

RESOLUTION 14-40

**A RESOLUTION AUTHORIZING A CONTRACT FOR THE PURCHASE,
INSTALLATION AND MAINTENANCE OF NEXT GENERATION I3
ENABLED VoIP CAPABLE 911 PHONE SYSTEM
FOR THE EMERGENCY COMMUNICATIONS DEPARTMENT**

WHEREAS, the Spring Hill Board of Mayor and Aldermen is committed to the safety and welfare of the citizens of the City of Spring Hill, TN; and

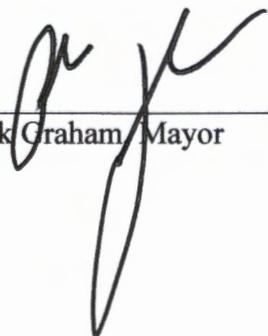
WHEREAS, the Spring Hill Board of Mayor and Aldermen realize the importance of improving emergency services as modern technology advances and systems must be upgraded; and

WHEREAS, the City of Spring Hill Board of Mayor and Aldermen approved a new 911 phone system in the 2013-2014 fiscal year budget and Capital Improvement Plan; and

WHEREAS, city staff advertised and received proposals for the purchase, installation and maintenance of a Next Generation I3 Enabled VoIP Capable 911 Phone System on April 7, 2014; and

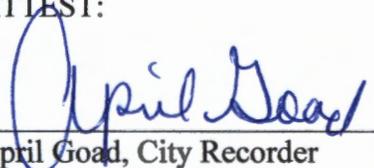
NOW, THEREFORE BE IT RESOLVED, by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee hereby approves the contract for the purchase, installation and maintenance of Next Generation I3 Enabled VoIP Capable 911 Phone System in the amount of \$175,899.00, and decreasing the monthly maintenance cost from \$1,612.00 to \$1,224.00, as recommended by the Budget and Finance Advisory Committee on April 14, 2014.

Passed and adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee, this 21st day of April, 2014.



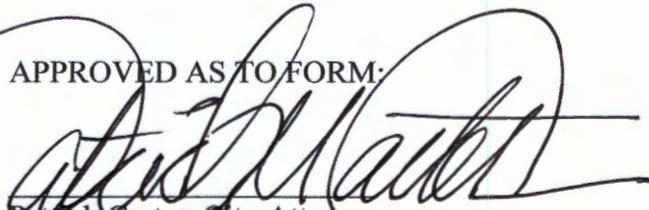
Rick Graham, Mayor

ATTEST:



April Goad, City Recorder

APPROVED AS TO FORM:



Patrick Carter, City Attorney



REQUEST: *Approval of Resolution 14-40*
SUBMITTED BY: Victor Lay, City Administrator
Brandi Smith, Emergency Communications Director
DATE: April 9, 2014
RE: Purchase, Installation & Maintenance of Next Generation I3 Enabled VoIP Capable 911 Phone System
ATTACHMENTS:

PURPOSE:

Approval of resolution for the purchase, installation, and maintenance of a Next Generation I3 Enabled VoIP Capable 911 Phone System.

BACKGROUND:

The widespread use of mobile phones and wireless capacities has been the focus of Next Generation 9-1-1 (NG9-1-1). This is a mission to address the ever-advancing modern technology. It is a research and development project to help define the system architecture and grow a transition plan to establish a digital, Internet-protocol (IP) based organization for the delivery of multimedia 9-1-1 contacts.

In everyday life, it is common for people to utilize telephones, text messages, photo-, video-, and data-sharing methods to communicate in their personal lives. Working toward the implementation of technology that allows people to contact emergency services on any device, anywhere, at any time is the ultimate goal of the Spring Hill Emergency Communications.

In the history of 9-1-1, circuit switching has traditionally been used to connect callers to emergency dispatchers. Nodes connect one end of the call to the other, thus forming a path of communication. When a call is made on a circuit switch, the most efficient pathway of nodes is determined before the transmission of data. Throughout the duration of the call, the pathway remains exclusive. The pathway is broken once the call ends, and it is then available for use by the next call. NG9-1-1 plans to implement IP (Internet Protocol) packages into PSAPs in order to modernize the industry. IP packages bundle "chunks" of data that are sent individually from the caller to the receiver. The pathway on which the data travels is not pre-determined and is not the same throughout each piece of data included in the call. Each piece of data is marked with the IP address from which it is sent and with the IP address to which it is being



sent. Converting to the use of IP networking would benefit the City of Spring Hill by expanding availability. Using packet switching does not reserve a single pathway, but shares the nodes along the pathway with other calls at the same time.

NG9-1-1 and its components will have a tremendous impact on our telecommunicators and how they perform their jobs. With the capability of receiving images and videos, emergency services personnel can obtain a plethora of information faster than a person in need could explain or text. Image and video compatibility will improve response time as well as information accuracy. Streaming capabilities will benefit calltaker in that they will get updated information about situations as soon as circumstances change.

Next Generation PSAP is a work in progress. Advanced technology has been developed to address many components of the architecture necessary for updated emergency services communication. As our center adopts standards and installs equipment, the NG9-1-1 project will continue to move forward to provide the most efficient response to the public in time of need.

An ideal PSAP will utilize IP networking that allows for interconnectivity on a local to national level. All information will have GIS address point layer capabilities to pinpoint an emergency location so that response time is at a minimum. The NG9-1-1 PSAP console will display texts, instant messages, videos, tweets, Facebook posts and messages, and map data.

The first step in this process would be ensuring that the City secures a partner with a high level ability to effectively design, install, and support the ongoing operation of a new Next Gen 911 phone system.

FINANCIAL IMPACT:

We have set aside \$200,000.00 this budget year for this project. With the company that I am recommending, we would have the option of a one-time charge of \$168,874.00 with a monthly maintenance of \$1252.00. Currently our monthly maintenance is \$1612.00. This would be a monthly savings of approximately \$360.00.

We would also have the option of purchasing a Spares Package for \$9,078.00 that would assist downtime by having back-up equipment on site if needed. This price can be lowered if we chose to have only some spare pieces.

Also, an Aurora Advanced Reporting Package for \$4,391.00 that is available for additional reporting that is not standard.

STAFF RECOMMENDATION:

Three of the vendors offered the Cassidian Vesta / Sentenial 4 system in the RFP Response. One of the vendors offered a Zetron system.



Staff recommends AT&T for purchase, installation, and maintenance of a Next Generation I3 Enabled VoIP Capable 911 Phone System.

- AT&T offers Cassidian Vesta / Sentenial 4 system. Both the Zetron system and the Cassidian Vesta / Sentenial 4 system were viewed by our dispatchers and overall the Cassidian Vesta / Sentenial 4 system was preferred. This is also the system that Maury ECOM is currently using.
- AT&T will build the product in our existing rack. With space being an issue, this is an important factor.
- AT&T is the company that we call for phone issues at this time. If we chose another vendor, AT&T will still have to be called in order to ensure it is not a line issue, but they will not be able to address the problem. We will then be required to call our vendor in order to fix the issue. If we chooses AT&T as the vendor, they will be able to address and fix the problem.
- Currently we have a long standing relationship with AT&T and their technicians Jamie Thompson and Sabrina Reed. They will continue to supply the professional service and interactions that we are accustomed to.

ACTION REQUIRED (INCLUDE DEADLINE /PRIORITY):

Approval

Motorola Solutions	\$278,320.00		#7 pg 1-4		Offer Cassidian.
			User Display status is available at additional cost.		Maury County has Cassidian.
			#10 pg 1-28		Provides 22in monitors. (1 per workstation)
			Does not tell how long call is on hold at this time. May be		Makes and sends in own rack/limited space.
					Genivation key pad included
					Aurora and aurora add on
			available in furture release.		Spares: FXO Gateway and FXS Gateway switch 24 port
			#17 pg 1-29		Training: Agent training, admin training, Aurora admin
					Command post mobile included: water tight case, keyboard and mouse, 22 in monitor and genivation keypad, dock station, aurora
			Selective mute available in future release.		Trouble reporting
			#18 pg 1-29		2 printers
			Notifing Supervisor of needed help available at future release.		
			#30 pg 1-32		
			Call history will be available in a future release.		
			#31 pg 1-29		
			ALI call history will be available in a future release, right now it is available a different way.		

AT&T	\$186,626.00	\$168,874.00	#7 pg	1st Choice	Offers Cassidian.
	Includes firsy year maintenance.	One Time Charge	User Display status is available at additional cost.		AT&T is who we use now, keep the same technicians. (One Call Service)
	3 Dispatch Positions	\$1,252.00	#10 pg		Maury county has Cassidian.
	Monitors	Propoased Monthly Maintanence	Does not tell how long call is on hold at this time. May be		Will build in our own rack.
	Genovation Keypad	60 Month Contract Term			Command post Mobile Position included in
	Mobile Position	(Current Maintenance \$1,612.00)	available in furture release.		quote. Water tight case, docking station, 2 button scroll mouse, aurora
	\$9,078.00	\$9,078.00	#17 pg		22 in Monitors (1 Per Workstation)
	Spares Package	Spares Package	Selective mute available in future release.		24 Hour moniter of network and system
	\$4,391.00	\$4,391.00	#18 pg		Atlanta, Ga 911 Customer service
	Aurora Advanced Report Packaging	Aurora Advanced Report Packaging	Notifing Supervisor of needed help available at future release.		Local Technicians that we have now and Service
	\$66,005.00	*additional reports available	#30 pg		Manager that we deal with now.
	Additional Maintenance 2-5 Years	*Abandoned Calls	Call history will be available in a future release.		3 Workstations
		*Agent Efficiency	#31 pg		4- 911 Lines
		AT&T will finance One time Charge over monthly payments for 60 months.	ALI call history will be available in a future release, right now it is available a different way.		5- Non-Emergency Lines
		Quote available upon request.			Genivation key pad included
					aurora standard only
					Spares is added cost, can be under \$3,000
					Training: Admin, agent training, aurora admin training, cut over coaching
					Trouble reporting
					Offers monthly payments
					2 Printers

Ryan Public Safety Solutions	\$171,216.00		#7 pg	Offers Cassidian
			User Display status is available at additional cost.	Maury County has Cassidian
	Aurora Lit MIS Solution- Less available reports and call statistics available.		#10 pg	22 in Monitor (1 Per Workstation)
			Does not tell how long call is on hold at this time. May be available in furture release.	Mobile Command Post available in Quote , water tight Less reporting available.
			#17 pg	24 hour support, Gunterville AI
			Selective mute available in future release.	4-911 lines
			#18 pg	5- Non-Emergency Lines
			Notifying Supervisor of needed	3 Workstations
			help available at future release.	2 Printers
			#30 pg	Training
			Call history will be available in a future release.	Genivation key pad included
			#31 pg	Training: Admin training, agent training, aurora admin training
			ALI call history will be available in a future release, right now it is available a different way.	Makes and sends its own rack/limited space
				Spare package included
				Additional RPSS annual maint fee
				Aurora standard

RFP for Next Gen 911 Phone Controller

Company	Cost w/Mon. & Keypad	Cost w/o Mon. & Keypad	Out of Compliance	Choice Number	Notes
GEOCONEX	\$164,899.15	\$163,999.15	#9 pg 23	4th Choice	Offer Zetron- that is who we have now.
	LCD MONITOR		Geoconex advised that they do not		HQ- Knoxville, Tn
	GENOVATION KEYPAD		run on a virtual server because of		Call Taker Call Center Performance reports
			instability of connect to physical		Can be installed within 120 days.
			ports.		Basic reports, can not be modified.
			#26 pg 26		1 year software maintenance
			Geoconex advised that they do not		1 year hardware support
			provide 99 CAD groups per position.		Extended maintenance/support available.
			#30 pg 26		System Support for 2 years available @ \$1620.16
			Call Detail Records can not be		19 In monitors (1 per station)
			conformed for single line print out		2 printers
			for each call		MIS (aurora) standard recording
			#55 pg 28		Training included but no specific types mentioned
			IP phones does not display ALI		No spare mentioned
			record now but will in future		
			release.		
			#1 pg 29		
			Individual user cannot conform		
			screen for their preference.		
			#2 pg 23		
			Does not comply, but at this time		
			Spring Hill does not have a back		
			up station.		
			#39 pg 27		
			This was a typo and should have		
			read Zetron...need to verify		
			answer.		
			#57 pg 28		
			Can not support 60 trunks, how		
			many can support?		
			Spring Hill is not at 60 trunks at this		
			time.		
			#18 pg 30		
			Spring Hill is small enough right		
			now that this is ok that they do not		
			comply.		
			#44 pg 33		
			Radio voice recorder is on each		
			station.		