

PSAP Backup Plan

## Request for Backup Plan Approval

PSAP Name: Gates County Communications Center

PSAP Plan Contact (title/telephone number/email address):

Herman Weiss Supervisor 252-357-2411 Ext 1007 hweiss@gatescountync.gov

### Location

Where is the Primary PSAP located (street address)?

202 Court St Gatesville NC 27938

Where is the Backup PSAP located (street address)?

308 US 158 West Gatesville NC 27938

What other departments are located in the Backup PSAP facility?

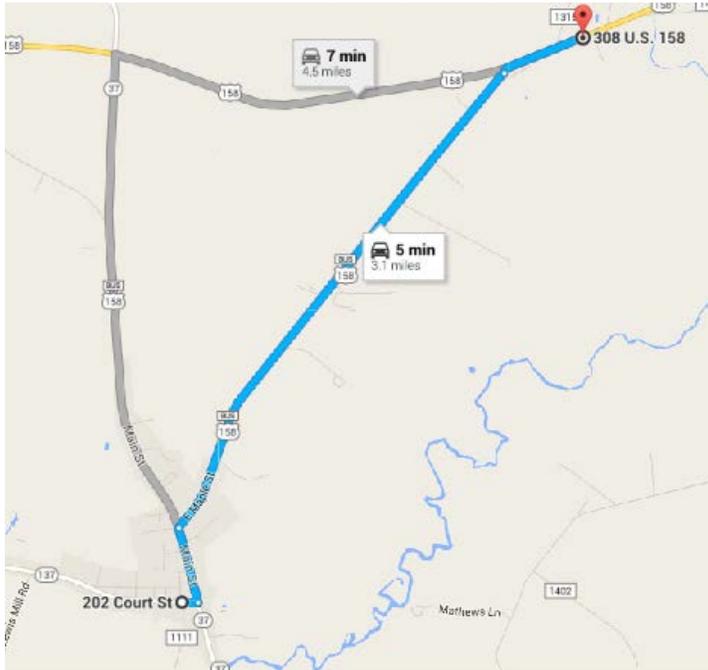
Emergency Management

How far is the Primary PSAP from the Backup PSAP in airline miles? (There is currently no defined distance requirement but a one mile minimum is a reasonable expectation.)

3.1 Miles apart

## PSAP Backup Plan

Please attach a geographical (such as a google) map showing the primary location and backup



location.

### Positions/Workstations

How many telecommunicator positions are in the Primary PSAP?

There are 2 Positions in the Primary PSAP

How many telecommunicator positions are normally manned in the Primary PSAP?

There is 1 Position Manned 24/7

Can you staff for more positions to handle peak workloads in the Primary PSAP?

Yes if needed

How many additional positions are used during peak workloads in the Primary PSAP?

We do not Staff any additional Telecommunicators during peak hours.

How many telecommunicator positions are in the Backup PSAP?

There is 2 Positions at the Backup Center

How many telecommunicator positions will be manned in the Backup PSAP?

There will be 1 Position Manned at the Backup center

Can you staff for more positions to handle peak workloads in the Backup PSAP?

Yes if needed

## PSAP Backup Plan

### Equipment

Please describe the make and model of the telephone switch in the Primary PSAP.  
We just Installed the Cassidian Air Bus

Please describe the make and model of the telephone switch in the Backup PSAP.  
We will be using the Cassidian Command Post System at the Back PSAP

Please describe the make and model of the CAD in the Primary PSAP.  
We are using Southern Software 15.3.1.224

Please describe the make and model of the CAD in the Backup PSAP.  
We will be using Southern Software 15.3.1.224

Please describe the make and model of the recorder in the Primary PSAP.  
Revcord 8 Channel Analog

Please describe the make and model of the recorder in the Backup PSAP  
Reva 16/S Revcord 16 Channel Analog

### Radio Equipment

What equipment in the Backup PSAP will be used to dispatch 911 calls?  
APX7500 Viper Single band

How will the radio equipment in the Backup PSAP connect to the radio network?

### Network

How many 911 trunks are currently in the Primary PSAP and who is the carrier?  
There are 2- 911 Trunks at the Primary PSAP and Century Link is the Carrier  
How many admin lines are currently in the Primary PSAP and who is the carrier?  
There are 2 Admin Lines at the Primary PSAP and Century Link Is the Carrier

How many 911 trunks will be in Backup PSAP and who is the carrier?  
There will be 2- 911 trunks and the Backup PSAP and Century Link will be the Carrier  
How many admin lines will be in the Backup PSAP and who is the carrier?  
There will be 2-Admin Lines at the Backup PSAP and Century Link will be the Carrier

## PSAP Backup Plan

What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP?

The Process to reroute the call will be to call century link and advise them that we are going to be routing all calls to the backup center and we are hoping to install a night switch.

How long will it take to re-route 911 trunks from the Primary PSAP to the Backup PSAP?

I am hoping that the switch time will be very minimal and it should be instant if we have a night switch installed.

**Commented [BTG1]:** Herman,...don't write in the plan "if we have a night switch installed". What is your holdup in the installation of a night switch? If it's your backup plan, then write the plan as if you are installing a night switch.

What is the process to re-route admin trunks from the Primary PSAP to the Backup PSAP?

How long will it take to re-route admin trunks from the Primary PSAP to the Backup PSAP?

How will the Primary PSAP be network connected to the Backup PSAP?

Who is the carrier?

What is the bandwidth?

How will this network connection between the Primary PSAP to the Backup PSAP be used? For instance will it be used to keep the CAD data current at both locations? Will it be used to carry 911 calls from the B side of the switch at the backup location to the A side at the Primary location? Will other applications be running on this network connection?

## Interim PSAP

Who will answer your 911 calls while you are relocating to the Backup PSAP?

How long will it take to relocate staff to the Backup PSAP and begin taking calls?

It should only take 10 minutes to relocate to the backup center

What is the process to re-route calls from the Primary PSAP to the Interim PSAP while relocating staff to the Backup PSAP?

What is the process to re-route calls from the Interim PSAP while relocating staff to the Backup PSAP?

## PSAP Backup Plan

Please attach a signed Memorandums of Understanding (MOUs) and any other applicable agreements. Please insure that the signatories have the appropriate authority to commit their respective agencies.

### Power

Describe the back-up power system at the Primary PSAP?

Generac Generator on Natural Gas

What is the capacity of the generator and the UPS in the Primary PSAP?

We have a 150KW/3-phase 208/120 that runs off of Natural Gas.

How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation?

The Generator is on Natural Gas here at the Primary PSAP

Describe the back-up power system at the Backup PSAP?

What is the capacity of the generator and the UPS in the Backup PSAP?

How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation?

How often will you test your Backup plan?

The backup center will be tested 2 a year.

How long will you take calls at the Backup PSAP when you exercise your plan?

The backup center will be ran for a 24 time frame so that both shifts can have the hands on training.

Commented [BTG2]: 24 hours??

### Backup Facility

Does your Backup facility provide for the needs of employees?

Yes it does

How will sufficient food, water, sleeping, and hygiene needs for the staff for the projected duration the emergency be provided? This question will be determined by local operational policies and procedures, but it does need serious consideration and planning. While there is no hard and fast rule in place, it seems reasonable the backup facility should be self-supporting for a minimum of 72 hours.

At the backup center there is a full kitchen and has showers facilities. The Rescue building is 1 ½ miles away and will help with sleeping Quarters for the staff.

## PSAP Backup Plan

### **Additional**

Please provide a diagram of your back-up plan. Show the equipment to be supported in the Primary PSAP and the Backup PSAP, the network connections between the Primary PSAP and the Backup PSAP, the trunking to the Primary PSAP and the Backup PSAP, and any other relevant information.



PSAP Backup Plan

**The Plan**

Please provide a narrative on how the proposed Backup plan will work.

How often will you test your Backup plan?

The backup plan will be tested two times a year.

How long will you take calls at the Backup PSAP when you exercise your plan?

Calls will be taken for a 24 hour time frame.

**Minimum Requirements**  
**Workstations & Laptops**  
**4/6/2016**

910-603-3481

1. Processor

- 2.8GHz Dual Core or Higher

2. Memory

- 8GB RAM (16GB Preferred if running CAD and MDS)

3. Storage

- 500GB SATA Hard Drive

4. Optical

- CD/DVD RW

5. Video

- 128mb Video Card or higher



6. Communications

- (2) 100/1000 Gigabit Network Cards

7. Operating System

- Windows 7 Professional or higher

8. Peripherals

- Keyboard, Mouse, 19" Monitor, Laser Printer

9. OEM Support

- 24/7 hardware warranty from manufacturer

**Important Notes**

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This information shall not be distributed beyond the original addressed without prior authorization  
from the originator.



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**Minimum Requirements**  
**Workstations & Laptops**  
**4/6/2016**

- Southern Software applications can run in virtual environments (Virtual environments can use the same specs)
- Gigabit Network preferred
- High Speed Internet Required
- Remote Connection Software is used by Southern Software for remote access
- Agencies using Southern Software MDIS/RMS in cars will need a VPN solution and Telecommunications Air Card
- A workstation may also operate as a server where the total number of concurrent connections from all other Southern Software applications is no more than 5.
- Additional Requirements for CAD & Map Workstations Display -Quad Video Card
- (2) 19" LCD Flat Panels or Larger (3 with Maps) 1280 x 1024 minimum screen resolution

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**Agency: Gates County 911, NC**

**Contact: Herman Weiss**

**Date: 4/27/2016**

HARDWARE		Qty
Laptop	Dell Mobile Precision Workstations 3510 XCTO	2
Operating System	Windows 10 Pro 64bit English, French, Spanish	
Processor	Intel® Core™ i7-6820HQ (Quad Core 2.70GHz, 3.60GHz Turbo, 8MB 35W, w/Intel HD Graphics 530)	
Chassis Options	Intel® Core™ i7-6820HQ with USB Type C Thunderbolt Chassis	
Non-Microsoft Application Software	Additional Software W10	
Office Productivity Software	Microsoft Office Professional 2016	
Video Card	AMD FirePro W5130M w/2GB GDDR5	
LCD	15.6" HD TN (1366x768) Anti-Glare LED-backlit (45% color gamut), camera and mic, WWAN Capabl	
Memory	32GB (2x16GB) 2133MHz DDR4 Non-ECC	
Hard Drive	1TB 2.5 inch 5400 rpm SATA Hard Drive	
Wireless	Intel® Dual-Band Wireless-AC 8260 Wi-Fi	BT 4.1 Wireless Card (2x2)
Driver	Intel® Dual-Band Wireless-AC 8260 Wi-Fi	BT 4.1 Wireless Driver (2x2)
Keyboard	Internal Dual Pointing Keyboard, English	
Primary Battery	4 Cell 62W/HR Battery	
Power Supply	130W AC Adapter	
Cable	US Power Cord	
PalmRest	Smart Card Reader with Thunderbolt 3	
Operating System Recovery Options	Windows 10 OS Recovery 64bit - DVD	
Placemat	Quick Reference Guide	
Packaging	DAO Mix Ship Model	
Hardware Support Services	3 Year Hardware Service with Onsite/In-Home Service After Remote Diagnosis	

**NOTE: ASSUMES LAPTOPS WILL BE SHIPPED TO GATES COUNTY 911. IF ONSITE INSTALLATION IS NECESSARY PLEASE REQUEST AN UPDATED PROPOSAL.**

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$5,568.00**

**PROPOSAL INCLUDES ONLY ITEMS LISTED ABOVE. IF ADDITIONAL HARDWARE IS NEEDED PLEASE REQUEST AN UPDATED PROPOSAL**

**CUSTOMER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_**

*Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.*

**Proposal of hardware is valid for (30) days from date of proposal.**

**Contact information for Public Safety Representative:**

**Mike Moody  
Southern Software  
150 Perry Drive  
Southern Pines, NC 28387**

**Business: 800.842.8190  
Mobile: 910.603.3481  
Fax: 910.695.0251  
E-Mail: mmoody@southernsoftware.com**

**Janet Benson**

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**From:** Janet Benson  
**Sent:** Wednesday, April 27, 2016 4:40 PM  
**To:** 'hweiss@gatescountync.gov'  
**Cc:** Mike Moody  
**Subject:** Proposal for Laptops  
**Attachments:** NC GATES COUNTY 911\_LAPTOPS FOR CAD BACKUP\_042716.pdf

Mr. Weiss,

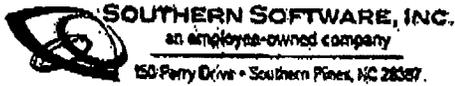
Mike Moody asked that I send this proposal for your review. To place this order please sign and return by fax or e-mail to (910) 695-0251 or [jbenson@southernsoftware.com](mailto:jbenson@southernsoftware.com). Please call or e-mail Mike (910.603.3481 or [mmoody@southernsoftware.com](mailto:mmoody@southernsoftware.com)) with any questions.

Thanks,

**Janet Benson** | Sales Administrative Assistant

Toll Free: (800) 842-8190 Ext. 131  
Fax: (910) 695-0251

[jbenson@southernsoftware.com](mailto:jbenson@southernsoftware.com)



Fax to:  
252-357-1425

Attn: Herman Weiss

(4 Pages)



Federal Communications Commission  
Washington, D.C. 20554

Approved by OMB  
3060-1204  
Expires: April 30, 2018  
Estimated time per response:  
1-8 hours

**Public Safety Answering Point (PSAP) Text-to-911 Registration Form**

Instructions: please enter information in each text box. Please add extra fields to the tables as necessary if submitting information for multiple PSAPs.

**1. Date of Submission**

11/6/2015
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**2. Name and Contact Information of Person Submitting Form**

<b>Name</b>	Herman Weiss
<b>Primary Contact Information, including mailing address</b>	202 Court St Att. 911 Center Gatesville NC 27938 252-357-0210 office 252-357-2411 Ext 1007 Direct Line 252-455-1849 Cell hweiss@gatescountync.gov



Federal Communications Commission  
Washington, D.C. 20554

**3. PSAP Facility Information**

In the table below, list each PSAP that is requesting delivery of emergency texts pursuant to 47 CFR 20.18(n)(10)(iii), defining a Valid Request from the requesting PSAP(s). For each PSAP listed, enter the FCC-assigned PSAP identification number, PSAP name, and PSAP Physical Address, including Street, City, State, Zip Code, and County. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

*Note: For PSAP Facility Information, the public registry will list only PSAP ID, PSAP Name, State, Zip Code, and County level information for each registered PSAP. The PSAP physical address will not be publicly listed.*

PSAP ID	PSAP Name	PSAP Physical Address (include street, city, state)	Zip Code	County
4278	Gates County 911	202 Court St Gatesville NC	27938	Gates

**4. PSAP Point of Contact Information for Text-to-911 Coordination**

For each PSAP listed in response to Question 3, please provide the full name, title, and phone and email/mailling address contact information of the person or entity that will serve as the PSAP's point of contact with covered text providers that must coordinate text-to-911 service delivery. This information will be made publicly available in the FCC PSAP Text-to-911 Registration Database.

PSAP ID	Name of Contact	Title	Organization [include mailing address]	Phone Number	Email Address
4278	Herman Weiss	Supervisor	202 Court st Gatesville NC 27938	252- 357- 0210	hweiss@gatescountync.gov



Federal Communications Commission  
Washington, D.C. 20554

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**5. PSAP Method to Receive Texts**

For each PSAP listed in response to Question 3, please indicate which technological method the PSAP has selected to receive texts (only one method may be selected for each PSAP). Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID	Text to TTY	Web Browser	Direct IP	Other (additional information required below)
4278	TTY Please			

If applicable, for each PSAP for which you indicated "Other," please describe the requested method of delivery. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID	Other Method of Delivery



Federal Communications Commission  
Washington, D.C. 20554

**6. Authorizing State or Local Entity**

For submission of this form to constitute a Valid PSAP Request for Text-to-911 service and to provide sufficient notification that the PSAPs listed in response to Questions 3 -5 are technically ready to receive 911 text messages, provide the name of the applicable 911 governing authority (e.g., local or state agency or official) that has specifically authorized the named PSAPs to accept text-to-911 service.

*Natalie Marissa Rountree*  
*County Manager*

**7. Certification**

<b>Check the Box:</b>	By checking this box, the person and/or entity named in Question 2 certifies that as of the date of the submission of this questionnaire, the PSAPs listed in response to Questions 3-5 are technically ready to receive 911 emergency text messages in the format indicated in response to Question 5.
	For submission of this form to constitute a Valid PSAP Request for Text-to-911 service, this box must be checked before the Commission will list the PSAP(s) in the public registry.



Edge One Solutions, Inc.

5301 Mill Dam Rd  
Wake Forest, NC 27587  
Tel: 919-554-1954  
Fax: 919-554-9257

## QUOTATION

<b>Proposed Work:</b>	16 Analog Channel Revcored MCS Rack Mount Chassis Voice Logging System, Dual Hot Swap 2x1TB Hard Drives, Dual Hot Swap Power Supplies, Windows Server 2012, Unlimited Browser Based User Software, ANI/ALI Capture and Search
<b>Quotation Date:</b>	January 6, 2016
<b>Prepared By:</b>	Todd Williams

**Prepared For:** Gates County 911  
**Attn:** Herman Weiss  
**Address:** 202 Court St.  
Gatesville, NC 27938

**Phone:** 252-357-2411 x1007  
**Email:** hweiss@gatescountync.gov

Part Number	h/w,s/w lic	Quantity	Description	Price	Total
<b>System Specifications</b>					
REVA16/S	hw,lic	1	16 Channel: Hardware And Channel Permanent License - Analog	\$5,557.00	\$5,557.00
MCS	hw,s/w,lic	1	Rack Mount Mission Critical Chassis	\$5,200.00	\$5,200.00
1040MM-L3-06A	h/w	1	25 PR Amp Cable M-M 90 Degree	\$135.00	\$135.00
<b>Upgrade Sub Total:</b>					<b>\$10,892.00</b>
<b>Additional Features at No Cost</b>					
			ANI/ALI Module	Included	
			Backup Software (Backup data to various media types)	Included	
			Browser Based Client with Multiple Search Capabilities	Included	
			Scenario Reconstruction - Multi-Channel Playback and Graphic Display	Included	
			Save, Email without saving, Edit, Burn to CD, Convert Format	Included	
			Monitor "Dashboard" and Live Call Control	Included	
			NG9-1-1 (Active Member of NENA Next Generation 9-1-1)	Included	
			Quality Monitoring and Call Taker Evaluation	Included	
			Recording Inputs - Analog, Digital, VoIP and Multiple Screens per Workst	Included	
			Remote Monitoring Service (RMS) and E-mail Warning Notification	Included	
			Reports and Statistics in Excel or Graph Format	Included	
			Multiple Screen Recording /Capture	Included	
			E-mail Last Recording to Predetermined Recipient	Included	
			Talking Clock	Included	
			Call Commenting and Incident Tracking	Included	

<b>Professional Services</b>					
Install	svc	1	Installation during normal business hours	\$2,375.00	\$2,375.00
APP	svc	1	Extended One Year Warranty	1,120.00	\$1,120.00
<b>Services Sub Total:</b>					<b>\$3,495.00</b>
<b>Shipping</b>					<b>\$250.00</b>
<b>QUOTATION TOTAL:</b>					<b>\$14,637.00</b>

By signing below, you are authorizing purchase for materials and/or services quoted herein. Your signature authorizes Edge

**2nd Year Annual Maintenance Cost \$3,160**

**Terms:**

Payment Terms: Upon Installation  
Delivery: CFR - Factory  
Validity of quotation: 90 Days  
Estimated Delivery: 4 Weeks ARO  
(Delivery is contingent upon stock availability at the time of order placement)

Approved by: \_\_\_\_\_

Approved Date: \_\_\_\_\_

Purchase Order Number \_\_\_\_\_

Authorized Provider of NICE® / Dictaphone®  
Email: [twilliams@edge1solutions.com](mailto:twilliams@edge1solutions.com)





# MOTOROLA SOLUTIONS

**Quote Number:** QU0000345942  
**Effective:** 30 DEC 2015  
**Effective To:** 28 FEB 2016

**Bill-To:**

GATES COUNTY EMERGENCY  
 MANAGEMENT  
 202 COURT ST  
 GATESVILLE, NC 27938  
 United States

**Ultimate Destination:**

GATES COUNTY EMERGENCY  
 MANAGEMENT  
 202 COURT ST  
 GATESVILLE, NC 27938  
 United States

Attention:

**Name:** Herman Weiss  
**Email:** hweiss@gatescountync.gov

Sales Contact:

**Name:** Warren Bell  
**Email:** wbell@gately.com  
**Phone:** 252-441-2015

**Request For Quote:** Herman Weiss  
**Contract Number:** NC STATE NON ARIBA -725G  
**Freight terms:** FOB Destination  
**Payment terms:** Net 30 Due

*Can scan ?*

Item	Quantity	Nomenclature	Description	List price	Your price	Extended Price
1	2	L30URS9PW1AN	APX7500 SINGLE BAND 7/800	\$8,140.00	\$5,346.30	\$10,692.60
1a	2	W382AM	ADD: CONTROL STATION DESK GCAI MIC			
1b	2	L999AB	ADD: FULL FP W/05/KEYPAD/CLOCK/VU			
1c	2	G78AR	ENH: 2 YR REPAIR SERVICE ADVANTAGE			
1d	2	W969BG	ADD: MULTIPLE KEY ENCRYPTION OPERATION			
1e	2	GA00244AA	ADD: 7/800MHZ PRIMARY BAND	-	-	-
1f	2	G806BE	ADD: ASTRO DIGITAL CAI OPERATION			
1g	2	CA01598AB	ADD: AC LINE CORD US	-	-	-
1h	2	G51AT	ENH: SMARTZONE OPERATION APX			
1i	2	QA01749AB	SW KEY SUPPLEMENTAL DATA	-	-	-
1j	2	G361AH	ADD: P25 TRUNKING SOFTWARE			
2	1535	SVC03SVC0117D	SYSTEM UPGRADE SERVICES	\$1.00	\$1.00	\$1,535.00
(Notes)(2) 800 Mhz Base antenna systems						
3	2825	SVC03SVC0124D	SUBSCRIBER INSTALL - CUST LOCATION	\$1.00	\$1.00	\$2,825.00
(Notes)programming of (2)800 Mhz consolettes along with on-site installation						

**Total Quote in USD**

**\$15,052.60**

PO Issued to Motorola Solutions Inc. must:

- >Be a valid Purchase Order (PO)/Contract/Notice to Proceed on Company Letterhead. Note: Purchase Requisitions cannot be accepted
- >Have a PO Number/Contract Number & Date
- >Identify "Motorola Solutions Inc." as the Vendor
- >Have Payment Terms or Contract Number
- >Be issued in the Legal Entity's Name
- >Include a Bill-To Address with a Contact Name and Phone Number
- >Include a Ship-To Address with a Contact Name and Phone Number
- >Include an Ultimate Address (only if different than the Ship-To)

- >Be Greater than or Equal to the Value of the Order
- >Be in a Non-Editable Format
- >Identify Tax Exemption Status (where applicable)
- >Include a Signature (as Required)

## Herman Weiss

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**From:** Robinson, Rob <Rob.Robinson@centurylink.com>  
**Sent:** Friday, January 08, 2016 10:56  
**To:** hweiss  
**Subject:** RE: Phone lines

Herman,

Sorry for the delay on this, had to verify something.

911 Trunks are \$86.55 each, per month. There is also a onetime \$41.40 each to install charge and this would include the night switches I spoke with you about.

Your admin line are

\$41.00 each (if you DO NOT want them to roll over to each other).

\$54.50 each (if you DO want them to roller over to each other).

Let me know if you need anything else. I look forward to working with you in the future.

Rob

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**From:** hweiss [mailto:hweiss@gatescountync.gov]  
**Sent:** Thursday, January 07, 2016 1:11 PM  
**To:** Robinson, Rob  
**Subject:** Phone lines

Hey Rob it was great to talk to you today. Here are the numbers.  
252-357-0210 and 357-0247. The backup center is located at 308 US 158 West Gatesville NC 27938. Please let me know if you need anything else. Look forward to talking to you more.

Herman Weiss  
Communications Supervisor  
Gates County 911  
252-357-2411 Ext. 1007  
Sent from my Verizon Wireless 4G LTE smartphone

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.



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an employee-owned company

**Agency: Gates County 911, NC**

**Contact: Herman Weiss**

**Date: 1/8/2016**

<b>HARDWARE</b>		<b>Qty</b>	
<b>Server</b>	PowerEdge T320, Intel® Xeon® E-24XX v2 Processors	1	\$8,665.00
<b>Warranty &amp; Service</b>	ProSupport Plus: 3 Year Mission Critical 4 hr Onsite Service		
<b>Add-in Network Adapter</b>	On-Board Broadcom 5720 Dual Port 1Gb LOM		
<b>Chassis Configuration</b>	Chassis with up to 4, 3.5" Cabled Hard Drives and Embedded SATA		
<b>Power Management BIOS Settings</b>	Power Saving Dell Active Power Controller		
<b>RAID Configuration</b>	SW RAID 5 for S110 (3-4 SATA HDDs) with Cabled Chassis		
<b>RAID Controller</b>	S110, Software RAID (for Microsoft OS Only)		
<b>Processor</b>	Intel® Xeon® E5-2430L v2 2.40GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 60W, Max Mem 1600MHz		
<b>Memory Capacity</b>	(4) 4GB UDIMM, 1600MT/s, Low Volt, Single Rank, x8 Data Width		
<b>Memory DIMM Type and Speed</b>	1600MT/s UDIMMS		
<b>Memory Configuration Type</b>	Performance Optimized		
<b>Hard Drives</b>	(3) 1TB 7.2K RPM SATA 3Gbps 3.5in Cabled Hard Drive		
<b>System Documentation</b>	Electronic System Documentation and OpenManage DVD Kit		
<b>Internal Optical Drive</b>	DVD+/-RW, SATA, Internal		
<b>Power Supply</b>	Single, Cabled Power Supply , 350W		
<b>Power Cords</b>	NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord		
<b>Server Accessories</b>	Keyboard and Optical Mouse, USB, Black, English		
<b>Operating System</b>	Windows Server® 2012,Standard Ed,Factory Install,No MED,2 Socket,2 VMs		
<b>OS Media Kits</b>	MS2012 STD Media		
<b>Database Software</b>	Microsoft®SQL Server™2014 STD,10 USER CALs,NFI,w 2012 DGRD Media		
<b>Client Access Licenses</b>	10 CALS - Windows® Server 2012 User CALs (Standard or Datacenter)		
<b>***Neverfail (Note: first year support included; 2nd year support payable to Neverfail = \$999)</b>		1	\$4,995.00
<b>Total Hardware:</b>			<b>\$13,660.00</b>

<b>INSTALLATION</b>			
<b>Installation</b>	INSTALLATION OF HARDWARE AND PHONE INSTALLATION OF NEVERFAIL FOR SERVER PAIR	1	
<b>Total Project Management:</b>			<b>\$3,750.00</b>

**TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$17,410.00**

NOTE: PROPOSAL INCLUDES ONLY ITEMS LISTED ABOVE. IF ADDITIONAL ITEMS SUCH AS A MONITOR, BACKUP, UPS, ANTIVIRUS, SWITCH ETC. ARE NEEDED PLEASE REQUEST AN UPDATED PROPOSAL.

50% DUE UPON SIGNING OF PROPOSAL; 50% DUE UPON COMPLETION OF INSTALLATION OF HARDWARE.

**CUSTOMER'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.

Proposal of hardware is valid for (30) days from date of proposal.



**January 18, 2016**

**Customer: Gates County**

**Quote: Vesta 9-1-1 System for Backup PSAP**

QTY	DESCRIPTION	TOTAL
1	Vesta 9-1-1 Backroom Equipment	\$ 46,964.96
2	CommandPost Call Taker Workstations	\$ 25,466.89
2	1 Year of Software Support	
2	Docking Stations w/Mouse & Keyboard	
2	22" Touchscreen Monitors	
2	24 Key keypads	
2	CDR License for ECaTS	
1	Shipping	\$ 576.36
1	Turn Key Installation	\$ 27,965.34
1	Basic Spectracom NetClock	\$ 7,516.25
	Sub-total:	\$ 108,489.81
	<b>Options</b>	
1	24x7 Remote Monitoring Service	<del>\$ 12,058.82</del>
<b>Total:</b>		<b>\$ 120,548.63</b>
<small>(This is a turnkey quote for the E9-1-1 system including installation, warranty and software support for 1 year. The Vesta 9-1-1 system requires a NENA approved NetClock.)</small>		

-12 058.82



Edge One Solutions, Inc.  
 5301 Mill Dam Rd  
 Wake Forest, NC 27587  
 Tel: 919-554-1954  
 Fax: 919-554-9257

## QUOTATION

<b>Proposed Work:</b> 16 Analog Channel Record MCS Rack Mount Chassis Voice Logging System, Dual Hot Swap 2x1TB Hard Drives, Dual Hot Swap Power Supplies, Windows Server 2012, Unlimited Browser Based User Software, ANI/ALI Capture and Search	<b>Quotation Date:</b> January 6, 2016 <b>Prepared By:</b> Todd Williams
--	---

Prepared For: Gates County 911  
 Attn: Herman Weiss  
 Address: 202 Court St.  
 Gatesville, NC 27938  
 Phone: 252-357-2411 x1007  
 Email: hweiss@gatescountync.gov

Part Number	Qty	Description	Price	Total
REVA16/S	1	16 Channel: Hardware And Channel Permanent License - Analog	\$5,557.00	\$5,557.00
MCS	1	Rack Mount Mission Critical Chassis	\$5,200.00	\$5,200.00
1040MM-L3-06A	1	25 PR Amp Cable M-M 90 Degree	\$135.00	\$135.00
<b>Upgrade Sub Total:</b>				<b>\$10,892.00</b>

Additional Features at No Cost				
Part Number	Qty	Description	Price	Total
		ANI/ALI Module	Included	
		Backup Software (Backup data to various media types)	Included	
		Browser Based Client with Multiple Search Capabilities	Included	
		Scenario Reconstruction - Multi-Channel Playback and Graphic Display	Included	
		Save, Email without saving, Edit, Burn to CD, Convert Format	Included	
		Monitor "Dashboard" and Live Call Control	Included	
		NG9-1-1 (Active Member of NENA Next Generation 9-1-1)	Included	
		Quality Monitoring and Call Taker Evaluation	Included	
		Recording Inputs - Analog, Digital, VoIP and Multiple Screens per Workst	Included	
		Remote Monitoring Service (RMS) and E-mail Warning Notification	Included	
		Reports and Statistics in Excel or Graph Format	Included	
		Multiple Screen Recording/Capture	Included	
		E-mail Last Recording to Predetermined Recipient	Included	
		Talking Clock	Included	
		Call Commenting and Incident Tracking	Included	

Part Number	Qty	Description	Price	Total
	1	Installation during normal business hours	\$2,375.00	\$2,375.00
	1	Extended One Year Warranty	\$1,120.00	\$1,120.00
<b>Professional Services</b>				
<b>Services Sub Total:</b>				<b>\$3,495.00</b>
<b>Shipping</b>				<b>\$250.00</b>
<b>QUOTATION TOTAL:</b>				<b>\$14,637.00</b>

By signing below, you are authorizing purchase for materials and/or services quoted herein. Your signature authorizes Edge 2nd Year Annual Maintenance Cost \$3,160

Approved by: \_\_\_\_\_

Approved Date: \_\_\_\_\_

Purchase Order Number \_\_\_\_\_

**Terms:**  
 Payment Terms: Upon Installation  
 Delivery: CFR - Factory  
 Validity of quotation: 90 Days  
 Estimated Delivery: 4 Weeks ARO  
 (Delivery is contingent upon stock availability at the time of order placement)





MOTOROLA SOLUTIONS

Quote Number: QU0000345942  
Effective: 30 DEC 2015  
Effective To: 28 FEB 2016

Ultimate Destination:

GATES COUNTY EMERGENCY MANAGEMENT  
202 COURT ST  
GATESVILLE, NC 27938  
United States

Bill-To:

GATES COUNTY EMERGENCY MANAGEMENT  
202 COURT ST  
GATESVILLE, NC 27938  
United States

Attention:

Name: Herman Weiss  
Email: hweiss@gatescountync.gov

Sales Contact:

Name: Warren Bell  
Email: wbell@gately.com  
Phone: 252-441-2015

Request For Quote:

Herman Weiss  
Contract Number: NC STATE NON ARIBA -725G  
Request for Quote: Net 30 Due

Freight terms:

FOB Destination

Payment terms:

Net 30 Due

CAN SCAN ?

Item Quantity Nomenclature Description List price Your price Extended Price

1 2 130URS9PW1AN APX7500 SINGLE BAND 7/800 \$8,140.00 \$5,346.30 \$10,692.60

1a 2 W382AM ADD: CONTROL STATION DESK GCAL MIC

1b 2 L999AB ADD: FULL FP W/05/KEYPAD/CLOCK/VU

1c 2 G78AR ENH: 2 YR REPAIR SERVICE ADVANTAGE

1d 2 W969BG ADD: MULTIPLE KEY ENCRYPTION OPERATION

1e 2 GA00244AA ADD: 7/800MHZ PRIMARY BAND OPERATION

1f 2 G806BE ADD: ASTRO DIGITAL CAL OPERATION

1g 2 CA01598AB ADD: AC LINE CORD US

1h 2 G51AT ENH: SMARTZONE OPERATION APX

1i 2 QA01749AB SW KEY SUPPLEMENTAL DATA

1j 2 G361AH ADD: P25 TRUNKING SOFTWARE

2 1535 SVC03SVC0117D SYSTEM UPGRADE SERVICES

3 2825 SVC03SVC0124D SUBSCRIBER INSTAL - CUST LOCATION

(Notes)(2) 800 Mhz Base antenna systems

(Notes)programming of (2)800 Mhz consoles along with on-site installation

Total Quote in USD

\$15,052.60

PO Issued to Motorola Solutions Inc. must:

>Be a valid Purchase Order (PO)/Contract/Notice to Proceed on Company Letterhead. Note: Purchase Requisitions cannot be accepted

>Have a PO Number/Contract Number & Date

>Identify "Motorola Solutions Inc." as the Vendor

>Have Payment Terms or Contract Number

>Be issued in the Legal Entity's Name

>Include a Bill-To Address with a Contact Name and Phone Number  
>Include a Ship-To Address with a Contact Name and Phone Number  
>Include an Ultimate Address (only if different than the Ship-To)

>Be Greater than or Equal to the Value of the Order  
>Be in a Non-Editable Format  
>Identify Tax Exemption Status (where applicable)  
>Include a Signature (as Required)

**From:** Robinson, Rob <Rob.Robinson@centurylink.com>  
**Sent:** Friday, January 08, 2016 10:56  
**To:** hweiss  
**Subject:** RE: Phone lines

Herman,

Sorry for the delay on this, had to verify something.

911 Trunks are \$86.55 each, per month. There is also a onetime \$41.40 each to install charge and this would include the night switches I spoke with you about.

Your admin line are

\$41.00 each (if you DO NOT want them to roll over to each other).  
\$54.50 each (if you DO want them to roller over to each other).

Let me know if you need anything else. I look forward to working with you in the future.

Rob

**From:** hweiss [mailto:hweiss@gatescountync.gov]  
**Sent:** Thursday, January 07, 2016 1:11 PM  
**To:** Robinson, Rob  
**Subject:** Phone lines

Hey Rob it was great to talk to you today. Here are the numbers. 252-357-0210 and 357-0247. The backup center is located at 308 US 158 West Gatesville NC 27938. Please let me know if you need anything else. Look forward to talking to you more.

Herman Weiss  
Communications Supervisor  
Gates County 911  
252-357-2411 Ext. 1007  
Sent from my Verizon Wireless 4G LTE smartphone

This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.



**Agency:** Gates County 911, NC  
**Contact:** Herman Weiss  
**Date:** 1/8/2016

SOUTHERN SOFTWARE, INC. an employee-owned company

**HARDWARE** Qty

Server  
 Warranty & Service  
 Add-in Network Adapter  
 Chassis Configuration  
 Power Management BIOS Settings  
 RAID Configuration  
 RAID Controller  
 Processor  
 Memory Capacity  
 Memory DIMM Type and Speed  
 Memory Configuration Type  
 Hard Drives  
 System Documentation  
 Internal Optical Drive  
 Power Supply  
 Power Cords  
 Server Accessories  
 Operating System  
 OS Media Kits  
 Database Software  
 Client Access Licenses

PowerEdge T320, Intel® Xeon® E-24XX v2 Processors  
 1 \$8,665.00  
 ProSupport Plus: 3 Year Mission Critical 4 hr Onsite Service  
 On-Board Broadcom 5720 Dual Port 1Gb LOM  
 Chassis with up to 4, 3.5" Cabled Hard Drives and Embedded SATA  
 Power Saving Dell Active Power Controller  
 SW RAID 5 for S110 (3-4 SATA HDDs) with Cabled Chassis  
 S110, Software RAID (for Microsoft OS Only)  
 Intel® Xeon® E5-2430L v2 2.40GHz, 15M Cache, 7.2GT/s QPI, Turbo, 6C, 60W, Max Mem 1600MHz  
 (4) 4GB UDIMM, 1600MT/s, Low Volt, Single Rank, x8 Data Width  
 1600MT/s UDIMMS  
 Performance Optimized  
 (3) 1TB 7.2K RPM SATA 3Gb/s 3.5in Cabled Hard Drive  
 Electronic System Documentation and OpenManage DVD Kit  
 DVD+/-RW, SATA, Internal  
 Single, Cabled Power Supply, 350W  
 NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord  
 Keyboard and Optical Mouse, USB, Black, English  
 Windows Server® 2012, Standard Ed, Factory Install, No MED, 2 Socket, 2 MS  
 MS2012 STD Media  
 Microsoft® SQL Server™ 2014 STD, 10 USER CALS, NFI, w 2012 DGRD Media  
 10 CALS - Windows® Server 2012 User CALS (Standard or Datacenter)  
 \*\*\*Neverfail (Note: first year support included; 2nd year support payable to Neverfail = \$999)  
 1 \$4,995.00  
 Total Hardware: \$13,660.00

**INSTALLATION**

Installation  
 INSTALLATION OF HARDWARE AND PHONE INSTALLATION OF  
 NEVERFAIL FOR SERVER PAIR  
 1

Total Project Management: \$3,750.00  
 TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$17,410.00

NOTE: PROPOSAL INCLUDES ONLY ITEMS LISTED ABOVE. IF ADDITIONAL ITEMS SUCH AS A MONITOR, BACKUP, UPS, ANTIVIRUS, SWITCH ETC. ARE NEEDED PLEASE REQUEST AN UPDATED PROPOSAL.

50% DUE UPON SIGNING OF PROPOSAL. 50% DUE UPON COMPLETION OF INSTALLATION OF HARDWARE.

CUSTOMER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Please sign this document and return it to us by fax or mail. When the document is signed and returned to Southern Software, we will begin processing your order.

Proposal of hardware is valid for (30) days from date of proposal.

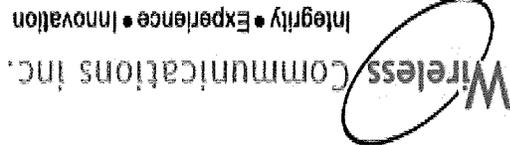
**Contact information for Public Safety Representative:**

**Mike Moody**  
Southern Software  
150 Perry Drive  
Southern Pines, NC 28387

**Business:**  
**Mobile:**  
**Fax:**  
**E-Mail**

**800.842.8190**  
**910.603.3481**  
**910.695.0251**

**mmoody@southernsoftware.com**



January 18, 2016

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