	UPS for Servers and Gateways	2	
74	UPS for Workstations	<i>Not Included</i>	
75	Oneac Lightning Surge Protectors - Workstations		
76	Oneac Lightning Surge Protectors - Servers		
77	Oneac Lightning Surge Protectors - Gateways		
78	Cisco Router Primary Network Route (Metro-E 10Mb)		
79	Cisco Router Backup Network Route (Metro-E 10Mb)		
80	Optional Hardware		
81	IWS External Programmable Keypad 24 Buttons	<i>Not Included</i>	
82	Dual Position Arbitrators USB/P2	<i>Not Included</i>	
83	Adaptive Security Appliance	<i>Not Included</i>	
84	Firewall/SSL/IPSEC	<i>Not Included</i>	
85	NetClock (Network Time Synchronization)	<i>Not Included</i>	
86	Other Services		
87	Structured Cabling - 22 Positions	<i>Not Included</i>	
88	Spares Kit		
89	-48V Power Supply	1	REUSE EXSITING
90	VIPER Gateway Shelf	1	REUSE EXSITING
91	CAMA Interface Module (CIM)	1	REUSE EXSITING
92	Administrative Interface Module (AIM)	1	REUSE EXSITING
93	Cisco 3750 24 port switch	1	REUSE EXSITING
94	VIPER Enabling Kit - SONIC	1	REUSE EXSITING
95	Cisco Router	1	REUSE EXSITING
96	Quad Ether WIC for 1841/1921 Router	1	REUSE EXSITING
97	Training		
98	ACD Training	2 Days	<i>Not Included</i>
99	Power 911 Administrator Training	2 Days	<i>Not Included</i>
100	Power 911 Call Taker Training	7 Days	<i>Not Included</i>
101	Power MAP Call Taker Training	7 Days	<i>Not Included</i>
102	Power MAP Administrator Training	1 Day	<i>Not Included</i>
103	MapFlex Training	5 Days	<i>Not Included</i>



Public Safety CPE Quote

City of Raleigh CPSF Barwell New Viper Q3067_v1 RDM v6.6a 021815 wge

Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012	BARWELL New Viper @ Time of CPSF	Date : 2/18/2015 Expiration: 3/20/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado
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Quote Notes:

- 1) 24x7x365 monitoring and maintenance from AT&T Southeast Resolution E9-1-1 Center. The AT&T Southeast Resolution E9-1-1 center is a 24 hour/7 day a week organization, located in Atlanta, Georgia. The AT&T Southeast Resolution E9-1-1 center is the single point of contact for 1100 Public Safety Answering Points in the AT&T Southeast region. The center is responsible for timely resolution for all PSAP CPE or network related issues.
 - 2) On-site technical support from experienced technicians and knowledgeable in Customers operations.
 - 3) AT&T will maintain the proposed solution throughout the contract, including all fixes, patches, updates and minor software upgrades that are made generally available. Applicable professional service and/or additional hardware that may be required.
 - 4) As part of the proposed maintenance support services we have included Software Subscription Service. The SoftwareSubscription Service is designed to protect the customer's initial Software investment by maintaining optimized system performance and functionality. The most recent versions of the purchased software product will be available during the contract period to the customer's designated maintenance personnel who will be responsible for its deployment at the site. The Software Subscription Service includes shipment of new software versions, minor and major releases, and problem work arounds to be deployed by AT&T. Please note that this service does not apply to any third party software updates such as the Windows operating system (O/S), and the Relational Data Base Management Software (RDBMS) MS SQL.
- Applicable professional service and/or additional hardware that may be required to perform software versions, minor and major releases are not included in this proposal and are subject to the applicable hourly rate at that time.
- 5) Please note that additional cost may be incurred upon completion of Site Survey performed by AT&T and/or CPE vendor. The Site Survey is intended to identify any additional miscellaneous*
- 6) AT&T does not perform move, add or change of AC outlets/power/grounding that may be required for solution deployment. AT&T will perform an Electrical Site survey using a 3rd party electrical subcontractor to verify AC outlets/power/grounding.
 - 7) Pricing does not include configuration and/or support of 3rd party integration.
 - 8) Pricing does not include WAN network connectivity and/or E911 trunk, ADMIN, Database and Next Generation i3 Network and/or services
 - 9) AT&T's call handling solution as designed will be deployed as a single closed IP network segment which will be designated as "Call Taker" network. This boundary is established so that appropriate levels of protection can be established and maintained between other boundaries (e.g., CAD, Mapping, etc.).
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 - b. ECaTS
 - c. Recorder
 - 15) AT&T highly recommends Power911 workstation UPS units to provide operational status upon CUSTOMER provided UPS outage. Currently not included in this quote, per CUSTOMER request.
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 - b) Full-time, low-impedance isolating transformer: eliminates all power contaminants.
 - c) Sinusoidal waveform: supports even the most sensitive loads.
 - d) ONBoost®: compensates for momentary voltage drops, conserves batteries.



Public Safety CPE Quote

City of Raleigh CPSF Barwell New Viper Q3067_v1 RDM v6.6a 021815 wge

<p>Customer: Raleigh-Wake County Emergency Communications Location: 222 W. Hargett St. Raleigh, NC Contact: Catherine Clark Email: catherine.clark@raleighnc.gov Phone # : 919-996-5012</p>	<p style="text-align: center;">BARWELL New Viper @ Time of CPSF</p>	<p style="text-align: right;">Date : 2/18/2015 Expiration: 3/20/2015 Account Executive: Oscar Rouse Application Specialist: Greg Ellenberg Technical Consultant: Silvia Diaz Vendor: Intrado</p>
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Copyright Notice and Statement of Confidentiality—© 2014 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners. The contents of this document are unpublished, proprietary, and confidential and may not be copied, disclosed, or used, in whole or in part, without the express written permission of AT&T Intellectual Property or affiliated companies, except to the extent required by law and insofar as is reasonably necessary in order to review and evaluate the information contained herein.

Clark, Catherine

Subject: FW: Phone Costs

From: ROUSE, OSCAR [<mailto:or128x@att.com>]

Sent: Thursday, February 26, 2015 9:48 AM

To: Clark, Catherine;

Subject: RE: Phone Costs

The AT&T costs I don't see captured are the Administrative lines and the AT&T Switched Ethernet Cost.

Craig I confirmed that the Hargett Street Administrative lines currently come out of Raleigh Morgan Central Office. CPSF will be served out of Raleigh New Hope Central Office. Today you pay \$784.70 monthly for those administrative lines. If you want to keep the same telephone numbers, they will have to be served out of a foreign central office (Raleigh Morgan). This will add an estimated cost of \$55 extra per line per month (\$715) and have an estimated installation cost of \$78 per line (\$1014). With this option, the monthly cost would be approximately \$1,500.

For the AT&T Switched Ethernet service (ASE) the monthly cost for the 4 circuits (two diverse circuits between CPSF and Barwell) will be \$1,836 (current cost is \$1,620). The alternative switch diversity option will add between \$562 and \$984 (we hope to have this engineered within the next month for firm pricing).

Regards,

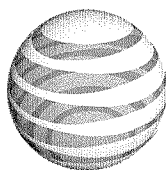
Oscar Rouse

AT&T

919-788-2419

Rethink PossibleSM

Response from Oscar on how these costs fit in line with state contract pricing: "You are receiving the state contract pricing for your admin lines. If you want to keep the same numbers at CPSF, those numbers will be served out of a foreign central office and the quoted cost will still apply even under ITS. There is no discounted cost under the State agreement for service from a foreign central office."



at&t

RALEIGH-WAKE 911 CTR
ATTN: DEBBIE DAGROSA
222 W HARGETT ST
PO BOX 590
RALEIGH NC 27602-0590

Page 1 of 2
Account Number 919 M23-8444 214 0365
Billing Date Jan 7, 2015
Web Site att.com

Monthly Statement



No text is worth a life.
Take the pledge at itcanwait.com

Bill-At-A-Glance

Previous Bill	49,840.14
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	49,840.14
Current Charges	49,840.14

Total Amount Due \$99,680.28

Current Charges Due in Full by **Feb 4, 2015**

Billing Summary

Questions? Visit att.com	Page	
Plans and Services	1	49,840.14
1 877 438-0041		
PIN: 4969		
Repair Service:		
1 866 620-6900		
Total Current Charges		49,840.14

Plans and Services

Monthly Service - Jan 7 thru Feb 6

1. Combined ALI & Sel Routing	29,000.00
2. E911, Automatic Number ID	374.00
3. Enh 911 (E911) Net Svc Charge	15,510.00
4. Auto No ID+ Acc Ln Update Info	1,518.00
5. ALI DB Enable PSAP to Query/ Retrieve Wireless Caller Loc	190.00

Total Monthly Service 46,592.00

Government Fees and Taxes

Item		
No.	Description	Quantity
6.	NC - State/Local Tax	3,248.14

Total Plans and Services 49,840.14

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$99,680.28. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

SERVICE WITHDRAWAL

Pending state and regulatory approval where applicable, on or after April 20, 2015, BellSouth Telecommunications, LLC d/b/a AT&T North Carolina (AT&T North Carolina) will no longer offer Calling Card service originating and terminating in the United States and International points. The discontinuance of AT&T North Carolina Calling Card will not impact calling card service provided by AT&T Corp.

Total Amount DUE
BY Feb 4, 2015

\$99,680.28

Past Due Charges - \$49,840.14 - Please Pay Immediately

Billing Date Jan 7, 2015

Account Number

919 M23-8444 214 0365

Please include your account number on your check.

Make checks payable to:

AT&T
PO BOX 105262
ATLANTA GA 30348-5262

RALEIGH-WAKE 911 CTR
ATTN: DEBBIE DAGROSA
222 W HARGETT ST
PO BOX 590
RALEIGH NC 27602-0590



at&t



3900 919M2384442144 300000099915 0360200000498401400009968028



Pricing Schedule

Case Number NC14-2698
Option 1 of 1

Attachment to AT&T MA Reference No. 110683

CUSTOMER ("Customer")	AT&T ("AT&T")
City of Raleigh Street Address: 222 Hargett Street City: Raleigh State: NC Zip Code: 27602 <u>Billing Address</u> Street Address: 222 Hargett Street City: Raleigh State: NC Zip Code: 27602	For purposes of this Pricing Schedule, AT&T means the Service Provider specifically identified herein.
CUSTOMER Contact (for Contract Notices)	AT&T Sales Contact Information and for Contract Notices
Name: Catherine Clark Title: 911 Director Telephone: 919-996-5012 Fax: 919-890-3541 Email: catherine.clark@raleighnc.gov Street Address: 222 Hargett Street City: Raleigh State: NC Zip Code: 27602	Name: Oscar Rouse Title: Account Manager 2 Telephone: 919-788-2419 Email: or128x@att.com Attention: Assistant Vice President Street Address: 2180 Lake Blvd., 7 th Floor City: Atlanta State: GA Zip Code: 30319 <u>With a copy to:</u> AT&T Corp. One AT&T Way, Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Authorized Agent or Representative Information (if applicable)	
Name: Agent Street Address: Telephone: - -	Company Name: City: State: Zip Code: - Fax: - - Email: Agent Code:

This Pricing Schedule is part of Contract No. 110683 Local Telecom Services – Voice and Data between AT&T and the Customer referenced above (the "Master Agreement"). The Effective Date of this Pricing Schedule is the later of the signature dates above.

This Pricing Schedule consists of this Pricing Schedule and any Attachments hereto (e.g., Statement of Work ("SOW"); Scope of Work ("SCOW"); Inventory Schedule and Payment Terms; Bill of Material; or Project Implementation Guide) that currently, or may in the future, reference this Pricing Schedule. In the event of a conflict between this Pricing Schedule and any Attachments hereto, this Pricing Schedule shall take precedence. Notwithstanding any provision in the Master Agreement to



Pricing Schedule

Case Number NC14-2698
Option 1 of 1

the contrary, in the event of a conflict between this Pricing Schedule and the Master Agreement, the terms of this Pricing Schedule shall govern.

Customer agrees to purchase the Service according to the prices and terms and conditions set forth in this Pricing Schedule

Customer (by its authorized representative)	AT&T (by its authorized representative)
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:
Approved as to form and legal sufficiency	
Customer (by its authorized representative)	
By:	
Name:	
Title:	
Date:	

This Pricing Schedule provides for the purchase, installation and provision of AT&T ESINet 9-1-1 Services.

Service Provider: AT&T Corp.

Offer Expiration: This offer shall expire on: January 31, 2015.

1. TERM:

The Pricing Schedule Term and Minimum Payment Period shall begin (the "Term Start Date") on the date when the Service is installed and available for use by Customer pursuant to this Pricing Schedule ("Cutover"). Both the Pricing Schedule Term and the Minimum Payment Period shall continue for 60 months from the Term Start Date.

1. This Pricing Schedule shall be extended for additional one-year terms under the same terms and conditions herein unless either party provides written notice of its intent not to renew the Pricing Schedule at least sixty (60) days prior to the expiration of the initial term or each additional one-year term.



Pricing Schedule

Case Number NC14-2698
Option 1 of 1

2. If Customer terminates the Service, in whole or in part, for any reason other than default by AT&T, or AT&T terminates for Customer's default, on or after the Term Start Date, but before the scheduled completion of the Minimum Payment Period, then Customer shall become liable for Termination Charges. Unless otherwise specified in the Notes of this Pricing Schedule, Termination Charges are defined as fifty percent (50%) of the monthly rate for the terminated Service or Service Component as set forth in this Pricing Schedule, multiplied by the number of months remaining in the Minimum Payment Period at the point of termination plus any nonrecurring charges that were not applied upon installation as set forth in this Pricing Schedule.

3. SERVICE DESCRIPTION:

ESINet Services: A Next Generation 9-1-1 ("NG 9-1-1") Service provisioned by AT&T that provides NG 9-1-1 call routing, call delivery services and ALI delivery services for purposes of receiving and transporting 9-1-1 ("9-1-1") calls from within a predetermined service area to authorized Public Safety Answering Points (PSAPs) identified by Customer. As part of the Service, AT&T will provide geographically diverse and redundant IP enabled 9-1-1 routing services. Tabular, geospatial, default and alternate 9-1-1 call routing services will be provided. The service will accept up to 282 inbound 9-1-1 SS7 trunks diversified by 50% between two AT&T ESINet Network Control Centers where AT&T will convert Time Division Multiplexing (TDM) 9-1-1 calls to Session Initiated Protocol (SIP). AT&T will deliver forty eight (48) 9-1-1 SIP call paths to two (2) Host sites customer designated CPE host sites as follows:

ESINet up to 12 Voice Paths/3Mb #1 supporting 12 Media paths = 2320 Westinghouse Blvd, Raleigh, NC

ESINet up to 12 Voice Paths/3Mb #2 supporting 12 Media paths = 2320 Westinghouse Blvd, Raleigh, NC

ESINet up to 12 Voice Paths/3Mb #3 supporting 12 Media paths = tbd, Raleigh, NC

ESINet up to 12 Voice Paths/3Mb #4 supporting 12 Media paths = tbd, Raleigh, NC

AT&T will provision this service as described herein, will train Customer's employees on the use of the Service, will test the Service and verify that it is operating as designed and will provide 7X24 supports for the service for the duration of the contract.

Additional cost may be incurred as it relates to Call Handling software licenses and/or upgrades which may be required insuring full NENA i3 support of SIP/i3 ESRP as defined in NENA 08-003 and ATIS-JSTD-110 approved standards.

IMMUNITIES. All provision in the Master Agreement providing for liability or indemnification of either party is expressly subject to, and shall not be construed to abridge in any way, the state and federal laws which afford protections or immunities in connection with 911 and related services. All such protections and immunities are expressly reserved.

4. SERVICE COMPONENTS AND PRICING:

The following prices shall apply to the various Service Components offered as part of the Service. Any Service Components that are offered under AT&T North Carolina's Tariff or Guidebook are offered under the terms and conditions set forth therein unless modified in this Pricing Schedule.



Pricing Schedule

Case Number NC14-2698
Option 1 of 1

5. Cost:

The cost for services identified in this Addendum (exclusive of costs which are the subject of separate agreements identified herein) shall be as follows:

- a. Non-Recurring Charge of \$99,000 related to the following services: Network infrastructure and access including:
 - 323 Routing Services per port
 - 282 Legacy Terminations
 - 48 PSAP Media Paths
 - 2 PSAP Host Connections
 - LoST Routing for population up to 974,999
 - 4 PSAP Connection Services supporting up to 12 voice paths each
 - Initial MIS instance
 - Initial BannerBoard instance,Professional Services, Hardware/Software installation, Project Management. Non-Recurring Charge shall be billed upon beginning of testing.
- b. Monthly Recurring Charge of \$68,092 related to the following services: Network infrastructure and access including:
 - 323 Routing Services per port
 - 282 Legacy Terminations
 - 48 PSAP Media Paths
 - 2 PSAP Host Connections
 - LoST Routing for population up to 974,999
 - 4 PSAP Connection Services supporting up to 12 voice paths each
 - Initial MIS instance
 - Initial BannerBoard instance
- c. Maintenance and support

This quote refers to 4 PSAP connections. Those connections are between the main and backup PSAP. There are two connections between each for redundancy.



Pricing Schedule

Case Number NC14-2698
Option 1 of 1

RATES AND CHARGES

Items 1 and 2 below represent the bundled price for the ESINet Service the Customer is purchasing as described in Paragraph 3 and 5 above.

Item 3 through 17 below represent stand-alone prices for additional equipment or services which Customer on an optional basis may purchase in the future under this Pricing Schedule should Customer choose to make additions or changes to the Services in the future.

PRICE FOR ESINET SERVICE

	<u>Rate Elements</u>	<u>Non-Recurring</u>	<u>Monthly Rate</u>
1	ESINet with Lost- start billing upon beginning of testing	\$99,000.00	\$0.00
2	ESINet with Lost, start billing upon first use	\$0.00	\$68,090.00



Pricing Schedule

Case Number NC14-2698
Option 1 of 1

STAND-ALONE PRICES APPLICABLE TO OPTIONAL ADDITIONAL EQUIPMENT AND SERVICE

3	Routing Services, per Port- (Total Inbound & Outbound Ports)	\$100.00	\$50.00
4	Legacy Connections, per Port (Carrier & Tandem Transfer)	\$135.00	\$60.00
5	PSAP Media Path, per media path (Toward PSAP)	\$0.00	\$40.00
6	PSAP Connection, per PSAP Host Location	\$510.00	\$0.00
7	PSAP Connection Services- up to 6 voice paths, per connection to PSAP Host Location	\$0.00	\$600.00
8	PSAP Connection Services- up to 12 voice paths, per connection to PSAP Host Location	\$0.00	\$800.00
9	PSAP Connection Services- up to 24 voice paths, per connection to PSAP Host Location	\$0.00	\$1,200.00
10	Legacy PSAP Gateway- up to 6 voice paths	\$0.00	\$150.00
11	Legacy PSAP Gateway- up to 12 voice paths	\$0.00	\$200.00
12	Legacy PSAP Gateway- up to 24 voice paths	\$0.00	\$250.00
13	LoST Routing per Million Population	\$1,200.00	\$500.00
14	MIS- Initial Instance	\$195.00	\$280.00
15	MIS- Additional Licenses	\$100.00	\$30.00
16	BannerBoard - Initial Instance	\$195.00	\$420.00
17	BannerBoard - Additional License	\$100.00	\$30.00

END OF ARRANGEMENT AGREEMENT OPTION 1

Software

Software

The request for additional software funds is being driven by Computer Aided Dispatch.

	New CAD System <i>One-Time</i>	New CAD In-House Maintenance <i>Monthly Recurring</i>	Current CAD System Maintenance <i>Annual Recurring</i>
CAD	\$3,160,028.00		
GIS			\$57,920.00
Licensing	\$1,240,512.00		
Maintenance		\$5,745.50	

Overview

The Raleigh-Wake PSAP has received notification from our current CAD provider, Motorola, that support will end on August 31, 2018. In addition to end of support, the current CAD was installed in 2003 and is end of life as it cannot accommodate the latest advances in dispatch technology.

The Raleigh-Wake PSAP has hired a consulting firm, RCC Consultants, to assist us to selecting the best system to meet the needs of the 52 agencies dispatched as well as negotiate the most favorable price and ensure a successful implementation. As the attached timeline shows, we expect to be under contract in November 2015. While it is the preference of the NC 911 Board to have a contract or purchase order before committing these funds, the Raleigh-Wake PSAP respectfully requests funds based on a vendor-provided best estimate of what a new CAD system will cost so that we can stay on schedule with the replacement project and provide the highest level of public safety dispatch service.

Software – CAD

We anticipate one-time software costs of \$3,160,028 for a new CAD system. A best estimate of this expense is attached.

Software – GIS

We are currently spending \$57,920 per year for GIS client software for the current CAD system. This software allows for nearest unit dispatch of EMS units. We have not previously requested reimbursement for this expense, but per the instructions of Chair Barbour to seek reimbursement for the full cost of 911 eligible expenses, are doing so this year. The current invoice is attached.

Software – Licensing

We anticipate one-time licensing costs of \$1,240,512 with a new CAD system. A best estimate of this expense is attached.

Software – Maintenance

Implementation of the new CAD and new primary PSAP will require extensive installation, configuration, and testing; transition of the CAD to more than 30 agencies (see list below) and 3 PSAPs (Wake County Sheriff’s Office, Town of Apex, and Town of Holly Springs); customized configuration by agency; and other unforeseen work due to third-party add on applications (ex. locution) which may not integrate easily or may require a new product if the current one is unable to integrate with new CAD system. Upon completion of the new CAD and new primary PSAP (expected summer 2017), the position will provide full time maintenance of the CAD system.

The work includes planning, directing and coordinating the development, implementation, maintenance, security and administration of public safety information technology technical systems including the new CAD and 911 dispatches telecommunication in the new primary PSAP. In order to implement and maintain the systems, work will include installing and maintains computers, servers, network equipment, telecommunications devices, and software related to the 911 calltaking and dispatch functions. The new systems will require consultation and testing of IP-based networks to include mission critical LAN/WAN connectivity with the Cary and Holly Springs Public Safety Answering Points (PSAPs) within Wake County. Provider must have a thorough understanding of security principles and practices, both physical and electronic, and work will include developing, monitoring and evaluating backup strategies for all new CAD, 911 calltaking and dispatch systems in case of disaster recovery. Provider will document the maintenance needs and disaster recovery plans of the new CAD and 911 calltaking/dispatch systems.

Reimbursement for these services is requested at \$5,745.50 per month. The attached job description for ECC Systems Manager has been previously approved by the NC 911 Board. The yellow highlighting shows the approved 9-1-1 eligible activities.

Apex EMS
Apex Fire
Bay Leaf Fire
Cary EMS
Durham Highway Fire
Eastern Wake EMS

Eastern Wake Fire
Fairview Fire
Fuquay-Varina Fire
Fuquay-Varina Police
Garner Fire
Garner Police

Holly Springs Fire
Hopkins Fire
Knightdale Public Safety (Fire)
Knightdale Public Safety (Police)
Morrisville Fire
Morrisville Police
Raleigh Fire
Raleigh Police
Raleigh-Durham Int. Airport Crash, Fire,
Rescue
Rolesville Fire
Rolesville Police

Stony Hill Fire
Swift Creek Fire
Wake County EMS
Wake County Public Safety
Wake Forest Fire
Wake Forest Police
Wendell Fire
Wendell Police
Western Wake Fire
Zebulon Fire
Zebulon Police



KNOWLEDGE & EXPERIENCE
GUIDING THE WAY

Schedule

ID	Task Name	Start	Finish	Duration	Q1 15		Q2 15			Q3 15			Q4 15			Q1 16			Q2 16			Q3 16			Q4 16		
					Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
1	Phase 1	2/2/2015	5/22/2015	16w	[Blue bar spanning Feb 2015 to May 2015]																						
2	Procurement Documentation Preparations	2/2/2015	2/27/2015	4w	[Blue bar from Feb 2015 to Feb 2015]																						
3	Needs Analysis	3/2/2015	3/27/2015	4w	[Blue bar from Mar 2015 to Mar 2015]																						
4	Identify CAD System Requirements	3/30/2015	4/24/2015	4w	[Blue bar from Apr 2015 to Apr 2015]																						
5	Develop a Specifications Document	4/27/2015	5/8/2015	2w	[Blue bar from May 2015 to May 2015]																						
6	Prepare Solicitation (RFP) Document	5/11/2015	5/22/2015	2w	[Blue bar from May 2015 to May 2015]																						
7	Phase 2	5/25/2015	7/24/2015	9w	[Blue bar spanning May 2015 to July 2015]																						
8	Procurement Support	5/25/2015	7/24/2015	9w	[Blue bar from Jun 2015 to Jun 2015]																						
9	Phase 3	7/27/2015	11/13/2015	16w	[Blue bar spanning Jul 2015 to Nov 2015]																						
10	Vendor Selection Support	7/27/2015	9/18/2015	8w	[Blue bar from Aug 2015 to Aug 2015]																						
11	Contract Negotiations	9/21/2015	11/13/2015	8w	[Blue bar from Oct 2015 to Oct 2015]																						
12	Phase 4	11/16/2015	8/12/2016	39w	[Blue bar spanning Nov 2015 to Aug 2016]																						
13	Implementation Support	11/16/2015	8/12/2016	39w	[Blue bar from Dec 2015 to Dec 2015]																						
14	Phase 5	8/15/2016	11/11/2016	13w	[Blue bar spanning Aug 2016 to Nov 2016]																						
15	System Acceptance	8/15/2016	11/11/2016	13w	[Blue bar from Sep 2016 to Sep 2016]																						

CAD			US\$	US\$	
Item Description By Functional Use	Purpose	Qty	Unit Price	Total Price	NC 911 Board Category
PRODUCTION ENVIRONMENT					
Production Environment Host Server Hardware					
Dell PowerEdge R810 – Two Eight-Core Xeon Processors; 128GB RAM; Two (2) 300GB Internal RAID 1 15K RPM SAS Disks; CD-RW/DVD-ROM Drive, Quad 1GB NIC cards; Qlogic 2562 dual channel 8GB optional fibre channel HBA; Dual Brocade 24/4 SAN switches; Windows Server 2008 Enterprise Edition, 5 years ProSupport for IT (24x7 HW/SW); Mission Critical Package (4-hours 7x24 on-site support); 4 Physical Servers (Virtual Environment)		4	\$ 20,460	\$ 81,840	Hardware - CAD server
Windows Server 2012 Standard with downgrade rights to Windows Server 2008 R2 64-bit		6	\$ 1,011	\$ 6,066	Hardware - CAD server
I/CAD Database Server #1					
Microsoft SQL Server 2012 ENT Edition RUNTIME - 2 core pack (7LQ-00001)	Relational Database Management Software (RDBMS)	6	\$ 6,869	\$ 41,214	Software - Licensing
I/Executive High Availability (IPS0001HA)	Monitors CAD system transactions. Includes ANI/ALI	1	\$ 73,459	\$ 73,459	Software - Licensing
I/CAD Database Server #2					
Microsoft SQL Server 2012 ENT Edition RUNTIME - 2 core		6	Included at no additional cost		
Microsoft Visual Studio 2012 Professional Edition (with downgrade rights to VS 2010 PE)		1	\$ 840	\$ 840	Hardware - CAD server
Web Archive / Reports Server					
Microsoft SQL Server 2012 ENT Edition RUNTIME - 2 core pack (7LQ-00001)	Relational Database Management Software (RDBMS)	6	\$ 6,869	\$ 41,214	Software - CAD
I/NetViewer - 25 concurrent users (IPS0042f)		1	\$ 44,520	\$ 44,520	Software - CAD
I/NetDispatcher - 25 concurrent users (IPS0045f)		1	\$ 111,300	\$ 111,300	Software - CAD
I/CAD Test/Training Server					
Microsoft SQL Server 2012 STD Edition RUNTIME - 2 core pack (7RQ-00003)	Relational Database Management Software (RDBMS)	6	\$ 1,846	\$ 11,076	Software - CAD
I/Executive High Availability - Test License (IPS0001HATST)		1	Included at no additional cost		
I/NetViewer - 25 concurrent users - Test License (IPS0042FTST)		1	Included at no additional cost		
I/NetDispatcher - 25 concurrent users - Test License		1	Included at no additional cost		

CAD			US\$	US\$	
Item Description By Functional Use	Purpose	Qty	Unit Price	Total Price	NC 911 Board Category
I/CAD Test/Training Interface/Communications Server					
I/Mobile Data Terminal - Test License (IPS0009TST)		1	Included at no additional cost		
I/Tracker - Test License (IPS0015TST)		1	Included at no additional cost		
vCenter Server					
Microsoft SQL Server 2008 R2 Express (Download)	Relational Database Management Software (RDBMS)	1	Included at no additional cost		
VMware vCenter Server Standard for vSphere 5 - (v. 5 4,180.61) - license - 1 instance (includes 5 yr Support)		1	\$ 12,839	\$ 12,839	Software - Licensing
SAN Management					
Windows Server 2012 Standard with downgrade rights to Windows Server 2008 R2 64-bit		1	\$ 1,011	\$ 1,011	Hardware - CAD server
BACKUP ENVIRONMENT					
Backup Environment Host Server Hardware					
Lenovo Edge R720xd - Two 12-Core Processors, 256GB RAM; 24x 300Gb Drives; Dual 1GB Internal SD Cards for OS; vSphere Enterprise Plus v5 (x2); DVD-ROM Combo Drive; Quad 1GB NIC; Dual Power Supplies; 5 years ProSupport for IT (24x7 HW/SW); Mission Critical Package (4-hours 7x24 on-site support)		1	\$ 38,202	\$ 38,202	Hardware - CAD server
Windows Server 2012 Standard with downgrade rights to Windows Server 2008 R2 64-bit		2	\$ 1,011	\$ 2,022	Hardware - CAD server
I/CAD Backup Server					
Microsoft SQL Server 2012 STD Edition RUNTIME - 2 core pack (7RQ-00003)	Relational Database Management Software (RDBMS)	6	\$ 1,846	\$ 11,076	Software - CAD
I/Executive High Availability - Backup License		1	Included at no additional cost		
I/NetViewer - 25 concurrent users - Backup License		1	Included at no additional cost		
I/NetDispatcher - 25 concurrent users - Backup License (IPS0045FBCK)		1	Included at no additional cost		

CAD			US\$	US\$	
Item Description By Functional Use	Purpose	Qty	Unit Price	Total Price	NC 911 Board Category
Interface / Communications Backup Server					
ANI-ALI (Included with I/Executive) (ANI-ALI)		1	Included at no additional cost		
Custom Services for I/Informer to State/Federal Crime Database - Backup License (IPSCADCUST-IPS0004-BBCK)		1	Included at no additional cost		
Custom Services for I/Informer to Motorola RMS - Backup License (IPSCADCUST-IPS0004-CBCK)		1	Included at no additional cost		
Custom Services for I/Informer to OSSI/Sunguard RMS - Backup License (IPSCADCUST-IPS0004-DBCK)		1	Included at no additional cost		
Custom Services for I/Informer to New World RMS - Backup License (IPSCADCUST-IPS0004-EBCK)		1	Included at no additional cost		
I/CADLink NL to Motorola RMS - Backup License		1	Included at no additional cost		
I/CADLink NL to OSSI/Sunguard RMS - Backup License (IPS0051BCK-1)		1	Included at no additional cost		
I/CADLink NL to New World RMS - Backup License (IPS0051BCK-2)		1	Included at no additional cost		
Mobile Data Computer System Backup Server #1					
I/Mobile Data Terminal - Backup License (IPS0009BCK)		1	Included at no additional cost		
I/Tracker - Backup License (IPS0015BCK)		1	Included at no additional cost		
CLIENT ENVIRONMENT					
Working CAD Position					
Dell Precision T3500 Dual Core Intel® Xeon® W3503 2.40GHz; 6GB, 1333MHz, DDR3 SDRAM, NECC (3 DIMMS); 250GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache™; 16X DVD-ROM with Cyberlink Power DVD; Windows® 7 Professional; Three (3) Dell Professional P190S 19in HAS Monitor, VGA/ DVI; 5 year HW Warranty, 5year ProSupport for IT 4hr 7x24 onsite support, 5 year Mission Critical Support		108	\$ 2,503	\$ 270,324	Hardware - computer workstations
I/Dispatcher (IPS0002)	Dispatcher software. Provides calltaking and dispatching functionality.	108	\$ 18,365	\$ 1,983,420	Software - CAD

CAD			US\$	US\$	
Item Description By Functional Use	Purpose	Qty	Unit Price	Total Price	NC 911 Board Category
Administrator Workstations					
Dell Precision T3500 Dual Core Intel® Xeon® W3503 2.40GHz; 6GB, 1333MHz, DDR3 SDRAM, NECC (3 DIMMS); 250GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache™; 16X DVD-ROM with Cyberlink Power DVD; Windows® 7 Professional; Three (3) Dell Professional P190S 19in HAS Monitor, VGA/ DVI; 5 year HW Warranty, 5year ProSupport for IT 4hr 7x24 onsite support, 5 year Mission Critical Support		7	\$ 2,503	\$ 17,521	Hardware - computer workstations
I/Dispatcher (IPS0002)	Dispatcher software. Provides calltaking and dispatching functionality.	7	\$ 18,365	\$ 128,555	Software - CAD
Mapping Workstations					
Dell T1700 Dual Core Intel Xeon (2.4GHz) processor, 8GB RAM, One (1)256GB SSD; 16x DVD-ROM; Dual 512MB NVIDIA Quadro NVS 310 Cards; Broadcom NetXtreme 10/100/1000 Gigabit Ethernet controller-PCI Express card BNET; Three (3) 20-inch monitors, Windows® 7 Professional, 5 year HW Warranty, 5year ProSupport for IT 4hr 7x24 onsite support, 5 year Mission Critical Support		2	\$ 2,666	\$ 5,332	Hardware - computer workstations
I/Dispatcher - Test License (IPS0002TST)		2	Included at no additional cost		
I/Map Editor CC with GeoMedia Professional CC		1	\$ 16,507	\$ 16,507	Software - CAD
Map Administration Utility (IPS0082)		1	\$ 10,500	\$ 10,500	Software - CAD
FME Intergraph Edition CC - First License (SJBX911AA-A)		1	\$ 8,700	\$ 8,700	Software - CAD
Label-EZ for GeoMedia Pro CC (SJBX871AA-A)		1	\$ 19,900	\$ 19,900	Software - CAD
Web-Based Workstations					
Note: To access I/NetViewer, which is a server-based product.					
Single, 2.66GHz Quad Core processor, 2GB RAM,250GB hard drive ; single, 1GB NIC card, Single, 21 inch flatscreen 1024x768 resolution monitor with 256 color display; Sound bar or external speakers, CD-ROM drive, DVD drive		25	Customer-Furnished		

CAD			US\$	US\$	
Item Description By Functional Use	Purpose	Qty	Unit Price	Total Price	NC 911 Board Category
I/CAD Backup Workstations					
Dell Precision T3500 Dual Core Intel® Xeon® W3503 2.40GHz; 6GB, 1333MHz, DDR3 SDRAM, NECC (3 DIMMS); 250GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache™; 16X DVD-ROM with Cyberlink Power DVD; Windows® 7 Professional; Three (3) Dell Professional P190S 19in HAS Monitor, VGA/ DVI; 5 year HW Warranty, 5year ProSupport for IT 4hr 7x24 onsite support, 5 year Mission Critical Support		21	\$ 2,503	\$ 52,563	Hardware - computer workstations
I/Dispatcher - Backup License (IPS0002BCK)	Dispatcher software. Provides calltaking and dispatching functionality.	21	Included at no additional cost		
MOBILE ENVIRONMENT					
Mobile Data Computers					
Panasonic Ruggedized Laptop w/Touchscreen; Dual Core Processor; 4 GB RAM; 80 GB Disk; 1024x768, 256 color monitor, with Vista-capable graphics card; Centronics port for printing; Network Connection		1	Customer-Furnished		
Mobile for Public Safety - Concurrent User License (IPS0080)		1,000	\$ 1,113	\$ 1,113,000	Software - Licensing
Other Hardware and Software					
Dell R220 R2U Rack with Doors and Side Panels, 24 Amp, 120-240 Volt, PDU (qty 4); 1U KMM Console with Touchpad Keyboard and 18.5 LCD; 16 Port Keyboard/Video/Mouse Analog Switch; USB Server Interface Pod; 3 YR Business Hours (5X10) Next Business Day Parts Delivery; 2 YR Dell Hardware Limited Warranty-Extended		1	\$ 5,797	\$ 5,797	Hardware - CAD server
EMC VNX 5200 (SAN) 56x 300GB Drives **(14x 300GB Drives for BI Option if selected) 8x 600GB Drives for VMWare 5x SSD Drives for Fast Cache 2x Fiber channel switches with 8 ports licensed		1	\$ 125,020	\$ 125,020	Hardware - CAD server

We feel the license cost should be covered in its entirety and not prorated based on the number of programs running on the mobile CAD. The purpose of the license is to allow for mobile dispatching. With the volume of public safety responses in Wake County, mobile dispatching allows for the most efficient provision of services. The cost of the license is a flat amount and is not increased or reduced by the vendor based on the programs used or not used.

CAD			US\$	US\$	
Item Description By Functional Use	Purpose	Qty	Unit Price	Total Price	NC 911 Board Category
Services					
Project Management Services		1	\$ 301,680	\$ 301,680	Software - CAD
CAD Implementation Services		1	\$ 191,410	\$ 191,410	Software - CAD
Mapping Implementation Services		1	\$ 23,850	\$ 23,850	Software - CAD
Consulting Services		1	\$ 16,240	\$ 16,240	Software - CAD
CAD Interfaces Implementation Services		1	\$ 144,580	\$ 144,580	Software - CAD
BI Direct Implementation Services		1	\$ 5,720	\$ 5,720	Software - CAD
Training Services					
I/CAD Reassessment (IPST2006)		1	\$ 9,550	\$ 9,550	Software - CAD
I/CAD Database Schema and Reports Overview (IPST2009)		1	\$ 8,120	\$ 8,120	Software - CAD
I/CAD Essentials for Trainers (IPST2011)		1	\$ 9,550	\$ 9,550	Software - CAD
I/NetViewer - I/NetDispatcher for Trainers (IPST2404)		1	\$ 6,690	\$ 6,690	Software - CAD
I/CAD System Administration & Maintenance Essentials		1	\$ 9,550	\$ 9,550	Software - CAD
I/CAD Configuration Essentials (IPST9004)		1	\$ 9,550	\$ 9,550	Software - CAD
Map Fundamentals Workshop for I/CAD Systems (IPST1002)		1	\$ 8,120	\$ 8,120	Software - CAD
Map Basics for I/CAD Systems (IPST8001)		1	\$ 9,550	\$ 9,550	Software - CAD
Map Maintenance for I/CAD Systems (IPST8003)		1	\$ 9,550	\$ 9,550	Software - CAD
Map Roll Consulting for I/CAD Systems (IPST8004)		1	\$ 9,550	\$ 9,550	Software - CAD
Shipping, Installation, Bonds, Escrow, Insurance, Warranty					
Shipping and Insurance		1	\$ 5,204	\$ 5,204	Hardware - CAD server
Hardware Staging & Installation Services		1	\$ 31,785	\$ 31,785	Hardware - CAD server
TOTAL SYSTEM BASE PRICE:					
Sub-Total Exclusive of Extended Warranty, Maintenance, Options & Taxes				\$ 5,044,067	

WAKE COUNTY GOVERNMENT PURCHASE ORDER - FILE COPY



WAKE COUNTY PROCUREMENT SERVICES
 PO BOX 550
 RALEIGH, NC 27602

INVOICE TO: (Include P.O. No.)
 Information Services
 Wake County Government
 P.O. Box 550
 Raleigh NC 27602

DOCUMENT ID NUMBER

PO 26 2013101400006062

THIS NUMBER MUST BE ON ALL INVOICES, PACKING LISTS, AND RELATED PAPER WORK.

DATE 10/15/13	PO TYPE PO	PAGE 1	PRINT DATE 10/15/2013	DELIVERY DATE 11/01/13
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V E N D O R	VC0000000592 BRADSHAW CONSULTING SERVICES INC 2170 WOODSIDE EXECUTIVE COURT AIKEN SC 29803-9803	PHONE (803) 641-0960 EMAIL chris@bcs-gis.com	S H I P T O	260000 Information Services - Wake County Wake County Office Bldg - Mezzanine 337 S. Salisbury Street Raleigh NC 27601
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LINE NO.	QUANTITY	UNIT	COMMODITY DESCRIPTION	UNIT PRICE	AMOUNT
1	2.00000	EA	92045 Software Maintenance/Support MARVLIS Server, Installed: 11/20/2007 Maint. Period: 11/2013 to 11/2014 Renewals REQUISITION NO REQUEST FOR BID #: RQS 26 2013101000007425	4000.00000	8000.00
2	312.00000	EA	92045 Software Maintenance/Support MARVLIS Client Period Cover: 11/2013 to 11/2014 Renewals REQUISITION NO REQUEST FOR BID #: RQS 26 2013101000007425	160.00000	49920.00

This software allows for
 nearest unit dispatch for
 EMS units.

TOTAL AMOUNT 57920.00

ACCOUNT INFORMATION

ACCOUNTING TEMPLATE	OBJECT	TOTAL
555503	2406	8000.00
555503	2406	49920.00



ECC Systems Manager

Job Code: 3412

Department: Emergency Communications

FLSA Status: E

Summary Responsible for overall administration and supervision of the complex computer, radio and network systems within the ECC, including operations, installation, maintenance, troubleshooting, planning, training, disaster recovery and security.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Plans, directs and coordinates the development, implementation, maintenance, security and administration of public safety information technology technical systems to include but are not limited to: computer-aided dispatch systems, telecommunications, radio frequency systems, audio recording and IP-based networks.

Researches, procures, installs and maintains computers, servers, network equipment, telecommunications devices, radio equipment, software, and facilities.

Provides thorough understanding of security principles and practices, both physical and electronic.

Consults, manages and tests IP-based networks to include mission critical LAN/WAN connectivity with other Public Safety Answering Points (PSAPs) within Wake County.

Develops, monitors and evaluates backup strategies for all ECC systems with special emphasis on disaster recovery.

Prepares clear concise documentation on ECC technical systems for use in asset management, maintenance, replacement, and disaster recovery.

Oversees and provides project management on multiple, large public safety technical projects.

Selects, supervises, directs and coordinates the work of technical staff.

Determines appropriate staff needs and levels and makes recommendations to upper management.

Recommends and monitors the budget for assigned areas.

May function in a project management role.

Supervisory Responsibilities

Directly supervises several employees and indirectly supervises many employees in the Emergency Communications Department. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education

A Bachelor's Degree in computer science, information systems, mathematics or equivalent. Applicants may substitute additional relevant experience for the required education.

Experience

At least 4 years of experience working with computer networks or in a data center is required. Applicants may substitute additional relevant education for the required experience.

Computer Skills

Thorough knowledge of Microsoft Windows Server and Workstation operating systems, Virtualization technologies, Microsoft Office and Crystal Reports. Strong knowledge of Public Safety Dispatch applications is also required. Knowledge of Linux, Unix, Microsoft Project also beneficial. Individuals must also have thorough understanding of Server/Workstation platforms, Cisco network equipment, various backup/recovery and industry-standard monitoring tools.

Certifications, Licenses, Registrations

MCSE, CCNA, CCNP, PMP, MCP, ENP and/or other technical public safety certifications preferred.

Other Qualifications

An individual should have knowledge of project management methodology and be able to lead projects.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and use repetitive hand motion. The employee is frequently required to talk or hear and lift. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee regularly works in indoor or office environment.

Lm: 08/07
Rev 4/13

Hardware

Hardware

The need for additional hardware funds is driven by CAD and a new PSAP facility.

	New CAD System	Current CAD System Maintenance		New 911 Center Maintenance
	<i>One-Time</i>	<i>Monthly Recurring</i>	<i>Annual Recurring</i>	<i>Monthly Recurring</i>
CAD Server	\$297,787.00		\$42,879.54	
Radio Consoles		\$4,548.56		
Paging		\$1,669.00		
Computer Workstations	\$345,740.00			
Maintenance				\$4,436.33

Hardware – CAD Server

New CAD: One-time server costs for a new CAD are estimated at \$297,787. A best estimate of these costs is provided as an attachment to the *Software* section of this document.

Current CAD: We are currently spending \$42,879.54 per year for CAD server maintenance and have not previously requested reimbursement for this expense. A recent invoice is attached.

Hardware – Radio Consoles

We are currently spending \$4,548.56 per month on Radio Console Dispatch Workstations. There are 42 radio consolette workstations, 21 at the main PSAP location and 21 at the backup. A recent invoice is attached.

Hardware – Paging

We are currently spending \$1,699 per month for the paging interface with CAD and have not previously requested reimbursement for this expense. A recent invoice is attached.

Hardware – Computer Workstations

One-time computer workstation costs for the new CAD are estimated at \$345,740. A vendor-provided best estimate of these costs is provided as an attachment to the *Software* section of this document.

Hardware – Maintenance

The new facility to house the Raleigh-Wake PSAP is currently under construction. The facility will significantly increase the workload related to hardware maintenance. Reimbursement for these services is requested at \$4,436.33 per month. The attached job description for ECC Sr Systems Analyst has been previously approved by the NC 911 Board. The yellow highlighting shows the approved 9-1-1 eligible expenditures relevant to this request.

Below are highlights of the increased workload related to hardware in the new PSAP facility.

- The staff will be responsible for managing significantly more computer assets (see chart.) Work includes installing software and software updates, maintaining hardware and accessories (keyboards, mice), and maintaining monitors.
- In addition to computer assets, ECC IT will be responsible for maintaining all hardware and software on the systems and servers. This includes licensing, cabling, racking and stacking hardware, software upgrades, patching, troubleshooting, and imaging.
- New and larger systems will introduce new vendors and more time spent working with vendors on troubleshooting and required system changes such as upgrades.
- Prior to go live, ECC IT will spend 6-12 months developing and testing the technology. During this time, they will continue to maintain production at the main center in the RMB and the backup center at Barwell.
- The chart below shows the increase in consoles, monitors and PCs. Each of the 54 consoles in the new main PSAP building will have 1 radio PC with 1 monitor, 1 phone PC with 2 monitors, and 1 CAD PC with 4 monitors.

		Main PSAP Current	Main PSAP New	Backup PSAP	Total
Today					
	Consoles	25	0	18	43
	Monitors	175	0	126	301
	PCs	75	0	54	129
When new building is operational					
	Consoles	0	54	18	72
	Monitors	0	378	126	504
	PCs	0	162	54	216



QUOTATION

Quote #: 667148206
Customer #: 000924926
Contract #:
Customer Agreement #:
Quote Date: 11/01/2013
Customer Name: CITY OF RALEIGH

Date: 11/1/2013

Thanks for choosing Dell! Your quote is detailed below; please review the quote for product and informational accuracy. If you find errors or desire certain changes please contact your sales professional as soon as possible.

Sales Professional Information

SALES REP: NICOLE G BLACKWELL **PHONE:** 1800 - 4563355
Email Address: Merick_Nelson@DELL.com **Phone Ext:** 80000

GROUP: 1 QUANTITY: 1 SYSTEM PRICE: \$4,804.56 GROUP TOTAL: \$4,804.56

Description	Quantity
PowerEdge R420 (225-2987)	1
Dell Hardware Limited Warranty Plus On Site Service Initial Year (939-8097)	1
Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-8107)	1
MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (939-8177)	1
Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-3355 (989-3439)	1
Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (996-2161)	1
Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (996-2191)	1
ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (996-2371)	1
On-Site Installation Declined (900-9997)	1
Proactive Maintenance Service Declined (926-2979)	1
Shipping Material,PowerEdge R420 (331-7127)	1
PCIE Riser for Chassis with 1 Proc (331-7124)	1
On-Board LOM 1GBE (Dual Port for Racks and Towers, Quad Port for Blades) (430-4715)	1
Broadcom 5720 DP 1Gb Network Interface Card, Low Profile (430-4424)	1
iDRAC Port Card (421-5340)	1
iDRAC7 Enterprise (421-6085)	1
3.5" Chassis with up to 4 Hard Drives (318-2081)	1
SAS Cable for 3.5" in Hot Plug Chassis (331-6959)	1
Bezel-4/8 Drive Chassis (318-1431)	1
RAID 5 for H710P/H710/H310 (3-8 HDDs) (331-7177)	1
PERC H310 Integrated RAID Controller (342-3528)	1
Heat Sink,PowerEdge (317-9826)	1
Intel Xeon E5-2470 2.30GHz, 20M Cache, 8.0GT/s QPI, Turbo, 8C, 95W (319-0026)	1
No Additional Processor (331-4611)	1
8GB RDIMM, 1600MT/s, Low Volt, Dual Rank, x4 Data Width (319-1811)	2

1600 MHz RDIMMS (331-4424)	1
Performance Optimized (331-4428)	1
500GB 7.2K RPM SATA 3Gbps 3.5in Hot-plug Hard Drive (341-8728)	4
Electronic System Documentation and OpenManage DVD Kit for R420 (331-7129)	1
DVD+/-RW, SATA, INTERNAL (313-9091)	1
ReadyRails Sliding Rails With Cable Management Arm (331-4765)	1
Dual Hot Plug Power Supplies 350W (331-7022)	1
Power Distribution Board for Hot Plug Power Supplies (331-7027)	1
Power Cord, C13 to C14, PDU Style, 12 Amps, 2 foot, Qty 1 (330-3150)	2
No Operating System (420-6320)	1
No Media Required (421-5736)	1

GROUP: 2 QUANTITY: 2 SYSTEM PRICE: \$11,575.80 GROUP TOTAL: \$23,151.60

Description	Quantity
PowerEdge R720, Intel Xeon E-26XX v2 Processors (210-ABVP)	2
PowerEdge R720 Motherboard, TPM (591-BBBP)	2
ProSupport: Next Business Day Onsite Service After Problem Diagnosis, 2 Year Extended (936-4593)	2
ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year (936-4603)	2
Dell Hardware Limited Warranty Plus On Site Service Extended Year (939-2678)	2
Dell Hardware Limited Warranty Plus On Site Service Initial Year (939-2768)	2
ProSupport: Next Business Day Onsite Service After Problem Diagnosis, Initial Year (988-9281)	2
Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-3355 (989-3439)	2
On-Site Installation Declined (900-9997)	2
Proactive Maintenance Service Declined (926-2979)	2
PowerEdge R720 Shipping (331-4437)	2
Risers with up to 6, x8 PCIe Slots + 1, x16 PCIe Slot (331-4440)	2
Broadcom 5719 QP 1Gb Network Interface Card, Low Profile (430-4426)	4
Broadcom 5719 QP 1Gb Network Interface Card (430-4425)	2
VFlash, 8GB SD Card for iDRAC Enterprise (342-1413)	2
iDRAC7 Enterprise (421-5339)	2
NVIDIA Quadro K2000 GPU (490-BBQH)	2
GPU Installation Kit (320-2883)	2
Broadcom 5720 QP 1Gb Network Daughter Card (430-4418)	2
2.5" Chassis with up to 8 Hard Drives (317-8472)	2
Bezel (318-1375)	2
Power Saving Dell Active Power Controller (330-5116)	2
RAID 6 for H710P/H710 (4-16 HDDs) (331-4396)	2
PERC H710P Integrated RAID Controller, 1GB NV Cache (342-3531)	2
Heat Sink for PowerEdge R720 and R720xd (331-4508)	2
Intel Xeon E5-2660v2 2.2GHz, 25M Cache, 8.0GT/s QPI, Turbo, HT, 10C, 95W, Max Mem 1866MHz (338-BDBE)	2
DIMM Blanks for Systems with 2 Processors (317-8688)	2

Heat Sink for PowerEdge R720 and R720xd (331-4508)	2
Intel Xeon E5-2660v2 2.2GHz, 25M Cache, 8.0GT/s QPI, Turbo, HT, 10C, 95W, Max Mem 1866MHz,2nd Proc (338-BDBT)	2
16GB RDIMM, 1866MT/s, Standard Volt, Dual Rank, x4 Data Width (370-AAWL)	16
1866MT/s RDIMMs (370-AAWM)	2
Fault Resilient Memory-Vmware (379-BBGK)	2
1TB 7.2K RPM Near-Line SAS 6Gbps 2.5in Hot-plug Hard Drive (342-2001)	12
Electronic System Documentation and OpenManage DVD Kit for R720 and R720xd (331-5914)	2
DVD+/-RW, SATA, INTERNAL (313-9090)	2
ReadyRails Sliding Rails With Cable Management Arm (331-4433)	2
Dual, Hot-plug, Redundant Power Supply (1+1), 1100W (331-4607)	2
Power Cord, C13 to C14, PDU Style, 12 Amps, 2 foot, Qty 1 (330-3150)	4
Internal Dual SD Module (331-4441)	2
1GB SD Card for RIPS (342-3595)	2
1GB SD Card for RIPS (342-3595)	2
Enable Redundant SD Cards (468-4612)	2
No Operating System (420-6320)	2
No Media Required (421-5736)	2
VMware ESXi v5.1U1 Embedded Image on Flash Media (421-9385)	2

GROUP: 3 QUANTITY: 1 SYSTEM PRICE: \$14,923.38 GROUP TOTAL: \$14,923.38

Description	Quantity
PowerVault MD3200i, 1G iSCSI (210-ABIN)	1
Ship Group,MD3200I,Dell Americas Organization (340-AFGD)	1
PowerVault MD32xxl 4G Cache Controller (403-BBCW)	1
PowerVault MD32xxl 4G Cache Controller (403-BBCW)	1
HD Multi-Select (341-4158)	1
Bezel Option, MD3200i (313-9401)	1
ReadyRails II Static Rails for 4-post Racks (770-BBCL)	1
ProSupport : 7x24 HW / SW Tech Support and Assistance , 4 Year (922-9923)	1
Dell Hardware Limited Warranty Initial Year (954-5957)	1
Dell Hardware Limited Warranty Extended Year(s) (954-5958)	1
Pro Support : Next Business Day Onsite Service After Problem Diagnosis, Initial Year (954-5969)	1
Pro Support : Next Business Day Onsite Service After Problem Diagnosis, 3 Year Extended (954-5973)	1
Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-3355 (989-3439)	1
Remote Implementation of a Dell PowerVault MD3xxx Series Array (961-3869)	1
Proactive Maintenance Service Declined (926-2979)	1
Power Supply, AC 600W, Redundant (332-0746)	1
Power Cord, C13 to C14, PDU Style, 12 Amps, 2 foot, Qty 1 (330-3150)	1
Power Cord, C13 to C14, PDU Style, 12 Amps, 2 foot, Qty 1 (330-3150)	1
No Additional Software (410-1074)	1

3TB 7.2K RPM Near-Line SAS 6Gbps 3.5in Hot-plug Hard Drive (342-2337)

12

SOFTWARE & ACCESSORIES**GROUP TOTAL: \$0.00**

Product	Quantity	Unit Price	Total
Dell Education Services - PowerVault - NO TRAINING Selected (971-6451)	1	\$0.00	\$0.00

*Total Purchase Price:	\$45,773.89
Product Subtotal:	\$42,879.54
Tax:	\$2,894.35
Shipping & Handling:	\$0.00
State Environmental Fee:	\$0.00
Shipping Method:	LTl 5 DAY OR LESS
	<i>(* Amount denoted in \$)</i>

Statement of Conditions

The information in this document is believed to be accurate. However, Dell assumes no responsibility for inaccuracies, errors, or omissions, and shall not be liable for direct, indirect, special, incidental, or consequential damages resulting from any such error or omission. Dell is not responsible for pricing or other errors, and reserves the right to cancel orders arising from such errors. Dell may make changes to this proposal including changes or updates to the products and services described, including pricing, without notice or obligation.

This proposal is not intended to create a contractual relationship. Unless expressly agreed otherwise in a writing signed by the parties, all orders by CITY OF RALEIGH for Dell products and services shall be subject to Dell's Terms and Conditions of Sale-Direct, which can be found at www.dell.com/terms, and which incorporate Dell's U.S. Return Policy, at www.dell.com/returnpolicy#total. Please read those terms carefully and in their entirety, and note in particular that Dell EqualLogic and EqualLogic-branded products, Dell|EMC and EMC-branded products, PowerVault ML6000 tape libraries, non-Dell-branded enterprise products, enterprise software, and customized hardware or software products may not be returned at any time. Orders also shall be subject to the terms of any applicable service contract(s), which can be found at www.dell.com/servicecontracts.

All information supplied to CITY OF RALEIGH for the purpose of this proposal is to be considered confidential information belonging to Dell.

About Dell

Dell Inc. (NASDAQ: DELL) listens to customers and delivers innovative technology and services they trust and value. Uniquely enabled by its direct business model, Dell is a leading global systems and services company and No. 34 on the Fortune 500. For more information, visit www.dell.com.

Privacy Policy

Dell respects your privacy. Across our business, around the world, Dell will collect, store, and use customer information only to support and enhance our relationship with your organization, for example, to process your purchase, provide service and support, and share product, service, and company news and offerings with you. Dell does not sell your personal information. For a complete statement of our Global Privacy Policy, please visit dell.com/privacy.



SERVICES AGREEMENT

Attn: National Service Support/4th fl
 1301 East Algonquin Road
 (800) 247-2346

Contract Number: S00001006524
 Contract Modifier: RN22-NOV-13 13:31:08

Date: 12/05/2013

Company Name:	Wake County Information Services
Attn:	
Billing Address:	P O Box 251
City, State, Zip:	Raleigh,NC,27602
Customer Contact:	Frank Hall
Phone:	(919)291-0007

Required P.O.: No
 Customer # : 1036364032
 Bill to Tag # : 0014
 Contract Start Date: 07/01/2014
 Contract End Date: 06/30/2015
 Anniversary Day: Jun 30th
 Payment Cycle: MONTHLY
 PO # :

QTY	MODEL/OPTION	SERVICES DESCRIPTION	MONTHLY EXT	EXTENDED AMT	
		NETWORK MONITORING SERVICE - CTD INFRASTRUCTURE REPAIR WITH ADV REPL DISPATCH SERVICE NETWORK MONITORING SERVICE TECHNICAL SUPPORT SERVICE CUSTOMER TECHNICIAN DISPATCH SERVIC ONSITE INFRASTRUCTURE RESPONSE SP - NETWORK PREVENTATIVE MAINTENANCE SP - CONTRACT ADMINISTRATION SERVICE MS - SITE MANAGEMENT SP - LOCAL REPAIR WITH ONSITE RESPONSE			
SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS			Subtotal - Recurring Services	\$90,786.17	\$1,089,434.04
			Subtotal - One-Time Event Services	\$.00	\$.00
			Total	\$90,786.17	\$1,089,434.04
			Taxes	-	-
			Grand Total	\$90,786.17	\$1,089,434.04
THIS SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS WHERE APPLICABLE, TO BE VERIFIED BY MOTOROLA.					
Subcontractor(s)			City	State	
MOTOROLA SYSTEM SUPPORT CENTER			ELGIN	IL	
MOTOROLA PAGING ONE CALL SUPPORT CENTER			SCHAUMBU RG	IL	
MOTOROLA SSC NETWORK SECURITY DO298			SCHAUMBU RG	IL	
MOTOROLA SYSTEM SUPPORT CTR-CALL CENTER DO066			SCHAUMBU RG	IL	

MOTOROLA REPRESENTATIVE(PRINT NAME)

PHONE

Company Name: Wake County Information Services

Contract Number: S00001006524

Contract Modifier: RN22-NOV-13 13:31:08

Contract Start Date: 07/01/2014

Contract End Date: 06/30/2015

Service Terms and Conditions

Motorola Solutions Inc. ("Motorola") and the customer named in this Agreement ("Customer") hereby agree as follows:

Section 1. APPLICABILITY

These Service Terms and Conditions apply to service contracts whereby Motorola will provide to Customer either (1) maintenance, support, or other services under a Motorola Service Agreement, or (2) installation services under a Motorola Installation Agreement.

Section 2. DEFINITIONS AND INTERPRETATION

2.1. "Agreement" means these Service Terms and Conditions; the cover page for the Service Agreement or the Installation Agreement, as applicable; and any other attachments, all of which are incorporated herein by this reference. In interpreting this Agreement and resolving any ambiguities, these Service Terms and Conditions take precedence over any cover page, and the cover page takes precedence over any attachments, unless the cover page or attachment states otherwise.

2.2. "Equipment" means the equipment that is specified in the attachments or is subsequently added to this Agreement.

2.3. "Services" means those installation, maintenance, support, training, and other services described in this Agreement.

Section 3. ACCEPTANCE

Customer accepts these Service Terms and Conditions and agrees to pay the prices set forth in the Agreement. This Agreement becomes binding only when accepted in writing by Motorola. The term of this Agreement begins on the "Start Date" indicated in this Agreement.

Section 4. SCOPE OF SERVICES

4.1. Motorola will provide the Services described in this Agreement or in a more detailed statement of work or other document attached to this Agreement. At Customer's request, Motorola may also provide additional services at Motorola's then-applicable rates for the services.

4.2. If Motorola is providing Services for Equipment, Motorola parts or parts of equal quality will be used; the Equipment will be serviced at levels set forth in the manufacturer's product manuals; and routine service procedures that are prescribed by Motorola will be followed.

4.3. If Customer purchases from Motorola additional equipment that becomes part of the same system as the initial Equipment, the additional equipment may be added to this Agreement and will be billed at the applicable rates after the warranty for that additional equipment expires.

4.4. All Equipment must be in good working order on the Start Date or when additional equipment is added to the Agreement. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment. Customer must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. Customer's obligation to pay Service fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice.

4.5. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

4.6. If Equipment cannot, in Motorola's reasonable opinion, be properly or economically serviced for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to Service that Equipment.

4.7. Customer must promptly notify Motorola of any Equipment failure. Motorola will respond to Customer's notification in a manner consistent with the level of Service purchased as indicated in this Agreement.

Section 5. EXCLUDED SERVICES

5.1. Service excludes the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.

5.2. Unless specifically included in this Agreement, Service excludes items that are consumed in the normal operation of the Equipment, such as batteries or magnetic tapes.; upgrading or reprogramming Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or software; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no

obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.

Section 6. TIME AND PLACE OF SERVICE

Service will be provided at the location specified in this Agreement. When Motorola performs service at Customer's location, Customer will provide Motorola, at no charge, a non-hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola or its subcontractors will not be imposed as a site access requirement. Customer will provide all information pertaining to the hardware and software elements of any system with which the Equipment is interfacing so that Motorola may perform its Services. Unless otherwise stated in this Agreement, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and holidays. Unless otherwise stated in this Agreement, the price for the Services exclude any charges or expenses associated with helicopter or other unusual access requirements; if these charges or expenses are reasonably incurred by Motorola in rendering the Services, Customer agrees to reimburse Motorola for those charges and expenses.

Section 7. CUSTOMER CONTACT

Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to enable Customer's personnel to maintain contact, as needed, with Motorola.

Section 8. PAYMENT

Unless alternative payment terms are stated in this Agreement, Motorola will invoice Customer in advance for each payment period. All other charges will be billed monthly, and Customer must pay each invoice in U.S. dollars within twenty (20) days of the invoice date. Customer will reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or assessments that are levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity.

Section 9. WARRANTY

Motorola warrants that its Services under this Agreement will be free of defects in materials and workmanship for a period of ninety (90) days from the date the performance of the Services are completed. In the event of a breach of this warranty, Customer's sole remedy is to require Motorola to re-perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-conforming Service. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Section 10. DEFAULT/TERMINATION

10.1. If either party defaults in the performance of this Agreement, the other party will give to the non-performing party a written and detailed notice of the default. The non-performing party will have thirty (30) days thereafter to provide a written plan to cure the default that is acceptable to the other party and begin implementing the cure plan immediately after plan approval. If the non-performing party fails to provide or implement the cure plan, then the injured party, in addition to any other rights available to it under law, may immediately terminate this Agreement effective upon giving a written notice of termination to the defaulting party.

10.2. Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including payments which may be due and owing at the time of termination. All sums owed by Customer to Motorola will become due and payable immediately upon termination of this Agreement. Upon the effective date of termination, Motorola will have no further obligation to provide Services.

Section 11. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 12. EXCLUSIVE TERMS AND CONDITIONS

12.1. This Agreement supersedes all prior and concurrent agreements and understandings between the parties, whether written or oral, related to the Services, and there are no agreements or representations concerning the subject matter of this Agreement except for those expressed herein. The Agreement may not be amended or modified except by a written agreement signed by authorized representatives of both parties.

12.2. Customer agrees to reference this Agreement on any purchase order issued in furtherance of this Agreement, however, an omission of the reference to this Agreement will not affect its applicability. In no event will either party be bound by any terms contained in a Customer purchase order, acknowledgement, or other writings unless: the purchase order, acknowledgement, or other writing specifically refers to this Agreement; clearly indicate the intention of both parties to override and modify this Agreement; and the purchase order, acknowledgement, or other writing is signed by authorized representatives of both parties.

Section 13. PROPRIETARY INFORMATION; CONFIDENTIALITY; INTELLECTUAL PROPERTY RIGHTS

13.1. Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer under this Agreement will remain Motorola's property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. Customer may not disclose, without Motorola's written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section survive the expiration or termination of this Agreement.

13.2. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by Customer to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

13.3. This Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property including any intellectual property created as a result of or related to the Equipment sold or Services performed under this Agreement.

Section 14. FCC LICENSES AND OTHER AUTHORIZATIONS

Customer is solely responsible for obtaining licenses or other authorizations required by the Federal Communications Commission or any other federal, state, or local government agency and for complying with all rules and regulations required by governmental agencies. Neither Motorola nor any of its employees is an agent or representative of Customer in any governmental matters

Section 15. COVENANT NOT TO EMPLOY

During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law

Section 16. MATERIALS, TOOLS AND EQUIPMENT

All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of this Agreement will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer's custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any time without restriction.

Section 17. GENERAL TERMS

17.1. If any court renders any portion of this Agreement unenforceable, the remaining terms will continue in full force and effect.

17.2. This Agreement and the rights and duties of the parties will be interpreted in accordance with the laws of the State in which the Services are performed

17.3. Failure to exercise any right will not operate as a waiver of that right, power, or privilege.

17.4. Neither party is liable for delays or lack of performance resulting from any causes that are beyond that party's reasonable control, such as strikes, material shortages, or acts of God.

17.5. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.6. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event

17.7. THIS AGREEMENT WILL RENEW, FOR AN ADDITIONAL ONE (1) YEAR TERM, ON EVERY ANNIVERSARY OF THE START DATE UNLESS EITHER THE COVER PAGE SPECIFICALLY STATES A TERMINATION DATE OR ONE PARTY NOTIFIES THE OTHER IN WRITING OF ITS INTENTION TO DISCONTINUE THE AGREEMENT NOT LESS THAN THIRTY (30) DAYS OF THAT ANNIVERSARY DATE. At the anniversary date, Motorola may adjust the price of the Services to reflect its current rates.

17.8. If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the termination or expiration will apply to those Services and Customer agrees to pay for those services on a time and materials basis at Motorola's then effective hourly rates.

Revised Jan 1, 2010

WAKE COUNTY S00001006524 DISPATCH SITE SERVICE BREAKDOWN 2014-2015

WEST HARGETT ROAD DISPATCH		QUANTITY	MONTHLY	ANNUAL
DISPATCH	DISPATCH SITES	1	\$ 8.43	\$ 101.16
	CONSOLES	21	\$ 46.83	\$ 561.96
INFRASTRUCTURE REPAIR WITH ADVANCED REPLACEMENT	DISPATCH SITES	1	\$ 26.22	\$ 314.64
	CONSOLES	21	\$ 529.83	\$ 6,357.96
ONSITE INFRASTRUCTURE RESPONSE	DISPATCH SITES	1	\$ 127.31	\$ 1,527.72
	CONSOLES	21	\$ 1,071.00	\$ 12,852.00
SP - NETWORK PREVENTATIVE MAINTENANCE	DISPATCH SITES	1	\$ 413.10	\$ 4,957.20
TECHNICAL SUPPORT	DISPATCH SITES	1	\$ 4.75	\$ 57.00
	CONSOLES	21	\$ 46.81	\$ 561.70
TOTAL			\$ 2,274.28	\$ 27,291.34

BARWELL ROAD DISPATCH		QUANTITY	MONTHLY	ANNUAL
DISPATCH	DISPATCH SITES	1	\$ 8.43	\$ 101.16
	CONSOLES	21	\$ 46.83	\$ 561.96
INFRASTRUCTURE REPAIR WITH ADVANCED REPLACEMENT	DISPATCH SITES	1	\$ 26.22	\$ 314.64
	CONSOLES	21	\$ 529.83	\$ 6,357.96
ONSITE INFRASTRUCTURE RESPONSE	DISPATCH SITES	1	\$ 127.31	\$ 1,527.72
	CONSOLES	21	\$ 1,071.00	\$ 12,852.00
SP - NETWORK PREVENTATIVE MAINTENANCE	DISPATCH SITES	1	\$ 413.10	\$ 4,957.20
TECHNICAL SUPPORT	DISPATCH SITES	1	\$ 4.75	\$ 57.00
	CONSOLES	21	\$ 46.81	\$ 561.70
TOTAL			\$ 2,274.28	\$ 27,291.34



ECC Senior Systems Administrator

Job Code: 3413

Department: Emergency Communications

FLSA Status: E

Summary Responsible for overall administration of a large or complex computer system or network including operations, installation, troubleshooting, maintenance, planning, training and security. May lead or supervise other workers. May function as network systems engineer.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Installs and maintains computers, servers, operating systems and software;

Creates, deletes, modifies and maintains user accounts for CAD and CPE;

Develops, monitors and evaluates backup strategies for all ECC systems with special emphasis on disaster recovery;

Monitors network security and access;

Functions as first level help desk and problem solver for users;

Researches and recommends solutions for enhancement and upgrade of ECC systems;

May perform some programming using system data;

Works with users to detail and generate reports from various CAD and CPE systems;

Installs custom phone/data service, and interfaces with phone companies and other service providers as it relates to the provision of 911 service;

Manages infrastructure related projects;

Provides advice, guidance and counsel to other technical workers and clients;

Prepares clear concise documentation on ECC technical systems for use in asset management, maintenance, replacement, and disaster recovery;

Works closely with industry organizations (APCO/NENA) on the implementation and compliance of PSAP standards and best practices.

Supervisory Responsibilities

This job has no supervisory responsibilities, however, this position may be assigned to a project manager or technical lead role.

Education

High school diploma or GED.

Experience

At least 4 years experience working with computer servers, networks, storage area networks (SAN), virtualization and/or applications. Applicants may substitute additional relevant education and training for the required experience.

Computer Skills

To perform this job successfully, an individual should have knowledge of MS Windows client operating XP/ 7/ 8 , server operating systems 2003/2008/2012, MSOffice, MS IIS, and Crystal Reports software, or equivalent. In addition, an individual should have knowledge of basic computer hardware operation and the interconnectivity with a computer data network and its hardware components.

Certifications, Licenses, Registrations

MCSE, CCNA, PMP, MCP and/or Network certification preferred.

Other Qualifications

An individual should have knowledge of project management methodology and be able to lead projects.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and use repetitive hand motion. The employee is frequently required to talk or hear and lift. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee regularly works in indoor or office environment.

5/13

Implemental Functions

\$13,222 per month is requested for addressing for 911. This work has been performed since the inception of 9-1-1 mapping but has not previously been requested for reimbursement. The work is performed by Wake County.

The attached is a quote from Wake County listing the services they provide that support 911 call taking and dispatch.



**WAKE COUNTY
COMMUNITY SERVICES**

GIS DIVISION

FAX 919 743 4853

Wake County Office Building 10th Floor
337 S. Salisbury Street
PO Box 550, Suite 1000
Raleigh, NC 27602

QUOTE

March 31, 2015

Customer Name:

City of Raleigh
Raleigh-Wake 911 Center

Address:

Raleigh Municipal Building,
222 W. Hargett St.
Raleigh, NC

Service/Product Provided:

Wake County GIS - Services Rendered and Costs Incurred

- Street Centerline maintenance configured strictly for 9-1-1 dispatching – 57,000 segments
- Police, Fire, EMS, Community GIS layer maintenance (8,600+ polygons)
- Quarterly CAD Geofile Updates
- Fire and EMS Station Run Orders for 6,900+ beats (changes to system as needed)
- Master Street Address Guide (MSAG) maintenance
- PSAP Inquiries
- Address Verification Requests (AVR)
- Quarterly PSAP boundary layer for VOIP and future NG9-1-1 Needs
- Cell Site Sector Routing for Wireless 9-1-1
- 9-1-1 Address Assignment – County-wide Oversight – 500,000+ addresses
- Master Street Dictionary maintenance – official source for 9-1-1 street names (county-wide)

Service Date:

July 1, 2014 – June 30, 2015

COST

Annual Cost: \$158,664 (\$13,222/month)

911

County of Stanly
201 South Second Street
ALBEMARLE, NORTH CAROLINA
28001



911-COMMUNICATIONS

Office of Karen L. McDaniel

Communications Director

Phone: 704-986-3709

Fax No. 704-983-5911

April 14, 2015

TO: North Carolina 911 Board

FROM: Karen L. McDaniel, Director

IN RE: (CORRECTED) 2016 PSAP DISTRIBUTION RECONSIDERATION
FORM

I have updated and corrected the 2016 PSAP Distribution Reconsideration Form, which I sent in on March 6, 2015. Also there is supporting documentation for the reconsideration request. I have not considered a grant for the items requested as we are just now closing out an existing grant from 2010.

In the last several years I have utilized our 911 Surcharge fund distributions and balance to update equipment within our center and prepare us for the future of 911. These upgrades have included new phone equipment, servers and upgrades, Intrado 911 network, CAD computers, new UPS this year, and new P25 Radio Equipment which will be installed in the upcoming fiscal year. As you know these upgrades do not come without a cost.

Stanly County's estimated expenditures for fiscal year ending June 30, 2015 are \$507,464.00. I have attached a copy of the estimated expenditures for this fiscal year. This includes paying 22 prior months of costs for monthly selective routing and ALI provisioning and 911 trunk line charges to CenturyLink. The Intrado 911 network is complete and we will go back and pay the monthly costs incurred since voice migration on August 22, 2012. These monthly costs were not paid at the time in an attempt to facilitate a timely completion of the network. This will leave us with an estimated fund balance of \$45,022.00.

There are increases in costs for implemental functions, increase in recurring costs of 3% for SunGard/OSSI and upgrades to our voice recorder and new radio equipment, our fund balance and proposed distribution will not be enough to pay expenses in the coming year(s).

I am requesting a one-time distribution of \$140,595.00 to upgrade our voice recorders for recording of P25 trunked radio dispatch channels. Quotes are attached from Carolina Recording and Motorola for the equipment and licensing necessary. I am requesting a one-time distribution of \$2,967.00 for SunGard Migration Services to upgrade our CAD servers and \$4,897.74 for Microsoft licensing for access to the CAD servers.

I am requesting a yearly distribution increase of at least \$164,478.49. This is broken down into new radio equipment and installation which has been financed over 15 years, yearly system upgrade agreement for the radio system and increased costs within the center.

Our new radio equipment is financed for 15 years. The portion that will reside within the 911 center is \$771,255.00. Installation costs are \$123,000.00 also financed for 15 years. There is a yearly recurring fee for System Upgrade Agreement with the City of Charlotte UASI Radio System of \$35,000.00 for the equipment within the communications center. Documentation is attached.

I have included my requested budget for the upcoming fiscal year. You will see that in addition to the known recurring costs, we budget as well for the unknowns like unforeseen repairs, department supplies, such as monitors, headsets, etc.

Thank you in advance for your consideration of this request.

Sincerely,



Karen L. McDaniel, Director

Budget Worksheet Report

Account Number	Description	2015 Estimated Amount
Fund	260	Emergency Telephone E-911
Expenses		
Department	4396	911 Operations
<u>Personal Services</u>		
121.000	Salaries & Wages-Regular	\$0.00
181.000	FICA/Medicare Tax	\$0.00
182.000	Retirement Expense	\$0.00
183.000	Health/Dental Insurance	\$0.00
186.000	Workers Compensation	\$0.00
189.000	Other Fringe Benefits	\$0.00
190.000	Professional Services	\$46,608.00
190.100	Professional Fees	\$0.00
190.200	E911 Grant	\$0.00
<u>Total: Personal Services</u>		\$46,608.00
<u>Supplies And Materials</u>		
230.000	Education Materials	\$0.00
251.000	Motor Fuel	\$0.00
253.000	Vehicle Parts & Supplies	\$0.00
260.000	Office Supplies	\$1,320.00
260.200	Telephone Supplies	\$1,000.00
260.300	S.L. 2010-158 (supplies)	\$0.00
261.000	Departmental Supplies	\$0.00
291.000	Data Processing Supplies	\$1,100.00
291.100	Data Processing Supplies	\$0.00
291.300	Data Processing Telephone	\$0.00
299.000	Miscellaneous Supplies	\$0.00
<u>Total: Supplies And Materials</u>		\$3,420.00
<u>Current Oblig. & Services</u>		
311.000	Travel P.O.V.	\$0.00
312.000	Training	\$6,500.00
321.000	Telephone Service	\$205,331.00

Budget Worksheet Report

Account Number	Description	2015 Estimated Amount
Fund	260	Emergency Telephone E-911
Department	4396	911 Operations
325.000	Postage	\$0.00
333.000	Natural Gas Expense	\$0.00
341.000	Printing Expense	\$0.00
351.000	Rep&Maint-Bldg & Grounds	\$0.00
352.000	Rep & Maint - Equipment	\$0.00
352.100	Repair Of Equipment	\$0.00
352.200	Repair Of Software	\$0.00
352.300	Repair Of Telephone	\$0.00
370.000	Advertising Expense	\$0.00
399.000	Other Services	\$0.00
<u>Total: Current Oblig. & Services</u>		\$211,831.00
<u>Fixed Chgs. & Other Serv.</u>		
430.000	Rental of Equipment	\$28,722.00
430.200	Rental of Telephone	\$64,528.00
440.000	Service & Maint Contract	\$37,437.00
440.100	Service Maint Contracts	\$48,389.00
440.200	Telephone Maintenance	\$36,143.00
440.300	S.L. 2010-158 (Maint)	\$0.00
451.000	Cyber Insurance Cost	\$0.00
454.000	Insurance Coverage Costs	\$0.00
491.000	Dues and Subscriptions	\$0.00
494.000	Lease Purchase Expense	\$0.00
<u>Total: Fixed Chgs. & Other Serv.</u>		\$215,219.00
<u>Capital Outlay</u>		
510.000	Office Furniture & Equip	\$0.00
520.000	Data Processing Equip	\$0.00
520.200	Telephone Equip	\$0.00
550.000	Other Equipment	\$30,386.00

Budget Worksheet Report

Account Number	Description	2015 Estimated Amount
Fund	260	Emergency Telephone E-911
Department	4396	911 Operations
560.000	S.L. 2010-158 (50% exp)	\$0.00
<u>Total: Capital Outlay</u>		\$30,386.00
<u>Inv/Interfund Trans/Budgt</u>		
991.100	Contingency Appropriated	\$0.00
<u>Total: Inv/Interfund Trans/Budgt</u>		\$0.00
Department Total: 911 Operations		\$507,464.00
<u>Expense Totals</u>		\$507,464.00
Fund Total: Emergency Telephone E-911		(\$507,464.00)
Revenue Grand Totals:		\$0.00
Expense Grand Totals:		\$507,464.00
Net Grand Totals:		(\$507,464.00)

North Carolina 911 Board

PSAP Name: Stanly County 9-1-1 Communications

Contact Name: Karen L. McDaniel

Contact Address: 201 S. Second St.

City: Albemarle

Zip: 28001

Contact Email: kmcdaniel@stanlycountync.gov

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. *PLEASE SEE INSTRUCTIONS tab for further details*** All requests must be filed with the NC 911 Board no later than March 6, 2015. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

June 30, 2014 Emergency Telephone System Fund Balance: 264,623.18

Expenditure	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
Phone Systems - Furniture				
9-1-1 trunk line charges			5,141.31	
Basic line charge only **One administrative line per call-taking position	2,637.60			
Interpretive Services	336.60			
Selective Routing and ALI provisioning	-16,806.71		510.00	
Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	74,858.30			
Phone Systems - Maintenance	35,174.93			
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$96,200.72	\$0.00	\$5,651.31	\$0.00

SOFTWARE	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
CAD (modules that are part of the call-taking process only)		6,311.97		
GIS (to create and display the base map showing street centerlines and address, address point layer)				

Message switch software **must meet requirements noted in Approved Use of Funds list.				
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.				
Voice Logging Recorder		140,595.00		
MIS for 9-1-1 phone system				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)				
Quality Assurance for Protocols				
ALI Database software				
Software Licensing				
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				
Software MAINTENANCE	46,811.88			842.58
TOTAL	\$46,811.88	\$146,906.97	\$0.00	\$842.58

HARDWARE	FY2014 (2013-2014) ACTUAL Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2016 (2015-2016) Requested Increase Amount Recurring MONTHLY Cost	FY2016 (2015-2016) Requested Increase Amount Recurring ANNUAL Cost
CAD server	28,721.64			
GIS server				
911 Phone server				
Voice logging server				
Activity Monitor **must meet requirements				
Computer Workstations	463.22			
Time Synchronization				
UPS				
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				86,324.53
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Console **as defined in Approved Use of Funds List				
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.				
Hosted Solutions: **Must be approved by 911 Staff prior to reporting.				

Hardware MAINTENANCE	46,733.48			31.23
TOTAL	\$75,918.34	\$0.00	\$0.00	\$86,355.76

Training Expenditures

TOTAL	\$6,522.58	\$0.00	\$0.00
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IMPLEMENTAL FUNCTIONS

Database Provisioning for 911	20,973.28		46.61
Addressing for 911	23,915.00		52.47
TOTAL	\$44,888.28	\$0.00	\$99.08

Total Approved FY2014 Expenditures **\$270,341.80**

To be completed by 911 Board Staff:

PROPOSED FY2016 FUNDING	\$293,973.00
FY2016 Anticipated Capital Expenditures	\$234,105.31
FY2016 Anticipated Monthly Recurring	\$69,004.68
Stanly - Applied Fund Balance	<u>-\$30,000.00</u>

Requested FY2016 Funding **\$567,082.99**

20% Approved Carryforward \$55,106

Centurytel Payment History for Acct number **Stanley County E911**

Date	Previous	Payments	Pmt Posting date	NSF/Adjustment	Credit/adjust	911 ALI DB	911 Network Redundancy Service	ECI MNPLS / access Charge	MPLS 1.5 Mbps Port	MPLS Access Charge	Late Fee's
Oct-11	\$ -	\$ -				\$ 510.00					
Nov-11	\$ 375,782.00	\$ -				\$ 510.00					\$ 3,757.82
Dec-11	\$ 380,049.82	\$ -				\$ 510.00					\$ 3,800.50
Jan-12	\$ 384,360.32	\$ -				\$ 510.00					\$ 3,843.60
Feb-12	\$ 388,713.92	\$ -				\$ 510.00					\$ 3,887.14
Mar-12	\$ 393,111.06	\$ -			\$ 15,289.06	\$ 510.00					
Apr-12	\$ 378,332.00	\$ -				\$ 510.00					
May-12	\$ 378,842.00	\$ -				\$ 510.00					
Jun-12	\$ 379,352.00	\$ -				\$ 510.00					
Jul-12	\$ 379,862.00	\$ -				\$ 510.00					
Aug-12	\$ 380,372.00	\$ -				\$ 510.00					
Sep-12	\$ 380,882.00	\$ -				\$ 510.00					
Oct-12	\$ 381,392.00	\$ -				\$ 510.00					
Nov-12	\$ 381,902.00	\$ -				\$ 510.00					
Dec-12	\$ 382,412.00	\$ -				\$ 510.00					
Jan-13	\$ 382,922.00	\$ -				\$ 510.00	\$ 11,946.32	\$ 5,457.50	\$ 11,724.48	\$ 1,032.50	
Feb-13	\$ 414,966.66	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Mar-13	\$ 420,821.52	\$ -			\$ 2,319.67	\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Apr-13	\$ 426,676.38	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
May-13	\$ 432,530.85	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Jun-13	\$ 438,385.32	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Jul-13	\$ 444,239.79	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Aug-13	\$ 450,094.26	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	

Taxes	Past Due Amt	Current Charges	Total Due		
	\$ -	\$ 375,782.00	\$ 375,782.00		
	\$ 375,782.00	\$ 4,267.82	\$ 380,049.82		
	\$ 380,049.82	\$ 4,310.50	\$ 384,360.32		
	\$ 384,360.32	\$ 4,353.60	\$ 388,713.92		
	\$ 388,713.92	\$ 4,397.14	\$ 393,111.06		
	\$ 377,822.00	\$ 510.00	\$ 378,332.00		
	\$ 378,332.00	\$ 510.00	\$ 378,842.00		
	\$ 378,842.00	\$ 510.00	\$ 379,352.00		
	\$ 379,352.00	\$ 510.00	\$ 379,862.00		
	\$ 379,862.00	\$ 510.00	\$ 380,372.00		
	\$ 380,372.00	\$ 510.00	\$ 380,882.00	5882.00	260.00
	\$ 380,882.00	\$ 510.00	\$ 381,392.00		
	\$ 381,392.00	\$ 510.00	\$ 381,902.00		
	\$ 381,902.00	\$ 510.00	\$ 382,412.00		
	\$ 382,412.00	\$ 510.00	\$ 382,922.00		
\$ 1,373.86	\$ 382,922.00	\$ 32,044.66	\$ 414,966.66		
\$ 232.86	\$ 414,966.66	\$ 5,854.86	\$ 420,821.52		
\$ 232.86	\$ 418,501.85	\$ 8,174.53	\$ 426,676.38		
\$ 232.47	\$ 426,676.38	\$ 5,854.47	\$ 432,530.85	\$ 5,622.00	
\$ 232.47	\$ 432,530.85	\$ 5,854.47	\$ 438,385.32	\$ 5,622.00	
\$ 232.47	\$ 438,385.32	\$ 5,854.47	\$ 444,239.79	\$ 5,622.00	
\$ 232.47	\$ 444,239.79	\$ 5,854.47	\$ 450,094.26	\$ 5,622.00	
\$ 232.47	\$ 450,094.26	\$ 5,854.47	\$ 455,948.73	\$ 5,622.00	

Centurytel Payment History for Acct number **Stanley County E911**

Date	Previous	Payments	Pmt Posting date	NSF/Adjustment	Credit/adjust	911 ALI DB	911 Network Redundancy Service	ECI MNPLS / access Charge	MPLS 1.5 Mbps Port	MPLS Access Charge	Late Fee's
Sep-13	\$ 455,948.73	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Oct-13	\$ 461,803.20	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Nov-13	\$ 467,657.38	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Dec-13	\$ 473,511.56	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Jan-14	\$ 479,365.74	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Feb-14	\$ 485,219.92	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Mar-14	\$ 491,074.10	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Apr-14	\$ 496,928.28	\$ -				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
May-14	\$ 502,782.46					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Jun-14	\$ 508,636.64					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Jul-14	\$ 514,490.82					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Aug-14	\$ 520,345.00					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Sep-14	\$ 526,199.18	-				\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Oct-14	\$ 532,053.36					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Nov-14	\$ 537,907.54					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Dec-14	\$ 543,761.72					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Jan-15	\$ 549,615.90					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Feb-15	\$ 555,470.08					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	
Mar-15	\$ 561,324.26					\$ 510.00	\$ 2,024.80	\$ 925.00	\$ 1,987.20	\$ 175.00	

Taxes	Past Due Amt	Current Charges	Total Due		
\$ 232.47	\$ 455,948.73	\$ 5,854.47	\$ 461,803.20	\$ 5,622.00	
\$ 232.18	\$ 461,803.20	\$ 5,854.18	\$ 467,657.38	\$ 5,622.00	
\$ 232.18	\$ 467,657.38	\$ 5,854.18	\$ 473,511.56	\$ 5,622.00	
\$ 232.18	\$ 473,511.56	\$ 5,854.18	\$ 479,365.74	\$ 5,622.00	
\$ 232.18	\$ 479,365.74	\$ 5,854.18	\$ 485,219.92	\$ 5,622.00	
\$ 232.18	\$ 485,219.92	\$ 5,854.18	\$ 491,074.10	\$ 5,622.00	
\$ 232.18	\$ 491,074.10	\$ 5,854.18	\$ 496,928.28	\$ 5,622.00	
\$ 232.18	\$ 496,928.28	\$ 5,854.18	\$ 502,782.46	\$ 5,622.00	
\$ 232.18	\$ 502,782.46	\$ 5,854.18	\$ 508,636.64	\$ 5,622.00	
\$ 232.18	\$ 508,636.64	\$ 5,854.18	\$ 514,490.82	\$ 5,622.00	
\$ 232.18	\$ 514,490.82	\$ 5,854.18	\$ 520,345.00	\$ 5,622.00	
\$ 232.18	\$ 520,345.00	\$ 5,854.18	\$ 526,199.18	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 532,053.36	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 537,907.54	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 543,761.72	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 549,615.90	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 555,470.08	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 561,324.26	\$ 5,622.00	
\$ 232.18	\$ 526,199.18	\$ 5,854.18	\$ 567,178.44	\$ 5,622.00	

P.O. Box 4300
 Carol Stream, IL 60197-4300

Page: 1 of 7
 Bill Date: Mar. 20, 2015

Previous Balance	Payments	Adjustments Credits	Current Charges
561,324.26	0.00	0.00	5,854.18
Payment Summary			
Previous Balance			561,324.26
Less Payments			0.00
Balance			561,324.26
Adjustments/Credits Summary			
Adjustments to Previous Balance			0.00
Total Adjustments			0.00
Current Charge Summary			
Monthly Charges			5,622.00
One-Time Charges			0.00
Usage Charges			0.00
Discount			0.00
Adjustments			0.00
Taxes, Fees, and Surcharges			232.18
Total Current Charges			5,854.18
Due Date	Apr. 13, 2015	Amount Due	567,178.44

IMPORTANT NEWS

Just a friendly reminder that your account is past due. If you have already made your payment, thank you for bringing your account up to date.

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

FOR CHANGE OF ADDRESS OR PAYMENT AUTHORIZATION:

Please check here and complete reverse. Thank You.

D

Account Number: 416062652
 Amount Due By Apr. 13, 2015 567,178.44

STANLY COUNTY
 E911
 ATTN: E911
 201 S 2ND St
 ALBEMARLE, NC 28001-5815

CenturyLink
 P.O. Box 4300
 Carol Stream, IL 60197-4300

000041606265240000561324262000000000032015005671784493000000

P.O. Box 4300
 Carol Stream, IL 60197-4300

Page: 5 of 7
 Bill Date: Mar. 20, 2015

Current Charges Summary **Service From Mar. 20, 2015**

Monthly Charges	Qty	Rate	Amount
911 ALI DB, Call Path Routing	1 @	510.00	510.00
911 Network Redundancy Service	1 @	2,024.80	2,024.80
ECI MPLS Access Charge	37 @	25.00	925.00
MPLS 1.5Mbps Port	6 @	331.20	1,987.20
MPLS Access Charge	7 @	25.00	175.00
Total Monthly Charges			5,622.00
Taxes, Fees and Surcharges			
COLORADO Sales Tax			3.72
COLORADO Universal Service Fund Surcharge			3.25
DOUGLAS Sales Tax			1.41
FLORIDA Communications Services Tax			11.64
FLORIDA Special Tax			4.41
MIAMI Communications Services Tax			10.01
NORTH CAROLINA Sales Tax			197.74
Total Taxes, Fees and Surcharges			232.18

Total Current Charges	5,854.18
------------------------------	-----------------

Contact Numbers

www.centurylink.com/myaccount Pay Online
www.centurylink.com/myaccount Pay Online
 1-866-712-1996 Pay by Phone
 1-866-712-1996 Pay by Phone
 1-800-786-6272 Customer Service
 1-800-786-6272 Customer Service
 1-800-786-6272 Repair Service
 1-800-786-6272 Repair Service

Visit us online at www.centurylink.com.
 Visit us online at www.centurylink.com.

Charge Detail

Local Service from MAR 20 to APR 19

Product-ID: F91-062-1190 201 S Second St Albemarle NC
 Circuit-ID: DS1IT-16251595

Monthly Charges	
** ECI MPLS Access Charge	200.00
** MPLS 1.5Mbps Port	331.20

P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 6 of 7
Bill Date: Mar. 20, 2015

Charge Detail

Local Service from MAR 20 to APR 19

Product-ID: F91-062-1190 201 S Second St Albemarle NC
Circuit-ID: DS1IT-16251595

Monthly Charges

Total Optional Features/Services	531.20	
Total Monthly Charges		531.20

Charge Detail For F91-062-1190 531.20

Product-ID: F91-062-1505 201 S Second St Albemarle NC
Circuit-ID: DS1IT-16158635-DIV

Monthly Charges

** ECI MPLS Access Charge	200.00	
** MPLS 1.5Mbps Port	331.20	
Total Optional Features/Services	531.20	
Total Monthly Charges		531.20

Charge Detail For F91-062-1505 531.20

Product-ID: F91-062-1628 50 NE 9th St 2nd FI Miami FL
Circuit-ID: DS1IT-16251594

Monthly Charges

** MPLS 1.5Mbps Port	331.20	
** MPLS Access Charge	175.00	
Total Optional Features/Services	506.20	
Total Monthly Charges		506.20

Charge Detail For F91-062-1628 506.20

Product-ID: F91-062-1757 391 Inverness Pkwy Englewood CO
Circuit-ID: DS1IT-16251593

Monthly Charges

** ECI MPLS Access Charge	125.00	
** MPLS 1.5Mbps Port	331.20	
Total Optional Features/Services	456.20	
Total Monthly Charges		456.20

Charge Detail For F91-062-1757 456.20

Product-ID: F91-062-4917 301 Yadkin St Albemarle NC
Circuit-ID: DS1IT-16158637-DIV

Monthly Charges

** ECI MPLS Access Charge	200.00	
** MPLS 1.5Mbps Port	331.20	

P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 7 of 7
Bill Date: Mar. 20, 2015

Charge Detail

Local Service from MAR 20 to APR 19

Product-ID: F91-062-4917 301 Yadkin St Albemarle NC

Circuit-ID: DS1IT-16158637-DIV

Monthly Charges

Total Optional Features/Services	531.20	
Total Monthly Charges		531.20

Charge Detail For F91-062-4917	531.20
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Product-ID: F91-062-4955 301 Yadkin St Albemarle NC

Circuit-ID: DS1IT-16251596

Monthly Charges

** ECI MPLS Access Charge	200.00	
** MPLS 1.5Mbps Port	331.20	
Total Optional Features/Services	531.20	
Total Monthly Charges		531.20

Charge Detail For F91-062-4955	531.20
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Product-ID: F91-285-5288

Monthly Charges

** 911 ALI DB, Call Path Routing	510.00	
** 911 Network Redundancy Service	2,024.80	
Total Optional Features/Services	2,534.80	
Total Monthly Charges		2,534.80

Charge Detail For F91-285-5288	2,534.80
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Total Charge Detail	5,622.00
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Tax, Fees and Surcharges	232.18
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Total Current Charges	5,854.18
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** Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.

Bill to: Karen McLendon, Stanly County Sheriff's Office, 203 S. 2nd St., Albemarle, NC 28001

Code	Customer	Contract #	Application	Qty	7/1/14-6/30/15	7/1/15-6/30/16
5227LG	Stanly County, NC	5227-Main 2	OSSI Client Base Records Management System	1	\$ 3,298.64	\$ 3,397.60
5227LG	Stanly County, NC	5227-Main 2	OSSI Civil Processing Module	1	\$ 958.23	\$ 986.98
5227LG	Stanly County, NC	5227-Main 2	OSSI Client Mugshot Display Software License	1	\$ 3,696.35	\$ 3,807.24
5227LG	Stanly County, NC	5227-Main 2	OSSI Client Jail Management System Module	1	\$ 3,723.67	\$ 3,835.38
5227LG	Stanly County, NC	5227-Main 2	OSSI North Carolina Specific Reporting	1	\$ 745.17	\$ 767.53
5227LG	Stanly County, NC	5227-Main 2	OSSI Property and Evidence Module	1	\$ 214.16	\$ 220.58
5227LG	Stanly County, NC	5227-Main 2	OSSI Bar Coding Server License	1	\$ 214.16	\$ 220.58
5227LG	Stanly County, NC	5227-Main 2	OSSI Bar Coding Hand-Field Client License (Each)	1	\$ 339.81	\$ 350.00
5227LG	Stanly County, NC	20041324	OSSI MCT Client for Digital Dispatch	12	\$ 2,033.40	\$ 2,094.40
5227LG	Stanly County, NC	20060362	OSSI License of Incident/Offense Field Reporting Module	6	\$ 1,075.14	\$ 1,107.39
5227LG	Stanly County, NC	20041324	OSSI License of Incident/Offense Field Reporting Module Client	12	\$ 1,420.32	\$ 1,462.93
5227LG	Stanly County, NC	20061230	OSSI MCT Client for Digital Dispatch	9	\$ 1,612.71	\$ 1,661.09
5227LG	Stanly County, NC	081269	OSSI MCT Client for Digital Dispatch	2	\$ 334.50	\$ 344.54
5227LG	Stanly County, NC	081269	OSSI - MFR Client- Base Incident/Offense	2	\$ 334.50	\$ 344.54
5227LG	Stanly County, NC	141246	OSSI MCT Client for Digital Dispatch	1	See Below	\$ 159.00
5227LG	Stanly County, NC	141246	OSSI Mobile Client Maps	1	See Below	\$ 32.00
Total					\$ 20,000.76	\$ 20,791.78

Prorate 2 Mos.

Code	Customer	Contract #	Application	Qty	5/1/15-6/30/15	7/1/15-6/30/16
5227LG	Stanly County, NC	141246	OSSI MCT Client for Digital Dispatch	1	\$ 26.50	See Above
5227LG	Stanly County, NC	141246	OSSI Mobile Client Maps	1	\$ 5.33	See Above
Total					\$ 31.83	

Bill to: Karen McDaniel, Stanly County Communications, 201 S. 2nd St., Albemarle, NC 28001

Code	Customer	Contract #	Application	Qty	7/1/14-6/30/15	7/1/15-6/30/16
5227LG	Stanly County, NC	5227-Main 1	OSSI Base Computer Aided Dispatch System	1	\$ 11,625.52	\$ 11,974.29
5227LG	Stanly County, NC	5227-Main 1	OSSI - CAD Dispatch/Call Taking Positions	4	\$ 2,553.44	\$ 2,630.04
5227LG	Stanly County, NC	5227-Main 1	OSSI Alpha Numeric Paging Module	1	\$ 827.12	\$ 851.93
5227LG	Stanly County, NC	5227-Main 1	OSSI - Rip and Tear Printing	1	\$ 827.12	\$ 851.93
5227LG	Stanly County, NC	5227-Main 1	OSSI E911 Interface Module	1	\$ 1,064.22	\$ 1,096.15
5227LG	Stanly County, NC	5227-Main 1	OSSI First CAD Map Display and Map Maintenance Software License	1	\$ 1,170.20	\$ 1,205.31
5227LG	Stanly County, NC	5227-Main 1	OSSI Additional CAD Map Display Client License	4	\$ 2,978.52	\$ 3,067.88
5227LG	Stanly County, NC	5227-Main 1	OSSI PROQA Interface	1	\$ 2,216.93	\$ 2,283.44
5227LG	Stanly County, NC	5227-Main 1	Cost to Generate CAD Geo-File from County's GIS	1	\$ 2,128.43	\$ 2,192.28
5227LG	Stanly County, NC	5227-Main 1	OSSI Interface to Pagegate	1	\$ 214.16	\$ 220.58
5227LG	Stanly County, NC	20040896	OSSI Integrated CAD Messaging Software Switch	1	\$ 2,873.60	\$ 2,959.81
5227LG	Stanly County, NC	20040896	OSSI Base Mobile Server Software Client	1	\$ 2,395.03	\$ 2,466.88
5227LG	Stanly County, NC	20050590	OSSI Additional CAD Map Display Client License	1	\$ 312.49	\$ 321.86
5227LG	Stanly County, NC	20050590	OSSI Additional CAD Console License	1	\$ 814.01	\$ 838.43
5227LG	Stanly County, NC	420895	OSSI MCT Client for Digital Dispatch	2	\$ 327.54	\$ 337.97
5227LG	Stanly County, NC	420895	OSSI Mobile Client Maps	2	\$ 65.92	\$ 67.96
Total					\$ 32,394.25	\$ 33,366.08

Bill to: City of Albemarle FD

Code	Customer	Contract #	Application	Qty	7/1/14-6/30/15	7/1/15-6/30/16
5227LG	Stanly County, NC	400507	OSSI - Fire Central Fire RMS Interface	1	\$ 1,040.09	\$ 1,071.29
Total					\$ 1,040.09	\$ 1,071.29

3/12/15 Prepared by JB
3/12/15 Sent to Karen M and Karen M

NOTES: A 3% increase has been applied to your maintenance support for 2015. Please budget accordingly.
The prorated applications will be billed as noted.
Subject to applicable sales tax.



Add-On Quote

Date	Quote #	Acct Mgr
03/30/15	AZPSQ2146	Amy Shultz

Quote Prepared For:

Stanly County, NC
 Randy Honeycutt
 201 S Second St
 Albemarle, NC 28001
 Phone: 704-986-3017

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
SunGard's Server Migration Services					
1	TCH-MGRTN-CAD	CAD Migration Services The SunGard Migration Services include migration of the ONESolution CAD application to a new host server while at the customer's site. This Agreement is based on the assumption that a Windows 2003 or higher Domain is already in place and functional. If this is not the case, the Customer is required to provide all necessary equipment and services for such implementation. All implementation services are billed on a daily basis during SunGard's standard business hours. If SunGard provides less than a day of service, it will be billed at the full daily rate. Services do not include Travel and Living.	\$1,600.00	\$1,600.00	\$0.00
1	TCH-MGRTN-MSG	Message Switch Migration Services The SunGard Migration Services include migration of the ONESolution Message Switch application to a new host server while at the customer's site. This Agreement is based on the assumption that a Windows 2003 or higher Domain is already in place and functional. If this is not the case, the Customer is required to provide all necessary equipment and services for such implementation. All implementation services are billed on a daily basis during SunGard's standard business hours. If SunGard provides less than a day of service, it will be billed at the full daily rate. Services do not include Travel and Living.	\$1,600.00	\$1,600.00	\$0.00
1	TCH-MGRTN-RMS	RMS Migration Services The SunGard Migration Services include migration of the ONESolution RMS application to a new host server while at the customer's site. This Agreement is based on the assumption that a Windows 2003 or higher Domain is already in place and functional. If this is not the case, the Customer is required to provide all necessary equipment and services for such implementation. All implementation services are billed on a daily basis during SunGard's standard business hours. If SunGard provides less than a day of service, it will be billed at the full daily rate. Services do not include Travel and Living.	\$1,600.00	\$1,600.00	\$0.00

Qty	Part Number	Product Description	Unit Price	Extended Price	Annual Maintenance
1	TCH-PROF-SERV	Technical Professional Service Day Professional services for implementation and/or configuration of third party hardware and/or software in support of SunGard's application software. This may include final setup and configuration of the SunGard application software. Prep/follow up. All implementation services are billed on a daily basis during SunGard's standard business hours. If SunGard provides less than a day of service, it will be billed at the full daily rate.	\$1,600.00	\$1,600.00	\$0.00
1	TCH-PMO-SERV	Technical Project Management Services Technical Project Management Services to provide project coordination between the Customer's point of contact and the assigned SunGard Public Sector implementation/migration team.	\$1,600.00	\$1,600.00	\$0.00
				SubTotal:	\$8,000.00
Estimated Travel/Living Expenses					
1	TCH-TE	Travel Expenses for Third Party Applications Estimated travel expenses that may be incurred during the installation of third party software products provided by SunGard OSSI. OSSI will bill for this item as it is incurred and follow the guidelines established in the Primary Contract.	\$500.00	\$500.00	\$0.00
1	TCH-LE	Living Expenses for Third Party Applications Estimated living expenses that may be incurred during the installation of third party software products provided by SunGard OSSI. OSSI will bill for this item as it is incurred and follow the guidelines established in the Primary Contract.	\$400.00	\$400.00	\$0.00
				SubTotal:	\$900.00
				Total:	\$8,900.00
					\$0.00

This quote is valid until 06/30/15

To accept this quote, please fax a signed copy of the quote to Amy Shultz at 407-304-4226.

Please call me at 336-885-0911 if I can be of further assistance or if you have any questions.

Thank you,
Amy Shultz
Customer Account Executive

This Quote constitutes a Supplement to the Contract and Agreement by and between the parties hereto. Except as otherwise provided herein, all terms and conditions of the Contract and Agreement shall remain in full force and effect. As applicable for certain customers, the term "Contract and Agreement" is defined as the Software License & Services Agreement and the License Program Support Agreement between the parties hereto.

Should Customer terminate this agreement per the "Term of Contract" Section of the Contract and Agreement, the Customer agrees to pay, immediately upon termination, the remaining balance for all hardware, software, and services delivered prior to the termination date together with travel reimbursements, if any, related to the foregoing. Notwithstanding any language in the Contract and Agreement to the contrary, the purchase of support services is NOT necessary for the continuation of Customer's License.

Licensed Program(s) are provided in and may be used in machine-readable object code form only. SunGard Public Sector offers the Customer, through a third party escrow agent, a Source Code Escrow Agreement that provides for release of the source code version of the Licensed Program(s) from escrow upon the occurrence of certain release events, such as SunGard Public Sector's failure to provide required maintenance services as agreed.

Applicable taxes are not included, and, if applicable, will be added to the amount in the payment of invoice(s) being sent separately. Travel and living expenses are in addition to the prices quoted above and shall be governed by the SunGard Public Sector Corporate Travel and Expense Reimbursement Policy.

The SunGard Public Sector application software warranty shall be for a period of one (1) year after Delivery. There is no Testing and Acceptance period on the Licensed Program(s) herein.

Any interfaces listed above are interfaces only. Customer shall be responsible for obtaining the applicable software, hardware and system software from the appropriate third party vendor.

Preprinted conditions and all other terms not included in this Quote or in the Contract and Agreement, stated on any purchase order or other document submitted hereafter by Customer are of no force or effect, and the terms and conditions of the Contract and Agreement and any amendments thereto shall control unless expressly accepted in writing by SunGard Public Sector to Customer.

Third party hardware/software maintenance and/or warranty will be provided by the third party hardware and software manufacturer(s). SunGard Public Sector makes no representations as to expected performance, suitability, or the satisfaction of Customer's requirements with respect to the hardware or other third party products specified in this Quote. The return and refund policy of each individual third party hardware/software supplier shall apply.

This Agreement is based on the current licensing policies of each third party software manufacturer as well as all hardware manufacturers. In the event that a manufacturer changes any of these respective policies or prices, SunGard Public Sector reserves the right to adjust this proposal to reflect those changes.

This Quote shall be effective notwithstanding any provisions as to non-availability of funds contained in the Contract and Agreement.

The date of delivery is the date on which SunGard Public Sector delivers, F.O.B. SunGard Public Sector's place of shipment, the Licensed Program(s) to Customer.

For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

Payment Terms are as Follows:

License, Project Management, Hardware and Third Party Software Fees are due upon execution of this Quote. Installation is due upon completion. Custom Modifications, Development, Conversion, Hardware and Third Party Software Implementation is due 50% on execution of this Quote, and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Training and Travel/Living expenses are due as incurred monthly. Any shipping charges shown are estimated only - actual shipping charges will be due upon delivery.

SunGard Public Sector Application Annual Support - the initial term of Maintenance and Support Services is included in License Fees and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of support will be for twelve (12) month periods, commencing at the end of the initial support period. Support fees shown for the second term of support shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of that term at the then prevailing rate. Third Party Application Annual Support Fees - payment terms shall be as provided by the Third Party to Customer with the exception that any fees listed above for the initial term of support are due upon execution of this Quote.

Accepted:

Stanly County, NC		
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Signature	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Printed Name



Pricing Proposal
 Quotation #: 9458488
 Created On: 4/2/2015
 Valid Until: 4/30/2015

County of Stanly NC

Inside Account Executive

Randy Huneycutt

NC
 United States
 Phone: (704) 986-3017
 Fax:
 Email: rjhuneycutt@stanlycountync.gov

Lou Malvasi

33 Knightsbridge Road
 Piscataway, NJ 08854
 Phone: 732-652-0324
 Fax: 732-564-8224
 Email: Lou_Malvasi@shi.com

All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Microsoft Windows Server 2012 - License - 1 user CAL - Select, Select Plus - Single Language Microsoft - Part#: R18-04302	90	\$22.56	\$2,030.40
2 Microsoft Windows Server 2012 - License - 1 device CAL - Select, Select Plus - Single Language Microsoft - Part#: R18-04301	10	\$19.22	\$192.20
3 Microsoft Windows Server 2012 Remote Desktop Services - License - 1 device CAL - Select, Select Plus - Win - Single Language Microsoft - Part#: 6VC-02094	10	\$66.86	\$668.60
4 Microsoft SQL Server 2014 Standard Core - License - 2 cores - Select, Select Plus - Win - Single Language Microsoft - Part#: 7NQ-00599	2 1 eligible	\$2,352.77	\$4,705.54
		Total	\$7,596.74

The Products offered under this proposal are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.



Karen McDaniel <kmcdaniel@stanlycountync.gov>

RE: Console Pricing

Scott Hopkins <scott.hopkins@motorolasolutions.com>
 To: Karen McDaniel <kmcdaniel@stanlycountync.gov>

Fri, Mar 6, 2015 at 1:18 PM

Karen,

Please see below. What additional details do you think you need for the 911 board?

Group by Sub-System	QTY	Note	Unit Total	Ext Total
Primary Back Room Licensing	1		\$ 12,000	\$ 12,000
Primary Op Positions	1		\$ 244,910	\$ 244,910
Primary Back Room Network Equipment	1		\$ 64,770	\$ 64,770
Primary Back Room Racks & Power	1		\$ 20,837	\$ 20,837
Primary Back Room Spares	1		\$ 23,330	\$ 23,330
Primary Back Room Control Stations and Combiner	1		\$ 67,233	\$ 67,233
Back Up Op Positions	1		\$ 195,978	\$ 195,978
Back Up Back Room Network Equipment	1		\$ 64,770	\$ 64,770
Back Up Back Room Racks and Power	1		\$ 20,273	\$ 20,273
Back Up Back Room Control Stations and Combiner	1		\$ 57,154	\$ 57,154

TOTAL	\$
	771,255

Scott Hopkins

Motorola Solutions Account Manager

980-254-0273

scott.hopkins@motorolasolutions.com

-



From: Scott Hopkins

Sent: Tuesday, January 27, 2015 10:51 AM

To: Karen McDaniel

Cc: Brian Scarce (INFINITY TECHNOLOGY); Lance Kleffman; Lovett, Danny; Wilkerson, Paul; Earl Delk

Subject: Console Pricing

Good morning Karen,

Here is a high level breakout of backroom equipment and consoles. My experiences in the past is that 911 funds do not apply to backroom equipment.

Please let me know what additional information you need.

Group by Sub-System	Note	Unit Total	Ext Total
---------------------	------	------------	-----------

Primary Back Room			\$ 188,170	\$ 188,170
Primary Op Positions			\$ 244,910	\$ 244,910
Back Up Op Positions			\$ 195,978	\$ 195,978
Back Up Back Room			\$ 142,197	\$ 142,197
TOTAL				\$ 771,255

Sincerely,

Scott Hopkins

Senior Account Manager

UASI R.A.D.I.O. Network
Motorola Solutions, Inc.

motorolasolutions.com

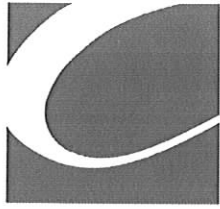
M: +1.980.254.0273

E: scott.hopkins@motorolasolutions.com

www.linkedin.com/in/tscotthopkins/



MOTOROLA SOLUTIONS



Carolina Recording Systems, LLC
P.O. Box 11311
Charlotte, NC 28220
CRS

QUOTE

FOR: P25 Integration Upgrade On Eventide Recording System

Stanly County Emergency Communications
 201 S. Second St.
 Albemarle, NC 28001
 Karen McDaniel
 (704) 986-3700
 kmcdaniel@co.stanly.nc.us

Date	3/14/2014
Valid Through	3/14/2015

Estimated Delivery	Terms	Shipping Terms	Quote Number
4 to 6 Weeks	NET 30	FOB- Destination, Freight- Prepaid and Add	CRSQ1339

Line	Qty	Model	Description	Unit Price	Ext. Price
1	1	MotoP25	Motorola Astro P25 Integration Recording Solution Includes: - 8 RoIP Channels - Integration to P25 system via Customer-Supplied Archive Information Server (AIS) - License Fee for MCC7500 SDK - 4-Concurrent Replay Decoders for P25 *For all P25 implementations, payment is required up front due to the pass-through licensing charge to Motorola Solutions for use of the integration's Software Development Kit (SDK).	\$75,045.00	\$75,045.00
2	1	XXXX	Professional Services: includes pre-installation site survey, installation, testing and unlimited training	\$6,000.00	\$6,000.00
Total:					\$81,045.00

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.

On Wed, Mar 25, 2015 at 9:25

AM, Scott Hopkins <scott.hopkins@motorolasolutions.com> wrote:

Primary Dispatch:

- a. Console Installation-\$65,000
- b. Microwave Installation-\$45,000

Backup Dispatch:

- a. Console Installation-\$58,000
- b. Microwave Installation-\$45,000

Fiscal Year 2016 Maintenance and SUA II for all Consoles

- a. SUA II-\$35,000
- b. Maintenance-NA...First year is under warranty

Stanly County Eventide Recording System

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)
Motorola P25 Integration				
List Total=\$75,045.00				
271052	Internal IP Recorder w/ 8 G.711 Ch. Licenses	1	\$4,250.00	\$4,250.00
271084	Integration to P25 system via Archive Info Server (AIS)	1	\$8,995.00	\$8,995.00
271085	Motorola Software Development Kit License Fee	1	\$51,800.00	\$51,800.00
1173-000	P25 Phase-1 4-Concurrent Replay Decoder for Motorola	1	\$10,000.00	\$10,000.00
Professional Services				
XXXX	Professional Services: includes pre-installation site survey, installation, testing and unlimited training	1	\$6,000.00	\$6,000.00

Item Sub-Total

\$81,045.00

System Overview

In a request from Union County, Motorola is providing an AIS for a Logging Recorder solution to be located at Union's Primary Dispatch Center. The pricing is based on the design assumptions listed below.

Pricing

AIS Logging Solution:

Equipment
Services/Installation/Programming

Total: **\$ 59,550.00**

Design Assumptions

- Includes one AIS server (256 Talkgroup limitation per AIS server)
- Networking equipment (firewall) is provided as this solution will sit outside of the P25 RNI network at Union's Primary Dispatch and connect through the firewall to the their network
- No logging recorder is included; only the AIS and networking equipment
- Includes installation / programming
- Assumes adequate physical space and power to be provided including UPS and generators

Update On FY16 Grant Cycle

Richard Taylor

a) Set Grant Priorities

(vote required)

FY16 Grant Priority

<u>Type of Grant</u>	<u>Weight</u>
End of Life Replacement	24
Regional Initiative/Back-up	8

FY15 Grant Priority

<u>Type of Grant</u>	<u>Weight</u>
End of Life Replacement	24
Regional Initiative	8

FY14 Grant Priority

<u>Type of Grant</u>	<u>Weight</u>
Consolidation	15
Regional Initiative	12
End of Life Replacement	5

Types of Grants

Consolidation - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 62A-46(c) and costs not authorized under G.S. 62A-46(c) to include construction costs.

Individual PSAP Enhancement/Replacement - Provide funding to primary PSAPs for projects designed to replace or upgrade E-911 equipment and services that are out of

service, without vendor support, technically outdated, or can no longer perform at an established minimum functional standard to sustain an acceptable level of service to the public. Also to provide funding to primary PSAPs for projects designed to strengthen, broaden or increase the current E-911 operations through equipment, PSAP staff development, or service beyond that PSAP's current capabilities, or the relocation costs of primary PSAPs, including costs not authorized under G.S. 62A-46(c) and construction costs.

Regional Initiative Enhancement/Replacement - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs.

Update From NextGen 911 Committee

Jeff Shipp

- a) Recommendation To Award RFP for
Technical Consultant
(vote required)


Mr. Chairman, I make a motion to close the public meeting pursuant to North Carolina General Statute 143-318.11(a)(1) for the purpose of receiving information that is not yet public regarding the recommendation for award pursuant to North Carolina General Statute 147-33.95 and the Board's discussion of the RFP evaluation, and management of the procurement process, and consulting with counsel.

The North Carolina 911
Board Is In Closed Session
pursuant to N.C.G.S.
143-318.11(a)(1)

Update From NextGen 911 Committee

Jeff Shipp

- a) Recommendation To Award RFP for
Technical Consultant
(vote required)



**NextGen 911 Committee
Recommendation to 911 Board**



TECHNICAL SUPPORT RFP



NG9-1-1 over NetTN

Request for Information (RFI)

STATE OF NORTH CAROLINA Office of Information Technology Services 911 Board <i>Refer <u>ALL</u> Inquiries to:</i> David Corn Telephone No. 336-782-5346 E-Mail: david.corn@nc.gov	REQUEST FOR INFORMATION NO. ITS05142014
	Due Date: June 25, 2014, 4:00PM
	Issue Date: May 14, 2014
	Commodity: 920 Statewide <u>ESINet</u> and/or NG 911 Solution
	Using Agency Name: ITS, 911 Board

MAILING INSTRUCTIONS: Respondents must deliver one (1) signed original hard copy proposal and five (5) copies of its proposal in a sealed package with Company Name, and Request for Information (RFI) Number clearly marked on the front **or** (1) signed, executed electronic copy of its proposal on USB Flash Drive or read-only CD/DVD(s). The files should not be password-protected and should be capable of being copied to other media. It is the responsibility of the Vendor to have the RFI in this office by the specified time and date of opening.

Technical Support RFP

STATE OF NORTH CAROLINA	REQUEST FOR PROPOSAL NO. 41-LW1794
Office of Information Technology Services	Bids will be publicly opened: February 13, 2015
	Contract Type: Agency Specific
Refer <u>ALL</u> Inquiries to: Linda Waterman Telephone No. 919-754-6614	Date Issued: December 2, 2014 Commodity Number: 962-58 Commodity: Professional Services in preparation of RFP, evaluation & management of process
E-Mail: linda.waterman@nc.gov	Using Agency Name: NC 911 Board
(See page 2 for delivery instructions)	Agency Requisition No. RQ18250335

OFFER AND ACCEPTANCE: This solicitation advertises the State's needs for the services and/or goods described herein. The State seeks proposals comprising competitive bids offering to sell the services and/or goods described in this solicitation. All proposals and responses received shall be treated as offers to contract. The State's acceptance of any proposal must be demonstrated by execution of the acceptance found below, and any subsequent Request for Best and Final Offer, if issued. Acceptance shall create a contract having an order of precedence among terms as follows: Special terms and conditions specific to this Request for Proposal (RFP), Specifications of the solicitation documents, except as amended, the North Carolina Information Technology Procurement Office General Terms and Conditions for Goods and Related Services.

Functional Elements bidders were asked to address

- ▶ The North Carolina 911 Board plans to issue one or more RFPs to create a statewide ESInet and implement Next Generation 911 system (NG911) which would use the statewide ESInet to deliver Next Generation 911 functional capabilities to all PSAPs. These Next Generation 911 functional capabilities comprise GIS operation supporting call routing, Hosted Call Processing, a Network Operations Center (NOC) and Help Desk, CAD interoperability for all PSAPs, and radio interoperability for all PSAPs.

Statement of Work Deliverables

Concept of Operations

- a. The awarded Vendor shall assist the North Carolina 911 Board in developing a Concept of Operations document describing the broad goals, general user needs, and a high-level view of the operating environment that the North Carolina 911 Board is attempting to achieve with an RFP for an ESInet and Next Generation functional systems. The Concept of Operations will also serve to identify the operational scenarios to be supported and outline a transition plan for the orderly and error free migration to new functional platforms. Ultimately the Concept of

Statement of Work Deliverables

Cost Analysis

- b. The awarded Vendor shall develop a cost analysis report to include financial and operational alternatives based upon the Concept of Operations.

Statement of Work Deliverables

Conceptual Design

- c. Based upon the Concept of Operations and consistent with NENA i3 standards, requirements, and best practices the awarded Vendor shall develop conceptual designs for:
 - i. A statewide ESI (IP) network
 - ii. A GIS routing solution
 - iii. A hosted call handling solutions
 - iv. A Network Operations Center and Help Desk (NOC) solution
 - v. A CAD interoperability solution
 - vi. A radio interoperability solution

Statement of Work Deliverables

Documentation

- d. The awarded Vendor will prepare documentation and other reports which the 911 Board will submit for project management purposes; such are necessary for the overall project by State Government. See N.C. General Statutes 147-33.72A – 147-33.72H for the statutory authority regarding IT project management and oversight. Additional information for the State's Enterprise Project Management Office (EPMO) may be found at: <http://www.epmo.scio.nc.gov/>

Statement of Work Deliverables

RFP

- e. The awarded Vendor shall assist in the development of an RFP. The RFP will be based upon the decisions made in the Concept of Operations, financial and operational considerations, and the conceptual designs. The RFP shall be for an ESInet, a GIS Solution, a Hosted System solution, a NOC, a CAD interoperability solution, and a radio network interoperability solution. In addition to their technical expertise the awarded Vendor will contribute their experiences in other states so that the RFP anticipates and avoids problems experienced by those states.

Statement of Work Deliverables

RFP Evaluation

- f. The awarded Vendor may assist the 911 Board as a subject matter expert during evaluation of the RFP responses. This may include assisting in negotiating the contract(s) with the selected provider(s) and evaluating solutions to optimize the terms of the contractual relationship with the solution provider(s). If the 911 Board requests such assistance, the awarded Vendor shall:
- i. help ascertain the validity of RFP responses
 - ii. advise the 911 Board as to the practicality and achievability of vendor proposals
 - iii. participate in all the vendor meetings
 - iv. identify and ensure that the RFP responses are based upon open standards, are in compliance with all applicable state and federal laws, and
 - v. comply with NENA i3 standards, requirements, and best practices.

Evaluation Criteria

4) Each of the criteria below shall be evaluated:

a) Demonstration of compliance with the Mandatory Proposal Specifications.

b) Evaluation Criteria. Vendor qualifications substantially impact the evaluation process, and will be evaluated for the following,

- i. Bidder qualifications.....20%
- ii. Technical experience of key personnel.....20%
- iii. References.....10%
- iv. Response to Statement of Work (RFP Section III, 6).....30%

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RFP #41-LW1794

Vendor: _____

- v. Lessons learned.....10%
- vi. Cost.....10%

Technical Support RFP Team Evaluation Scores

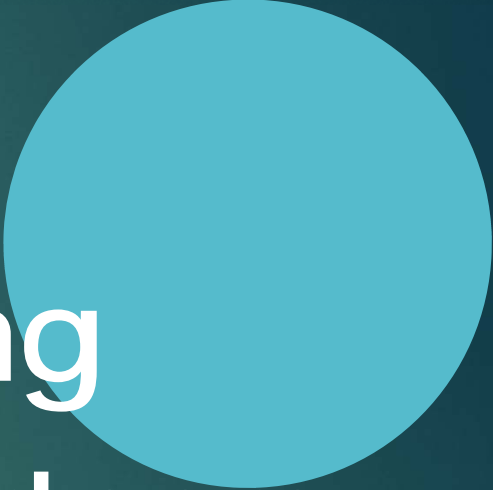
	<u>Bidders</u>	<u>Score</u>
1	Federal Engineering	60
2	Mission Critical Partners	48
3	L.R. Kimball	37
4	RCC Consultants	NON RESPONSIVE
5	NCOIC Network Centric Operations Industry Consortium	NON RESPONSIVE
6	TSS Technology Systems Solutions Partners	NON RESPONSIVE

Vendor Presentations, Questions and Answers

- ▶ 1. Federal Engineering
- ▶ 2. Mission Critical Partners
- ▶ 3. L.R. Kimball


Follow-up Conference Calls



- ▶ Federal Engineering
 - ▶ Mission Critical Partners
- 

Best and Final Offers (BAFO)



- ▶ Federal Engineering
 - ▶ Mission Critical Partners
- 

Recommendation

▶ Federal Engineering

WHY Federal Engineering?

Respondent demonstrated concise and thorough awareness and understanding of the requested evaluation criteria.

Respondent took a more collaborative approach.

Response included components that suggest real world practical experience.


Respondent provided a significant number of consulting clients for statewide and regional NG 911 activities.

Response shows team members highly qualified and experienced. Team members participate and lead in the development of relevant national standards.

Respondent documented high level of team and individual experience and expertise.

Response of lessons learned were concise and demonstrated a high degree of experience

BAFO Costs



Federal Engineering	\$472,380
Mission Critical Partners	\$515,628

Update On Statewide Assessment Project

Cost Analysis

Richard Taylor

(vote required)

Guideline Number	Guideline Description	Hours Needed to Write Response	Hours Needed to Research Response	Hours Needed To Collect Data From PSAPs	Notes/Comments
Category	Statutory & Regulatory Environment				
	The Statutory environment provides for comprehensive statewide 911 coordination				
SR1		1	2	0	
	The state has a designated State 911 coordinator.				
SR2		1	1	0	
	The statutory environment defines jurisdictional roles and responsibilities.				
SR3		1	2	0	
	The statutory environment provides for dedicated and sustainable 911 funding.				
SR4		1	2	0	
	The statutory environment prohibits the use of 911 funds for purposes other than those defined in the state's 911 statute.				
SR5		1	2	0	
	The statutory environment authorizes the operation of a 911 system.				
SR6		1	2	0	
	The statutory environment provides for interlocal cooperation.				
SR7		1	2	0	
	The statutory environment enables and allows public and private cooperation in providing 911 services required by statute.				
SR8		1	2	0	
	The statutory environment provides contractual authority to procure and/or operate statewide 911 components.				
SR9		1	2	0	
	The state fosters an open and competitive procurement of 911 services.				
SR10		1	2	0	
	The statutory environment provides liability protection.				
SR11		1	2	0	
	The statutory environment fosters the adoption of technical and operational consensus standards for the statewide system.				
SR12		1	2	0	
	A mechanism is in place for periodic reviews of statutes and regulations.				
SR13		1	2	0	
	The statutory environment provides for stakeholder involvement.				
SR14		1	2	0	
	Service providers that deliver and/or enable telecommunications services to the public are involved in the 911 system.				
SR15		1	2	0	
	The statutory environment provides for a comprehensive quality assurance (QA) program for the 911 system.				
SR16		1	2	0	
	The statutory environment provides comprehensive quality assurance (QA) for call handling.				
SR17		1	2	0	
	The statutory environment provides for training.				
SR18		1	2	0	
	The statutory environment provides for professional certification and accreditation.				
SR19		1	2	0	
	Statute exists for the provision of emergency medical dispatch (EMD).				
SR20		1	1	0	
	Statutory environment provides for medical oversight of the policies and procedures governing the use of emergency medical protocols.				
SR21		1	1	0	
	The statutory environment provides for public education.				
SR22		1	2	0	
	The statutory environment provides for the collection of 911 system data.				
SR23		1	2	0	
	The statutory environment has rules for retention of 911 call records and 911 related data.				
SR24		1	2	0	
	The statutory environment defines confidentiality and disclosure of 911 records.				
SR25		1	2	0	
	A statute/regulation exists that addresses multi-line telephone systems (MLTS) statewide for 911.				
SR26		1	3	0	
	The statutory environment identifies 911 as an essential government service for states that are able to make the distinction.				
SR27		1	2	0	
Category	Governance				
	The State has a comprehensive statewide 911 plan.				
GV1		1	2	0	

GV2	An entity has authority and responsibility for statewide 911 coordination.	1	2	0
GV3	Stakeholder groups participate in 911 planning, implementation, and changes.	1	2	0
GV4	A statewide board or advisory council provides input and oversight for statewide 911 system coordination.	1	2	0
GV5	The state facilitates working relationships between 911 and groups within the state that interact with 911.	1	2	0
GV6	The ability exists within the state to facilitate essential partnerships statewide, across state lines, and for specific strategic purposes.	1	2	0
GV7	The State provides a statewide governance model for resource sharing and agreements between jurisdictions.	1	2	0
Category	Functional & Operational Planning			
OP1	All traditional wireline and wireless calls within the state route to a PSAP enabled to receive Enhanced 911 (E911) data and route to an appropriate dispatcher.	1	2	0
OP2	The state is pursuing full implementation of emergency medical dispatch (EMD).	1	1	0
OP3	Provisions exist for interpretation capabilities statewide.	1	2	0
OP4	The state provides guidelines for the retention of 911 call records and 911 related data.	1	2	0
OP5	The state requires a data backup plan.	1	3	0
OP6	State-level guidance exists for public safety's use of social media.	1	1	0
OP7	Statewide support and coordination exist for managing/operating emergency notification systems (ENS).	1	2	0
OP8	The state has a formalized process and communication plan for change management.	1	3	0
OP9	The State monitors and enforces compliance of 911 related provisions of the Americans with Disabilities Act (ADA).	1	2	0
Category	Standards			
ST1	Standards and best practices have been identified and implemented at the state level.	1	2	0
ST2	The State requires specific operational standards for PSAPs to ensure a minimum level of service delivery.	1	3	0
ST3	The state has defined PSAP performance standards.	1	2	0
ST4	The state requires specific interface standards for the exchange of 911 related data between functional entities.	1	3	0
ST5	The state has minimum standards for emergency call processing protocols.	1	2	0
ST6	The state program fosters the adoption of technical and/or operational consensus standards and requirements.	1	2	0
Category	Security & Continuity of Operations			
SC1	The state has business continuity of operations plans (COOP) for 911 to ensure continuous operations.	1	2	0
SC2	Plans are in place statewide that define and meet needs and priorities to respond to and recover from a disaster.	1	2	0
SC3	The state has a plan and procedures to safeguard information from unauthorized use, disclosure or modification, damage or loss.	1	3	0
SC4	The state has a procedure that ensures confidentiality of information to the extent permitted and/or required by law.	1	3	0

The National 911 Office indicated the possible need for local data collection, but I really don't see for this guideline.

SC5	The state has a plan and procedures that address the logical security of the system and network.	1	2	0
SC6	The state has a plan for physical security and access control.	1	2	0
SC7	PSAP facilities and system facilities are planned, designed and constructed according to accepted site selection standards and best practices.	1	2	0

Category Human Resources/Training

HR1	The state has minimum/essential telecommunicator training requirements.	1	2	0
HR2	The state recommends PSAPs have a professional code of ethics for telecommunicators.	1	2	0
HR3	All emergency communications staffing positions have an associated job description.	1	2	0
HR4	Comprehensive pre-employment screening for telecommunicators exists within the statewide system.	1	2	0
HR5	The State recommends regular staff performance evaluations are conducted locally.	1	2	0
HR6	The state has a telecommunicator certification program.	1	2	0
HR7	The state has continuing education guidelines for operational staff.	1	2	0
HR8	The state has a comprehensive stress management program accessible statewide.	1	2	0

Category Evaluation

EV1	The state fosters the ongoing evaluation of statewide system(s) quality performance.	1	2	0
EV2	The state has a comprehensive and standardized quality assurance (QA) process for call processing.	1	2	0
EV3	The state collects information and data for evaluation and planning purposes.	1	2	0
EV4	The state utilizes statewide collected data for evaluation purposes.	1	2	0
EV5	The state has guidelines, based on specific metrics, for measuring and managing telecommunicator staffing levels.	1	2	0

Category Public Education

PE1	The state has an effective public education program that includes information about the capabilities and appropriate use of 9 1-1.	1		5-6 hours per PSAP
PE2	The state has a 911 education program for appointed/elected officials and policy makers.	1		5-6 hours per PSAP
PE3	The state has identified special needs populations and developed specific educational programs for each.	1		5-6 hours per PSAP
PE4	The state has specific 911 educational programs for children at all grade levels	1		5-6 hours per PSAP
PE5	The state has an educational program for emergency responders.	1		5-6 hours per PSAP

The numbers for all guidelines in the Public Education section are based on an assumption of a 25% sampling of the 120 primary PSAPs, which would be a total of 30 PSAPs contacted. It is further estimated the actual data collection could take 60-90 minutes, with an average round trip travel time of 2 hours.

Total Man-Hours for Each Task 74 140 150-180 total hours

394 hours x \$26.00 = \$ 10,244
Assessment Team \$21,039

TOTAL PROJECTED COSTS \$31,283

Presentation of FY2015-2016 Budget

Marsha Tapler

NC 911 Board Proposed Budget 2015-2016

ADMINISTRATIVE EXPENDITURES	Budget SFY2015	Estimated Year-End Total SFY2015	Proposed Budget SFY2016	COMMENTS
SPA-Reg Salaries	334,000	319,491	451,390	<i>FY2015 Full Year 5 FTE & .33 FTE OITS Personnel 1 Network Analyst (additional) 1 911 Financial Review Specialist (additional)</i>
EPA&SPA Longvty Pay	2,500	3,165	3,300	
Social Sec Contrip-Recpt	32,088	21,996	36,736	
Reg Retire Contrib Recpt	47,682	49,840	73,042	
Med Ins Contrib-Recpt	26,500	22,408	39,817	
UNEMP Comp Payments to DE	9,000	980	1,000	
Flexible Spending	600	458	600	
NONTAX Emp Cell Ph Reimb	840	840	840	
Contractor (s) Paid through Beacon	0	0	0	
Personnel Services Total	\$ 453,210	\$ 419,179	\$ 606,725	
Legal Services	34,000	33,082	34,000	<i>DOJ/Richard Bradford</i>
Finan/Audit Services	20,000	28,000	30,000	<i>911 Board Audit/OSA Hours Contract personnel costs for analyzing, designing, and/or implementing support for a system or systems modification.</i>
Other Information Technology Services	80,000	0	5,000	
PC/Printer Support	1,000	1,000	1,000	<i>ITS Desktop</i>
Application Development	500	2,192	10,000	<i>Web Development</i>
IT Project Management/Analysis Services	80,000	0	100,000	<i>OITS/Proj Mgr - Board projects - Internal</i>
Admin Services - Temp Agency	80,000	57,844	80,000	<i>911 Special Assignments Network Analyst Stenographer</i>
Miscellaneous Contractual Service	555,000	0	500,000	<i>Approved Technical Support NG911</i>
Miscellaneous Contractual Svcs- Training	35,000	7,099	15,000	<i>PSAP Training</i>
Workshop/Conf-Exp (Contractual)	55,000	21,822	30,000	<i>PSAP Managers Meetings/ Board workshop</i>
Workshop/Conf-Room Rental	37,000	0	10,000	<i>PSAP Managers Meetings/ Board workshop</i>
Contractual Services Total	\$ 977,500	\$ 151,038	\$ 815,000	
Rent/Lease Motor Vehicle	23,500	22,162	29,549	<i>4 FTE</i>
Rent/Lease-Voice Comm Equip	360	0	360	
Operational Services Total	\$ 23,860	\$ 22,162	\$ 29,909	

NC 911 Board Proposed Budget 2015-2016

ADMINISTRATIVE EXPENDITURES	Budget SFY2015	Estimated Year-End Total SFY2015	Proposed Budget SFY2016	COMMENTS
<i>Travel expenses -5.33 FTE & Temp Personnel</i>				
Trans Air-Out State	3,000	6,505	7,000	<i>Nena, 911 goes to Washington, NASNA, APCO</i>
Transp-Grnd In-State	3,100	3,099	4,000	
Trans Grnd-Out In State	350	350	350	
Transp Other In State	1,200	460	1,000	
Transp-Other Outstate	600	350	600	
Lodging In-State	32,000	25,339	32,000	
Lodging Out-State	3,800	7,636	8,800	
Meals- In State	18,000	14,874	18,000	
Meals-Out state	1,500	1,999	2,200	
Travel - Staff Total	\$ 63,550	\$ 60,612	\$ 73,950	
BD/Non-Emply Transp	4,000	2,576	4,000	
BD/Non-Emply Subsis	10,000	15,980	4,000	
BD/Workshops-Conference Expense	0	0	17,000	<i>Board Meeting, Standards, NG911, Funding, Education, PSAP Mgrs Mtg</i>
Board Member Total	\$ 14,000	\$ 18,556	\$ 25,000	
Telephone Service	3,500	4,434	5,500	
Telecommun Data Charge	5,400	4,923	5,400	
Teleconference charges	1,500	1,490	4,000	
Cellular Phone Services	4,500	2,246	4,500	
Email and Calendaring	940	520	940	
Video Transmission Charge	21,000	3,141	3,000	
Computer/Data Process Sv	4,500	4,500	4,500	
Electronic Services	5,900	4,400	5,900	
Managed Desktop Services	5,100	5,620	7,000	
Pos, FR&DEL Postal Meter	600	250	300	
Print, Bind, Duplicate	40,000	272	300	<i>Public Education Materials</i>
Advertising	35,000	0	100,000	<i>Public Education</i>
Property Insurance	25	18	25	
Registration Fees	4,500	4,127	4,500	
Training	37,000	300	4,000	<i>Employee</i>
Membership Fees	7,500	6,732	7,500	<i>NENA/APCO & Next Gen 911</i>
Supplies	1,200	420	1,200	
Other Purchased Services Total	\$ 178,165	\$ 43,393	\$ 158,565	

NC 911 Board Proposed Budget 2015-2016

ADMINISTRATIVE EXPENDITURES	Budget SFY2015	Estimated Year-End Total SFY2015	Proposed Budget SFY2016	COMMENTS
Furn-Office	500	3,839	800	
Computer and Printer Purchases	12,000	7,768	7,768	<i>Board Tablets.</i>
Oth Equip Audio/Visual	1,000	370	3,000	
ECATS PSAP Funding	50,855	7,568	10,000	<i>Initial License Expense for RDDM</i>
Equipment Total	\$ 64,355	\$ 19,545	\$ 21,568	
Transfer to ITS	33,000	22,463	33,000	<i>Cost Allocations - OITS</i>
	\$ 33,000	\$ 22,463	\$ 33,000	

CMRS Cost Recovery & PSAP Expenditures	Budget SFY2015	Estimated Year-End Total SFY2015	Proposed Budget SFY2016	COMMENTS
CMRS Statutory Distri/911	9,500,000	8,698,353	9,600,000	<i>Cost Recovery</i>
PSAP Statutory Distri/911	54,000,000	51,772,184	60,000,000	<i>PSAP Distribution/Reconsiderations/Secondary PSAPs</i>
	\$ 63,500,000	\$ 60,470,537	\$ 69,600,000	

Grants	Budget SFY2015	Proposed Budget SFY2016	COMMENTS
FY2016 Awarded Grants (projected estimated)	14,500,000	16,100,000	<i>Estimated Remaining PSAP fund balance transferred during 1st quarter FY2016</i>
Encumbered for Open Awards:	36,347,285	25,785,246	<i>This amount is subject to change due to payments made after budget approval.</i>
	\$ 50,847,285	\$ 41,885,246	

Current Status Open Grants:	Possible Carry Forward FY2016	COMMENTS
Stanly (06/8/2015)	416,250	
ECaTs Call Tracking System (04/30/2015)	732,153	
Burke -2012 (01/31/2014)	328,672	Incomplete billing.
Rockingham -2012 (06/30/2015)	1,494,423	
Brunswick 2013 (06/30/2014)	1,244,566	Extension
Lenoir/Jones 2013 (12/31/2014)	804,442	Extension
Anson 2014 Enhancement & Repl (06/30/2015)	151,556	
Bladen 2014 Enhancement/Backup (06/30/2015)	124,485	
Gates 2014 PSAP Upgrade (10/31/2014)	72,223	Extension
Henderson 2014 PSAP Relocation (06/30/2015)	1,030,572	
Hertford 2014 PSAP Consolidation (06/30/2016)	4,007,528	
Swain 2014 Equip Ehhancement (06/30/2015)	322,260	
IMAGE14 (06/30/2015)	698,347	
IMAGE15 (06/30/2016)	3,597,820	
Caldwell - 2015 (12/31/2015)	1,022,399	
Dare-Tyrrell Regional PSAP (06/30/2018)	7,002,795	
Haywood Enhancement & Repl (12/31/2015)	2,632,793	
Swain-Jackson 2015 Regl PSAP Proj (06/30/2015)	101,962	
Total	\$ 25,785,246	

Revenue/Interest	Budget SFY2015	Estimated Year-End Total SFY2015	Proposed SFY2016	COMMENTS
CMRS Fund:				
Interest/div Invest/Plan CMRS	20,000	11,135	15,000	
CMRS Receipts	9,000,000	8,869,167	9,500,000	
PSAP Fund:				
Interest/div Invest/Plan PSAP	30,000	40,290	43,000	Increase due to Prepaid
Wireless (Derived from CMRS Receipts)	37,000,000	35,316,669	37,000,000	
Wireline Receipts	17,000,000	14,890,895	17,000,000	
VOIP Receipts	9,500,000	9,628,052	9,800,000	
Prepaid Wireless Receipts	6,732,000	9,316,835	9,500,000	
Admin Fund:				
Interest/div Invest/Plan Admin.	15,000	12,407	14,000	
Administrative 1%	810,000	787,693	810,000	
GRANT FUND:				
Interest/div Invest/Plan	175,000	155,364	175,000	
Total	\$80,282,000	\$79,028,508	\$83,857,000	

ESTIMATED FY2016:

Transfer to GRANT fund at Year-End \$ 16,100,000

TRS FUND	Budget SFY2015	Estimated Year-End Total SFY2015	Proposed SFY2016	COMMENTS
TRS Expenditure	\$ 12,200,000	\$ 12,265,342	\$ 12,500,000	Pass through to DHHS
TRS Revenue Interest	\$ 5,500	\$ 5,500	\$ 5,500	
TRS Revenue	\$ 12,200,000	\$ 12,000,000	\$ 12,500,000	

911 Board Proposed FY2016 Budget - Rollup

<u>Description</u>	Budget SFY2015	Proposed Budget SFY2016
Revenues -		
Int/Div on Investments	240,000	247,000
Combined Fund - Admin Fees	80,042,000	83,610,000
Fund Balance -Admin		939,717
Fund Balance -Grant	36,347,285	41,885,246
Total	\$ 116,629,285	\$ 126,681,963

Expenditures

Personnel Services	533,210	606,725
Contractual Services	232,700	815,000
Operational Services	23,860	29,909
Travel - Staff	63,550	73,950
Board Member Travel & Exp	14,000	25,000
Other Purchased Services	178,215	158,565
Equipment	64,355	21,568
Transfer to ITS	33,000	33,000
CMRS Statutory Distri./911	9,500,000	9,600,000
PSAP Statutory Distri./911	54,000,000	60,000,000
Grant Statutory Distri./911	36,347,285	41,885,246
Total	\$ 100,990,175	\$ 113,248,963

	Budget SFY2015	Proposed Budget SFY2016
TRS FUND		
TRS Expenditure	\$ 12,200,000	\$ 12,500,000
TRS Revenue Interest	\$ 5,500	\$ 5,500
TRS Revenue	\$ 12,200,000	\$ 12,500,000

Update From Standards Committee

Laura Sykora

- a) Enforcement Subcommittee
Policy for Subcommittee Travel Expenses
(vote required)



Meeting Summary
North Carolina 911 Board
Standards Committee

April 9, 2015
 Conference Room B
 3900 Wake Forest Road, Raleigh, NC
 10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Rodney Cates	Tina Bone	Rick Thomas
Dinah Jeffries	Richard Bradford	Glenn Lamb
Candy Strezinski	Dave Corn	Melanie Neal
Jimmy Stewart	David Dodd	
Laura Sykora	Richard Taylor	
Donna Wright (by phone)	Ronnie Cashwell	
Brandon Zuiderma (by phone)		
<u>Members Absent</u>	<u>Staff Absent</u>	
Margie Fry		
Christy Shearin		
<u>Enforcement Committee Present</u>		
Greg Foster		
Judy Jenkins		
Rob Merchant (by phone)		
Jim Soukup (by phone)		
Carson Smith		
<u>Enforcement Committee Absent</u>		

Tab 1: Chair's Opening Remarks

The meeting called to order by Laura Sykora at 10:07 AM. Ms. Sykora welcomed everyone and thanked them for their participation. Richard Taylor called the role.

Tab 2: Review of Last Meeting

Dave Corn gave an update of the last meeting. The compliance review process was approved by the Board. Laura Sykora and the Board Staff presented the Compliance Review Process Flow Chart at the regional PSAP Managers meetings in March. Laura remarked that the only request from PSAP managers was that there be a way for a PSAP Manager to contest or disagree with the Peer Reviewers on any infraction found before the Reviewers published the Review. Most of the last meeting was used to review the Compliance Review Process Flow Chart. Richard Bradford advised the Committee that he was waiting on Staff's response to OSBM before continuing with the Rules process. The Committee discussed potential new standards or best practices and the Committee listed a few to consider. There was also a discussion on how much longer the Enforcement sub-committee would be needed.

Tab 3: Compliance Reviewers and Review Process

Today, Laura said she would like to get some wording on who the Reviewers are and how the process will work before the Enforcement Committee is disbanded. Previously we discussed that the Reviewers would be from a different region than the PSAP being reviewed. Previously we discussed that the questionnaire would be provided to the PSAP in advance of the review. Previously we discussed the opportunity to receive an advance review. Dinah Jefferies asked what the qualifications of a Reviewer would need to be? Laura Sykora suggested that a new manager be paired with experienced managers. Dave Corn mentioned that Staff has discussed using Reviewers who have successfully passed a review. The Committee has discussed choosing Reviewers as a way to learn about the review process. He also noted that after the Regional Managers meetings in March, there were only 3 people who volunteered to be Reviewers. Richard Taylor noted that the Reviewers did not have to be Managers. There is a need for subject matter experts that have technical expertise. This may be one of the last tasks the Enforcement sub-committee needs to address. There is a need for an application process that lists the candidate's abilities and strengths. Skill diversity of the team was also discussed. Brandon Zuiderma asked if we could provide some type of training session on what is expected of Reviewers and the Committee generally agreed that there should be training? The question was asked if the Reviewers are serving on a voluntary basis and could they be reimbursed? They cannot be reimbursed but Laura Sykora said she would like the Board to approve all travel costs for Reviewers. Jimmy Stewart made the motion to ask the Board to approve travel costs. The motion was seconded by Donna Wright. The motion passed unanimously.

Carson Smith suggested that at least one person on a review group be from that region. Dinah Jefferies thought this was a good idea citing a difference in how PSAPs work on a regional basis. Laura suggested there be a staff policy that the review team have a reasonable amount of geographical diversity. David Dodd suggested that the Reviewers have letters from their management supporting them performing reviews.

Laura asked if there was anything else the Enforcement Sub-Committee needs to accomplish before they are disbanded? Richard Taylor opined that they might bring the Sub-Committee back after the review process has completed some reviews to see if further tweaking is needed. She then invited the Sub-Committee members to become sitting members of the Standards Committee if they are interested in doing so.

Tab 4: Equipment Obsolescence and Best Practices

Laura turned to a list of best practices that would address equipment obsolescence. How do we want to proceed with this? Dave Corn provided a list of equipment and a projection of how long a piece of equipment should last based upon the Approved Eligible Expenditures List. Richard noted that one year of equipment use in a 24 X 7 environment is equal to 3 years of equipment use in a normal office setting. Dinah Jefferies asked to take this list and look it over rather than go down the list now. Richard Taylor asked Staff to create a spreadsheet and distribute it to Committee Members.

Richard Bradford suggested that there are standards already in place on equipment life expectancies used in PSAPs. He agreed to research the appropriate accounting depreciation schedule as reference for consideration. The Committee does not have to adhere to established standards, but it is a good starting point or guideline. Greg Foster asked if this is a mandate or a Best Practice? What happens if the piece of equipment is a “lemon?” Laura said it would be a best practice. Richard Taylor noted that Tina is going to create a separate tab on the 911 Board web page that will list “best practices” on backup PSAP plans, equipment, and any other area of operations.

Sheriff Smith asked if the best practices would have a bearing on future funding, grants, and funding reconsiderations? The Committee consensus was no, it would not. Richard Bradford said the Committee should be aware that a Best Practice can sometimes be assumed to be an unauthorized rule, and that can have a negative impact on the process when someone questions the authority of the Best Practice. He was not opposed to Best Practices but if applied improperly they could be perceived as defacto rules and this needs to be avoided.

Tab 5: Other Newer Standards & Best Practices

The discussion then turned to other potential standards and best practices. Richard Taylor discussed the issues associated with piggy backing. Laura discussed that funds were limited and we are looking at some method to avoid over spending. Richard Bradford said the Board cannot create a standard to require a local entity to obtain 3 bids when purchasing capital equipment. Given the sinking revenues and the expected rise in cost in the foreseeable future, the question becomes how do we control costs?

Richard Bradford said to establish a state contract, the State has to have a commitment to buy. They would have to guarantee the purchase of a certain amount of an item for the upcoming year. If such a number can be obtained, any agency can purchase at that same price. Richard Bradford also noted equipment purchases would have to work through possibly ITS or Department of Administration, depending on the type of equipment. Richard Bradford said if an agency gets a

good or fair deal on a product, perhaps that deal can be publicized to PSAP Managers as a way to control costs.

Laura summarized that everyone seems to be in favor of competitive pricing, the question is how to accomplish this. Donna Wright mentioned there could be a way the State is divided into regions and equipment purchased each year as needed for that region. She gave an example of the State Ortho project as an example of how savings can be realized.

Richard Bradford suggested the Committee should look for the things that should be included in competitive pricing and how this this should be accomplished. The “wordsmithing” can occur at a later date.

Richard Taylor showed the Committee an excerpt from House Bill 512 which looks at uniform procurement and pricing of 911 eligible expenses through bulk purchasing.

Potential Wording: *“When making a capital purchase greater than \$ 80,000 using funds received from the North Carolina 911 Board, the PSAP should obtain competitive bids or purchase from the North Carolina State contract.”*

Requiring Text to 911 as standard or a best practice was discussed. Richard Bradford is not sure if this can be a standard or not. He will need to research it. He thinks the Board could make this a best practice, and it could be a rule if there is a legislative change. Possible wording: *“A PSAP should receive and process emergency 911 texts.”*

The Two Telecommunicator was discussed as a best practice. Recommended wording: *“A minimum of two (2) telecommunicators should available at all times to immediately receive and process emergency 911 calls.”*

Tab 6: Rules Review Update

Richard Bradford said he received additional documents from Marsha Tapler yesterday regarding the financial impact on local governments. He thinks the form OSBM requires does not make sense, and he may have problems explaining it. The full costs of 911 are not paid for by surcharge dollars; additional money is required from local governments. Richard Bradford thinks this has been the hold up on the Rules process.

Tab 7: Schedule Next Meeting & Adjourn

The next Standards Committee meeting will be scheduled for Thursday, May 14th, at the 911 Office on Bush St, in Raleigh, from 10:00 AM to 12:00 PM.

Meeting Adjourned

Update From Standards Committee

- b) 911 Standards Adoption / Rulemaking
Status **Richard Bradford**
- c) 911 Standards Timeline Review
Richard Bradford

911 Rules Timeline, Documents, Emails

Date:	Description:
4/27/07	Document: R Bradford Created draft of rules for use by staff and committee.
6/7/07	Document: Updated draft per H1755 which amended the Board's authority.
1/25/11	Document: Adapted NFPA 1221 for use by 911 Board; Dave Corn as chair of the Standards Committee. Committee determined to use NFPA as a base for rules.
4/14/11	Document: Dave Corn's edits to the draft rules based on NFPA standards.
4/16/11	Document: Formatted draft rules in more correct form for review by Standards Committee.
4/25/11	Document: Draft with comments from Dave Corn, comments from R Bradford.
4/5/12	Email thread – D McGuire ¹ / R Bradford / M Tapler; status of meeting at OSBM with Anca Grozav.
4/12/12	Email thread – M Tapler / Anca Grozav; sent rules for review with inquiry regarding how to prepare the fiscal impact statement.
4/20/12	Email thread – R Bradford / M Tapler; reviewed alternatives and advised that they seem confusing in the slides for presentation; suggested further discussion.
5/1/12	Email thread – R Bradford / M Tapler; comments from OSBM are vague, e.g. “administrative cost” with no question presented.
5/1/12	Email thread – M Tapler / D Corn; OSBM comments on rules to the Standards Committee for review.
5/3/12	Email thread – M Tapler / D Corn; “baseline question for fiscal analysis” of what the world would be like without the rules? D Corn working on response.
6/11/12	Email thread – M Tapler / D Dodd; exchange of draft sections for the fiscal impact statement and then send it to D Corn (for the Standards Committee) per R Taylor.
6/13/12	Email thread – D Corn / Standards Committee; need for vetting a purpose statement to support rules.
6/14/12	Email thread – D Corn / Standards Committee; sent a purpose statement to support rules for further review.
6/19/12	Email thread – M Tapler / A Grozav; Marsha sent the fiscal note, and that the agency rules coordinator (Denny McGuire) was retiring that month. Also a reference to NENA's standards.
6/21/12	Email thread – M Tapler / A Grozav; “baseline question for fiscal analysis” explained by Anca as “ <i>if there were no 911 rules, would PSAPs (if not all at least the majority) follow the NFPA standards?</i> ” Equates the “baseline” as the world without the rules. Says Marsha needs to develop a “full blown” fiscal note.

¹ Former rules coordinator, now retired.

- 8/22/12 Email thread – M Tapler / R Taylor; reporting status of rules and fiscal note; rules completed, fiscal note in process.
- 10/5/12 Email – R Bradford / D Dodd, M Tapler with link to draft rules for review.
- 11/29/12 Email thread – R Bradford / R Taylor & Standards Committee with revised rule 204 based on meeting 11/28/12.
- 5/1/13 Email thread – M Tapler / R Bradford; draft rules summary for review.
- 5/1/13 R Bradford comments, edits to fiscal impact statement prepared by the Standards Committee.
- 5/3/13 Email thread – M Tapler / OSBMruleanalysis@osbm.nc.gov submitted proposed rules.
- 5/3/13 Email thread – A Grozav / M Tapler; Anca does not expect to review submission for a few weeks, then time for review depends on the fiscal note.
- 5/28/13 Email thread – M Tapler / A Grozav; indicates that Anca concluded the fiscal note was not final – “some proposed rules are not discussed and some of the comments made last spring were not addressed . . .” Marsha asked for examples. Anca identified rules .0101 - .0108² and .0200 section. Marsha explained that these were not new, and are the same as the policies and procedures for funding that the Board has followed for many years³.
- 5/29/13 Email thread – R Bradford / M Tapler; suggested involving Teresa Bank in discussions with OSBM.
- 6/4/13 Email thread – M Tapler / A Grozav; meeting 6/12?
- 6/12/13 Email thread – M Tapler / T Bank; Teresa’s edits for the fiscal impact statement. Marsha stated that the comments together with her meeting with Anca should be sufficient to complete the task (i.e. fiscal impact statement).
- 8/26/13 Email thread – David Dodd / R Bradford / M Tapler / T Bank; procedures for filing, legislative change for obtaining OSBM approval prior to filing at OAH.
- 8/29/13 Email thread – T Bank / R Bradford, D Dodd, M Tapler; fiscal note approval is not a prerequisite to filing rules at OAH, but must be filed the same day.
- 8/30/13 Email thread – M Tapler / R Bradford / D Dodd; edits to fiscal impact statement. D Dodd & M Tapler met with OSBM on 8/14/13, and were making a few changes in the fiscal note based on that meeting. Sent to R Bradford; a few typos were noted and corrected, and explanation of the federal law provided⁴ on 8/26/13.
- 10/1/13 Email thread – M Tapler / T Bank⁵; Teresa reviewed fiscal impact statement and approved with minor edits.
- 10/1/13 Email thread – M Tapler / D Dodd; review of Marsha’s revisions to the draft.

² Definitions

³ Therefore, such seem to meet the “baseline”.

⁴ As shown in the rules, definitions and current statute; Title 47 US Code, 47 CFR 20.18.

⁵ Rules Coordinator

- 10/2/13 Email thread – D Dodd / M Tapler / R Bradford; edits to draft fiscal impact statement.
- 10/2/13 Email thread – M Tapler / A Grozav; Marsha sent revised rules based on legislative changes in SL 2010-158.
- 10/2/13 Email thread – M Tapler / T Bank; status of OSBM review unknown pending submittal of revised documents.
- 10/3/13 Email thread – M Tapler / Anca Grozav; draft sent to Anca for review, not expected to review until end of following week.
- 10/25/13 Email thread – A Grozav / M Tapler; Anca has not reviewed the documents submitted & hopes to review next week.
- 10/30/13 Email – R Bradford to M Tapler, R Taylor; plan to meet with T Bank 11/1 to review rules for filing at OAH.
- 11/1/13 R Bradford edits to Rules based on Standards Committee discussion.
- 11/6/13 Email thread – R Bradford / M Tapler; status of review by OSBM, Marsha inquired of Anca.
- 11/6/13 Email thread – R Bradford / M Tapler, T Bank; Anca suggested meeting but no documents yet provided.
- 11/6/13 Email thread – R Bradford / M Tapler / A Grozav; delay in review at OSBM, direction to file at OAH without further delay.
- 11/18/13 Email thread – R Bradford / T Bank, M Tapler; none of OSBM's comments affect the text of the proposed rules; T Bank concurs.
- 11/18/13 Fiscal impact statement with Anca Grozav's comments of October through 11/6 reviewed. Email thread – R Bradford / M Tapler; "Some of the editorial changes seem reasonable while others are, in my opinion, clearly not acceptable. I marked the ones that I found objectionable with comments "reject . . ." because those are incorrect, misrepresent the intent, add content that's not germane, etc. I replied to some of the OSBM comments too."
- 12/19/13 Email thread – M Tapler / A Grozav; setting a meeting to review documents. Thread shows Marsha sent a draft 10/2, Anca replied 10/25 and had not reviewed it, Marsha inquired 11/6, Anca replied that it was in review and suggested meeting, Anca inquired of Marsha on 12/19 and Marsha had been out of the office for a family emergency.
- 1/13/14 Email thread – M Tapler / A Grozav confirming meeting planned for 1/30/14 between Anca and 911 Board staff to review the fiscal impact statement, rules.
- 1/28/14 Email thread – M Tapler / A Grozav; meeting between Anca and 911 Board staff to review the fiscal impact statement, rules.
- 2/6/14 Email thread – M Tapler / T Bank, R Bradford; sent alternatives for review and noted that Anca wants to review them first before official submission.
- 2/7/14 Email thread – R Bradford / M Tapler / T Bank; cost of rules to PSAPs is effectively "\$0" as there are no funding changes arising from the rules.

- 2/7/14 Email thread – R Bradford / M Tapler; edits to alternatives to rules to send to OSBM.
- 2/7/14 Email thread – M Tapler / T Bank; OSBM concluded rules don't have state impact because funds are not appropriated, so the table / fiscal impact statement should refer to "public impact" instead of state impact.
- 2/10/14 Email thread – M Tapler / A Grozav; Marsha sent alternatives (file name: 02102014 Alternatives) for the fiscal impact statement (i.e. alternatives to certain rules having fiscal impact). Thread – T Bank advised getting Anca's review of drafts of the alternatives.
- 2/17/14 Email thread – M Tapler / A Grozav; sending amended alternatives (file name: 02172014 Alternatives) per Anca's comments & request.
- 2/17/14 Email thread – A Grozav / T Bank; annual report and proper identification of prospective rules for the 911 Board. Anca stated "*we determined that there would not be a state impact, but rather a public (private) impact. There is however a local government impact given that the rules affect local government expenditures and revenues.*"
- 2/28/14 Email thread – T Bank / R Bradford, M Tapler; edits to fiscal note sent to Teresa, agreed that it appeared complete.
- 3/14/14 Email – M Tapler / R Taylor; attached email from Ed McLenaghan (OSBM) showing rules were sent to OSBM 4/19/12 and fiscal impact statement was sent May 2013.
- 5/19/14 Email thread – T Bank / M Tapler; Anca accepted the changes for alternatives in the fiscal impact statement.
- 5/20/14 Email thread – R Bradford / T Bank, M Tapler; explained two paths – one for fiscal note which Marsha is pursuing with Anca/OSBM, and second with OAH for rules review. Changes made with OAH will most likely not have fiscal impact but fiscal note changes will impact rules review.
- 5/20/14 Email thread – R Bradford / M Tapler / T Bank; inquired for copy of Anca's document in which "*33% was added to benefits because she determined that benefits are not calculated in the original cost*"; M Tapler "no further documents received from Anca since 2/19/14". Thread begins 2/7/14 with Marsha's email to Anca with the alternatives to the fiscal note.
- 6/5/14 Email thread – M Tapler / A Grozav; Anca inquired as to status, Marsha to check on possible changes due to legislative changes.
- 7/30/14 T Bank, R Bradford met with Rules Review Commission counsel for informal review and discussion.
- 11/19/14 Email thread – M Tapler / T Bank; fiscal note to be completed, Marsha will keep Teresa informed of developments.
- 11/25/14 Email thread – M Tapler / T Bank, R Bradford; Standards Committee wants to file the rules, Marsha to compare Anca's last information with any changes.

- 11/25/14 Email thread – M Tapler / A Grozav; impact of legislation changing Backup PSAPs, fiscal impact of such and changes to the fiscal impact statement. Anca stated: “Generally, we use a pre-statutory baseline unless the statute is very prescriptive of the requirements and also requires that the agency adopt a rule. In your case, the statute only says that there has to be a backup, so if you have rules that say what requirements backups have to meet, than that is an impact you have to quantify.”
- 12/1/14 Email thread – M Tapler / T Bank et al; OSBM approved the alternatives; T Bank – must have OSBM approval to proceed with OAH.
- 12/1/14 Email thread – M Tapler / T Bank et al.; reports that Anca approved the alternatives. T Bank reported that rules cannot be filed without an OSBM approved fiscal note. Marsha explained that the fiscal not had not been completed because she understood that possibility of changes to the rules warranted no further action on the fiscal note until such were completed but now understands that no changes will be forthcoming and will work to finalize the fiscal note.
- 12/9/14 Email thread – M Tapler / A Grozav; the table Anca provided doesn’t appear to calculate correctly because it doubles the receipts and disbursements.
- 12/10/14 Email thread – M Tapler / A Grozav; Marsha sent a table of fiscal impacts. Thread includes Anca’s explanation: “The empty table . . . included two sections . . . for costs and benefits. . . . include things that are a plus, such as fund the government and providers receive from the public, as a benefit and things that are a minus, such as the funds the public provides, as a cost.” This was in response to Marsha’s question regarding doubling of costs in the prior iteration of the table. Anca responded that the table seems to take into account the fact that fees paid by the public are a transfer to the government and service providers.
- 12/10/14 Email thread – M Tapler / A Grozav; Marsha seeking assistance with completing the cost / benefit table in the fiscal impact statement.
- 1/13/15 Email thread – M Tapler / A Grozav; OSBM approval of alternatives to rules as required by OSBM.
- 1/14/15 Email thread – M Tapler / A Grozav; table of fiscal impacts. M Tapler initiated question on 1/14, thread continues through 1/26 regarding apparent unexpected changes in table values.
- 1/15/15 Email thread – M Tapler / D Dodd, D Corn; amend fiscal impact statement with explanation of uncertainties; e.g. NG 911.
- 1/26/15 Email thread – R Bradford / M Tapler; confusion regarding figures reported in the table for fiscal costs / benefits appears to double amounts and therefore appears unclear with regard to its purpose. Requested further review and explanation.
- 1/26/15 Email thread – A Grozav / M Tapler; Marsha questioned whether the table (spreadsheet) returns accurate values with data entered. Anca confirmed figures. Thread begins 1/14 with Marsha’s question as to whether the table actually explains how the funds benefit or cost each entity.

- 1/27/15 Email thread – T Bank / M Tapler; formatting and similar matters corrected in the final document for delivery to OSBM.
- 3/11/15 Email thread – A Grozav / M Tapler revised table; Anca explains “*the table in the fiscal note is supposed to show all the costs and benefits of affected parties from the proposed rules. Yes, in the grand scheme a lot of these line items are supposed to net out, or close to net out (we assume they do), as you can see in the new table. But they still have to be shown. If you make the additional assumption that the benefits the public derives from having 911 services is equal to the total fees they pay (although it should be much greater than that if you assume more than 10 lives are saved each year as a result of the service), then you will see that the net impact is nothing but the PSAP admin costs local governments cover and the revenue that the 911 Board carries forward for future grants to PSAPs.*” Refers to meeting planned for next Tuesday (3/17) at OSBM with R Taylor.
- 3/16/15 Email thread – A Grozav / M Tapler; Marsha agrees on the spreadsheet, Anca asks there’s no need to meet then?
- 4/17/15 Email thread – M Tapler / A Grozav; rules for publication – rules have not changed since submitted to OSBM.
- 4/20/15 Email thread – M Tapler / A Grozav; Marsha - “*I’m a bit confused by the comment “Since you deleted the overview of impacts that was there before, I think putting the detailed table of impacts may be necessary. I left a blank there since that table depends on the changes you are working on.” Several drafts ago, I was asked to change the table to reflect all rules instead of listing just the ones impacted as noted in the attached. Are asking for me to separate into two tables? One for impact and one for non-impact? Or, am I misunderstanding this all together?”*”

Other Items

Adjourn

Next 911 Board Work Session and Meeting Thursday, May 28, 2015
Whitted Human Svcs
WHSC Meeting Rm 230
131 W Margaret Ln.
Hillsborough, NC, 27278

Public School Safety Coordination Committee

Wednesday, April 29, 2015

2:00 pm

3514A Bush Street

Raleigh, NC

911 Board Funding Committee

Thursday, May 7, 2015

9:00 am

3514A Bush Street

Raleigh, NC

911 Board Standards Committee

Thursday, May 14, 2015

10:00 am

3514A Bush Street

Raleigh, NC