

North Carolina 911 Board

PSAP Name: Rowan County 911 Date: 1/27/2014
 Contact Name: Rob Robinson Contact Phone: 704-216-8510
 Contact Address: 1090 Corporate Center Dr
 City: Salisbury
 Zip: 281416
 Contact Email: rob.robinson@rowancountync.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 February 28, 2014. 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, 2013 Emergency Telephone System Fund Balance: 1,378,408

	FY2013 (2012-2013) ACTUAL Expenditures from Reconciled Report	FY2015 (2014-2015) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2015 (2014-2015) Requested Increase Amount Recurring MONTHLY Cost	FY2015 (2014-2015) Requested Increase Amount Recurring ANNUAL Cost
Expenditure				
Phone Systems				
Recurring 911 service supplier charges for 911 trunks/circuits	109,302		15,616	
Basic line rate for one ten digit number per telecommunicator	1,033			
Telephone equipment, including CPE, workstations, monitors, keyboards, mice, headsets	8,398			47,244
Automatic Call Distribution				
Recurring 911 service supplier selective routing and ANI/ALI	2,282		1,167	0
Phone System Totals	121,014	0	16,783	47,244
Telecommunicator Furniture	308,444			
Software				
CAD	20,060			49,160
GIS				
Message switch software (allows for voiceless dispatch, status updates and mobile to CAD messaging. (Some message switch software included may not be eligible: (RMS, Firehouse, access to NCIC, DCI, warrants, JMS etc.)				

Selective router s

Voice Logging Recorder				20,600
Management Information System (MIS) Software for 911 phone system				
Time Synchronization				
ALI Database Software				
Software Licensing	29,092			27,264
Radio console software used in the 911 process	11,500			
Paging software to send call from CAD to first responder pager or mobile phone				
CAD to CAD interface software				
Software Totals	60,652	0	0	97,024

Hardware				
Servers**	169,065			
Computer workstations**	44,084			
Time synchronization devices				
UPS				9,480
Generator	232,001			15,660
Handheld GPS**				
Hardware Totals	445,151	0	0	25,140

Eligible dispatch equipment -- must meet the requirements of SL 2010-158, as codified in GS 62A-46(c)

Radio Network Switching**				137,763
Radio Console Ethernet Switch	32,339			
Radio Console Access Router				
Back Up Storage Equipment for Mobile Message Switch				
Paging Interface with Computer				
Alpha / Numeric Pager Tone Generator				
Radio Console (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at				
Dispatch Equip Totals	32,339	0	0	137,763

HOSTING SERVICES

PSAPs may desire to replace or substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board.				
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TRAINING	12,875			
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Functions

Database Provisioning	22,834			
Addressing	49,276			
Equipment Maintenance	49,920			48,955
Software Maintenance	46,477			
Function Totals	168,508	0	0	48,955

	FY2013 (2012-2013) ACTUAL Expenditures from Reconciled Report	FY2015 (2014-2015) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2015 (2014-2015) Requested Increase Amount Recurring MONTHLY Cost	FY2015 (2014-2015) Requested Increase Amount Recurring ANNUAL Cost
Grand Totals	1,148,983	0	201,396	356,126

	FY2013 (2012-2013) ACTUAL Expenditures from Reconciled Report	FY2015 (2014-2015) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2015 (2014-2015) Requested Increase Amount Recurring MONTHLY Cost	FY2015 (2014-2015) Requested Increase Amount Recurring ANNUAL Cost
Grand Totals	1,148,983	0	201,396	356,126

Proposed FY15 Funding	\$541,031.00
One Time Capital Purchase Cost	\$0.00
Recurring MONTHLY Cost	\$201,396.00
Recurring ANNUAL Cost	\$356,126.00

Reconsidered FY15 Funding **\$1,098,553.00** 103.05% Increase over proposed

Maximum 20% Carry Forward	\$175,018
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Funding Committee Recommendation to increase FY15 Revenue to \$ 773,553 based on cover letter statement of fund balance, estimating July 1, 2014 fund balance of \$ 500,000 with 20% reserve

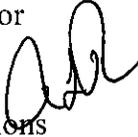


Rowan County 911 Communications Center

1090 Corporate Center Dr.
Salisbury NC, 28146

Director
Rob Robinson

Phone 704-216-8510
Fax 704-216-8508

To: Richard Taylor, Executive Director
NC 911 Board
From: Rob Robinson, Director 
Rowan County 911 Communications
Date: January 27, 2014
Ref: Reconsideration Request for Rowan County 911

I am submitting the following documentation and requesting that the 911 Board consider increasing the amount of revenue we receive from 911 funds. From the attached information you will see that our expenses will increase by over \$300,000 from last year. This is due to four reasons.

1. The Consolidation with Salisbury Police Department.
2. The Construction of a new stand alone 9-1-1 Center.
3. Associated costs with A-911 Implementation
4. New funding for a portion of a 911 Technology Specialist

The consolidation is almost completed and the county had to purchase additional phone/radio and CAD positions for the additional staff members. This has caused maintenance cost in several line items to increase this year.

Although it is very nice to have a new stand alone 911 Center, there are new maintenance cost associated with the building that we have never been responsible for paying in the past. Some things, such as the new UPS System, are much larger than before and this alone has resulted in an increase in maintenance costs.

We continue to work on implementing A-911 technology in Rowan County. The monthly cost for this has increased from what we are currently paying to AT & T for

E-911. Also AT&T has informed us of additional “selective router” charges that we will be responsible for paying after we migrate to Intrado.

We are also asking for additional funds to help pay for a 911 Technology Specialist Position. Since the center has more equipment we are finding that our current IT Department cannot assist us with many of the day to day needs of keeping the center running and functional. This will assist us in maintaining all of the technology within the center.

When reviewing our request, you will see that we have over 1 million dollars in our fund balance. This is because we have not finished paying for our consolidation expenses. Preliminary numbers show when reconciled at the end of this budget year, we anticipate having around \$500,000 remaining in our fund balance. Our normal annual operating budget expense from 911 funds are around \$400,000, and this is before adding the new expenditures in the attached documentation. Additional money is desperately needed to ensure that we can cover all of our current expenses as well as maintain some type of minimal fund balance.

Thank you for your consideration and please feel free to contact me should you have any questions.

Thank You.

North Carolina 911 Board

PSAP Name:	Rowan County 911	Date:	1/27/2014
Contact Name:	Rob Robinson	Contact Phone:	704-216-8510
Contact Address:	1090 Corporate Center Dr		
City:	Salisbury		
Zip:	281416		
Contact Email:	rob.robinson@rowancountync.gov		

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June 30, 2013 Emergency Telephone System Fund Balance: _____

FY2013 (2012-2013) ACTUAL Expenditures from Reconciled Report	FY2015 (2014-2015) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2015 (2014-2015) Requested Increase Amount RECURRING MONTHLY Cost	FY2015 (2014-2015) Requested Increase Amount RECURRING ANNUAL Cost
Expenditure			
Phone Systems			

radio console (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at

Dispatch Equip Totals \$17,000

\$0

\$0

\$137,763

HOSTING SERVICES

substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board.

Functions

Database Provisioning
Addressing
Equipment Maintenance
Software Maintenance

48,955.00

Function Totals \$0.00

\$0.00

\$0.00

\$48,955.00

Grand Totals \$212,500.00

\$0.00

\$187,392.00

\$370,126.00

Robinson, Rob L.

From: Canipe, Lee L <Lee.Canipe@centurylink.com>
Sent: Friday, February 07, 2014 9:14 PM
To: Robinson, Rob L.
Cc: Martin, Michael P; Mcleod, James C; Winstead, Paul W
Subject: Lee Canipe - CenturyLink / Intrado A911 Pricing Info
Attachments: Final Rowan County CenturyLink Intrado Project Agreement 032013.pdf

Rob,

I am on vacation, sold home and moving this weekend. Got your voice mail and wanted to respond.

Attached please find the final contract copy for the CenturyLink / Intrado Network with pricing.

ALI Data Base Service : \$9,636.00 monthly

MPLS Data Circuits : \$5,979.92

TOTAL: \$15,615.92 monthly

As far as any additional charges from AT&T you were asking about there is no way that CenturyLink can provide those rates.

On 3-7-12 at time of final CenturyLink Pricing Development we based on the following data base records :

AT&T – 28,201

Windstream – 18,879

Yadkin Telephone – 1,990

TOTAL Record Count : 49,070

You will have to get any additional rates quoted from these carriers. I know you said that Topper could not provide rates so you will have to get with a sales rep from each of these carriers for any additional charges you may incur.

I am sorry that I cannot help with the additional charges from the other carriers.

Please e-mail me with any other questions and I will be glad to help if I can.

Sincerely,

Lee Canipe

Government Account Manager - E911 / Public Safety

CenturyLink

320 First Avenue NW

Hickory, NC 28601

Mobile: 828-291-2775

Fax: 828-328-0396

e-mail: lee.canipe@centurylink.com





Sales Quote #96645

by Dixon Brown
Date 2/11/2014

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: Rowan County Telecommunications
Attn: Robert Robinson
1090 Corporate Center Drive
Salisbury, NC 28146

Ship To: Rowan County Telecommunications
Attn: Robert Robinson
1090 Corporate Center Drive
Salisbury, NC 28146

For: Rowan County Telecommunications
Attn: Robert Robinson
1090 Corporate Center Drive
Salisbury, NC 28146

Phone: 704-638-3111 Fax: 704-638-3119

Table with columns: Qty, Description, Unit Price, Extended Price. Row 1: 1 ESP PLUS- Platinum Annual Maintenance Plan, \$27,264.00, \$27,264.00. Summary rows: Sub-Total: \$27,264.00, Tax: \$0.00, Shipping & Handling: \$0.00, Total: \$27,264.00.

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."

Selective Router Charge of \$14,000

I have no documentation for this at this point. I have spoke with Topper Hightower, Century Link and Intrado, and no one can give me an exact number.

Topper said is should not exceed \$1,000 per month, but I have added an small additional amount just in case.

Per Topper no one knows exactly, but that he would be glad to answer any questions or try to explain in more detail if necessary.

This is the best documentation I can provide for now, related to the amount requested.



Eaton UPS Service Cart: 100335
Cart Date: 01/30/2014
 (Effective until 03/16/2014)

Steve Smith, Service Sales Manager
Power Quality Solutions
 8601 Six Forks Rd
 Ste 400
 Raleigh, NC 27615
 919-455-8471
 Email: ssmith@pqsgg.com

Prepared For:

Billing Contact: Rob Robinson,
 Billing Company: Rowan County
 232 N Main St
 Salisbury, NC 28144
 704-216-8510
 Email: rob.robinson@rowancountync.gov

For Covered Equipment at Site:

Site Contact: Rob Robinson,
 Site Company: Rowan Co 911
 1090 Corporate Ctr Dr
 Salisbury, NC 28147
 704-216-8510
 Email: rob.robinson@rowancountync.gov

We are pleased to provide the following services proposal for your power quality equipment. Please refer to the Scopes of Work (SOW) for descriptions of service coverage and exclusions. Eaton Corporation terms and conditions govern this proposal, and any purchase order submitted to Eaton pursuant thereto. Additional or different terms proposed by Buyer, whether in its purchase order or otherwise, shall not be binding upon Eaton Corporation and are hereby rejected unless expressly agreed to in writing by Eaton Corporation.

Why Choose Eaton? – Eaton Customer Service Engineers (CSE) are the only technicians who are factory-trained on each unit manufactured by Eaton including your 9390. Third party providers only have situational experience and will not know how to resolve many issues. Eaton CSE's have approximately \$3million in parts inventory and access to even more parts directly from the Eaton warehouse in Raleigh. Parts are modular and quickly replaced. Third party providers often use after-market or second-hand parts, and have been known to try to do component level repairs. Eaton CSEs also have exclusive access to the UPS software service tool, Field Service Bulletins, Updated Firmware, and a technical escalation path to senior engineers at the factory for complex issues.

Serial Number	New/Renewal	Model Description	Battery Type, Quantity	Coverage Type
EF473CBB15	N	9390-40-80	VRLA Sealed, 80	Flexible

Quantity 1, Eaton 9390-40-80, VRLA Sealed, 80

Coverage Start Date: 4/3/2014 **Coverage End Date:** 4/2/2015 **Term:** 1 Year

Flex: 8 Hr Rsp, 7x24 Cvg Only (FL87NXXX-0080)

- After Hours (7x24) w/ Parts&Labor
- 8 HR Response Time
- 1x per year: UPS Preventive Maintenance, Business Hours (5x8) (0006NXXX)
- 2x per year: Sealed Battery Preventive Maintenance, Any Time (0005NSXX080)
- EOSL Status Active

Supporting Documents: T-0, X-1, R-2, R-5, R-30, R-10

Grand Total Price: \$5,284.30

- Contract Payment Terms: Net 30 days, Billing Cycle: Payment Upfront
- Important Tax Notice: Tax is not included in the above purchase price. All orders will be subject to all applicable sales tax unless a current tax exemption certificate is on file covering the state shown in the ship-to address or service equipment location.
- To purchase your service contract, please sign and date below. Return all attachments with optional purchase order to: Steve Smith / PQS
- Make Payments to: **Eaton Corporation, PO Box 93531, Chicago, IL 60673-3531**

Accepted By: _____ Name _____ Title _____ Date _____ Purchase Order Number (copy of PO required) _____
 Print Name:

Eaton Corp. Support Agreement : Rowan 911 Annual Maintenance Agreement
 Rep: Steve Smith, Service Sales Manager
 Quote 100335



Site Inventory Summary

911 Center

Model
9390-40-80

Serial Number
EF473CBB15

Rob Robinson, Salisbury, NC

Dates
4/3/2014 - 4/2/2015

Contract
FL87NXXX-0080

Subtotal:

Annual Cost
\$5,284.30
\$5,284.30



Eaton UPS Service Cart: 100335-1
Cart Date: 01/30/2014
 (Effective until 03/31/2014)

Steve Smith, Service Sales Manager
Power Quality Solutions
 8601 Six Forks Rd
 Ste 400
 Raleigh, NC 27615
 919-455-8471
 Email: ssmith@pqsgg.com

Prepared For:

Billing Contact: Rob Robinson,
 Billing Company: Rowan County
 232 N Main St
 Salisbury, NC 28144
 704-216-8510
 Email: rob.robinson@rowancountync.gov

For Covered Equipment at Site:

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Serial Number	New/Renewal	Model Description	Battery Type, Quantity	Coverage Type
EF473CBB15	N	9390-40-80	VRLA Sealed, 80	Full Battery Coverage Adder

Quantity 1, Eaton 9390-40-80, VRLA Sealed, 80

Coverage Start Date: 4/3/2014 **Coverage End Date:** 4/2/2019 **Term:** 5 Years

PWHR12280W4FR, 5-Year Full Corrective Parts and Labor Coverage (FB07NXXX2840)
Supporting Documents: T-0, T-2, R-9, X-1, R-13

911 Center		Rob Robinson, Salisbury, NC		Annual Cost
Model	Serial Number	Dates	Contract	
9390-40-80	EF473CBB15	4/3/2014 - 4/2/2019	FB07NXXX2840	\$4,195.77
			Subtotal:	\$4,195.77
			Grand Total Price:	\$20,978.84

- Contract Payment Terms: Net 30 days, Billing Cycle: Annual
- Important Tax Notice: Tax is not included in the above purchase price. All orders will be subject to all applicable sales tax unless a current tax exemption certificate is on file covering the state shown in the ship-to address or service equipment location.
- To purchase please sign below and attached optional purchase order, return to Steve Smith – ssmith@pqsgg.com
- Make Payments to: **Eaton Corporation, PO Box 93531, Chicago, IL 60673-3531**

Accepted By: Name Title Date Purchase Order Number (copy of PO required)

Print Name:



Site Inventory Summary

911 Center		Rob Robinson, Salisbury, NC		
Model	Serial Number	Dates	Contract	Annual Cost
9390-40-80	EF473CBB15	4/3/2014 - 4/2/2019	FB07NXXX2840	\$4,195.77
			Subtotal:	\$4,195.77

Carolina



Your Caterpillar Dealership

Rob Robinson
1090 Corporate Center Drive
Salisbury, NC
Office # 704-216-8510
Cell # 704-738-3357
rob.robinson@rowancountync.gov

Mr. Robinson,

We are pleased to offer pricing to reflect a maintenance and repair agreement that will run from July 1st, 2014 through June 30th, 2015. The price includes quarterly service visits including a full annual service, troubleshooting and repair parts and labor and emergency service calls after hours. The standard warranty of the generator will expire March 2015 and this agreement will include a one-time charge in March 2015 for an extended service (warranty) coverage. The extended service coverage will be under the Caterpillar Advantage Platinum Plus Package and will cover all parts and labor of any Caterpillar part failure for 60 months from purchase on the coverage. Please review the listed quotes below

- July 1st, 2014 – June 30th, 2015 \$7,660.00
- July 1st, 2015 – June 30th, 2016 \$4,000.00
- July 1st, 2016 – June 30th, 2017 \$4,100.00

Thank you for this opportunity, I look forward to hearing from you and discussing your options,

Jay Bates - Product Sales and Support
Carolina CAT

CAROLINA CAT

9000 Statesville Road, Charlotte, NC 28269

Phone: 1-800-277-6010 FAX: 1-704-731-7273

INSPECTION AND MAINTENANCE AGREEMENT

Customer: Rowan County 911

Account: Pending

Address: 1090 Corporate Center Dr – Salisbury, NC

Phone: 704-216-8510

Attention: Rob Robinson

Email: rob.robinson@rowancountync.gov

Make/Model	Serial Number	Price	Year
CAT/ C.9	NBP00434	\$700 (1-Annual Service), \$400 (3-Quarterly Inspections)	2014-2015
CAT/ C.9	NBP00434	\$725 (1-Annual Service), \$425 (3-Quarterly Inspections)	2015-2016
CAT/ C.9	NBP00434	\$750 (1-Annual Service), \$450 (3-Quarterly Inspections)	2016-2017

Total Maintenance Price: \$6,000.00

Extended Service Coverage Price (March 2015): \$3,660.00

Total Emergency and Afterhours Charge: \$6,000.00

Total 3 year Agreement Price: \$15,660.00

Inspections and scheduled maintenance visits will be performed during normal working hours. Any additional parts or services requested by customer will be billed at prevailing parts and labor rates. Equipment to be inspected is to be made available to Carolina Engine personnel. Any load testing will be done with Maintenance Department approval or at pre-arranged time periods. Parking access near the work area must be provided during inspection period.

Carolina Engine (CE) warrants inspections and services performed under this contract will be in accordance with industry practices. If any failure to meet the foregoing warranty appears within six months from the date of completion of this service, owner shall promptly notify CE of any warrantable failure. If it is a warrantable failure, CE will perform the service the same extent as the original service. All parts used shall be limited to the standard manufacturer's parts warranty.

CE shall not be liable, under any warranty or otherwise, for, nor shall Owner make claim for, any special incidental or consequential damage resulting from CE's performance of services or providing of parts or equipment hereunder or from any failure of CE to perform its obligations hereunder or from the malfunction of any equipment covered by this Agreement. Such consequential or incidental damages may include, but are not limited to, loss of use, loss of time; inconvenience, loss of profit, expense for fuel, travel, meals or lodging; loss or damage to personal property; loss of earnings or other revenues; or bodily injury. The service, parts or equipment to provided by CE hereunder shall not render CE an insurer of the equipment. Owner acknowledges that the equipment may malfunction notwithstanding performance of the service or providing of parts or equipment referred to herein and Owner shall bear sole responsibility for insuring or otherwise protecting itself against any such malfunction. CE expressly limits its liability hereunder to the cost of its services as set forth on the front of this Agreement. CE expressly disclaims and Owner hereby absolves CE from all other liability of any kind except that arising from CE's negligent performance of service, including without limitation any liability for losses suffered by Owner as a result of the malfunctioning of any items of the equipment which shall be a matter solely between Owner and the manufacturer of the equipment.

The price-term of this agreement is for one year, but it is to remain in effect until cancelled. Price will increase yearly to reflect the inflation rate as published at time of renewal. Either party may terminate the agreement by giving thirty (30) days written notice to the other. **TERMS:** Net cash upon receipt of invoice. All charges are to be remitted to Carolina Tractor & Equipment, P O Box 75054, Charlotte, NC 28275-0054. Applicable state and local taxes, duties, environmental & supply charges will be added to the prices quoted. Petroleum product pricing is contingent on the current market rate, and can increase or decrease per the prevailing rate. The customer will be notified in advance of the annual service of the current prevailing rates.

OFFERED BY CAROLINA CAT, PO BOX 1095, CHARLOTTE, NC 28201.

Signed by: _____ Title: _____
Date: _____

911 Technology Specialist

The following job description is not limited to, but is a brief description of:

- A. CAD (55% of the time)
 - a. Installs, maintains, creates archives and back up of mission critical databases for 911 Communications.
 - b. Monitors tasks for CAD and Recorder Projects and works with internal and contractual staff on problem solutions.
 - c. Maintains the paging database for Fire/EMS/Law and 911 Personnel
 - d. Installs and maintains the following software packages (Pro QA/Alpha Paging/Aqua/Recorder/ and Office Work Stations.
 - e. Sets up access for all MCT Users to have access to CAD for Mobile Dispatch Purpose. (Not NCIC or DCI, this is handled by IT Department).
- B. Phone System (20% of the time)
 - a. Monitors tasks for projects and works with internal and contractual staff on problem solving solutions.
 - b. Monitors and interprets phone system error messages to determine the need for contractual staff.
 - c. Process and handle all phone alarms/first stage of trouble shooting process
 - d. Works with contractual staff with all phone and system upgrades and routing maintenance.
- C. Office (25% of the time)
 - a. Handles all Public Records request including making copies/CD and other media for Officers, Lawyers, Court System and Media
 - b. Assist with Radio problems and issues.
 - c. Assist Director with PM Maintenance of other related equipment.
 - d. Works with management to determine and acquire equipment, software, applications, contractual resources and other needs to have the systems and programs operational.
 - e. Other duties as they arise.



Carolina Recording Systems, Inc.
 PO Box 3065
 Mooresville, NC 28117

Service Agreement Renewal Budgetary Quote

This is not an Invoice

Customer Name:
Rowan County E-911 Attn: Rob Robinson 1090 Corporate Center Drive Salisbury, NC 28146

Annual Service Agreement Renewal Period		Date	Agreement Term	Account #
7/1/2014 thru 6/30/2015		1/1/2014	One Year Renewable	R-1171
QTY	MODEL	DESCRIPTION	UNIT PRICE	TOTAL
1	NEXLOG-88	88-Channel Communications Recording System (S/N: 840000141) ***Includes Peripherals Below***	20,600.00	20,600.00
1	M-P25	P25 Integration with Motorola AIS	0.00	0.00
1	PSAP-Bundle	Multi-Channel Search and Replay Incident Re-Creation Software, NENA ANI/ALI Data Tagging Integration	0.00	0.00
1	CC-Closure	Console Recordings Triggered by Contact Closure One Year 24/7 Extended Warranty Service coverage from 7/1/2014 thru 6/30/2015 Note: All Public Safety customers receive 24/7 (Plan One) priority service response at no additional charge. Prices quoted are preferred customer best rate Plan Two.	0.00	0.00
Note: Effective January 1, 2014 Sales Tax is now applicable to Maintenance Agreements per G.S. 105-164.4(a)(11).				
We appreciate your business and customer satisfaction is our top priority. Please let us know if there is anything we can do to improve the performance or features of your communications recording system. We welcome the opportunity. Thank you!			Subtotal	\$20,600.00
			Total	\$20,600.00

Robinson, Rob L.

From: Canipe, Lee L <Lee.Canipe@centurylink.com>
Sent: Thursday, January 23, 2014 2:01 PM
To: Robinson, Rob L.
Subject: Lee Canipe - CenturyLink Centurion Pricing Info

Rob,

Your existing CenturyLink Centurion Maintenance cost for Cassidian equipment is \$ 2,823.88 monthly = \$33,886.56 annual

Your new Total Maintenance Pricing starting July 1st for all equipment at new 911 center for 2014 – 2015 will be \$3,936.92 monthly = \$47,243.04 annual.

Please add a little cushion to that if you can.

Thanks.

Sincerely,
Lee Canipe
Major Account Manager - E911 / Public Safety
CenturyLink
320 First Avenue NW
Hickory, NC 28601
Mobile: 828-291-2775
Fax: 828-328-0396
e-mail: lee.canipe@centurylink.com



Code	Customer	Contract #	Application	Qty	7/1/13-6/30/14	7/1/14-6/30/15
5732LG	Rowan County	20061101	OSSI Client Base Records Management System (30 Workstations)	1	\$ 9,328.92	\$ 9,608.79
5732LG	Rowan County	20061101	OSSI RMS Map Display and Pin Mapping License (30 Workstations)	1	\$ 1,008.78	\$ 1,039.04
5732LG	Rowan County	20061101	OSSI Crime Analysis Module - Client License	1	\$ 2,101.20	\$ 2,164.24
5732LG	Rowan County	20061101	OSSI Bar Coding Server License (5 Workstations)	1	\$ 420.24	\$ 432.85
5732LG	Rowan County	20061101	OSSI Bar Coding Hand-Held Client License (Each)	2	\$ 535.50	\$ 551.57
5732LG	Rowan County	20061101	OSSI Civil Processing Module (30 Workstations)	1	\$ 2,067.54	\$ 2,129.57
5732LG	Rowan County	20061101	OSSI Property and Evidence Module (5 Workstations)	1	\$ 924.12	\$ 951.84
5732LG	Rowan County	20061101	OSSI Pawn Shop/Pawn Watch (5 Workstations)	1	\$ 420.24	\$ 432.85
5732LG	Rowan County	20061101	OSSI Residential Security Watch Module (5 Workstations)	1	\$ 251.94	\$ 259.50
5732LG	Rowan County	20061101	OSSI Training Module (5 Workstations)	1	\$ 588.54	\$ 606.20
5732LG	Rowan County	20061101-1	OSSI Fire Arms Application Permit Module	1	\$ 244.80	\$ 252.14
5732LG	Rowan County	20061101-2	OSSI Notification Module	1	\$ 1,583.04	\$ 1,630.53
5732LG	Rowan County	080661	OSSI - QuarterMaster Module	1	\$ 1,550.40	\$ 1,596.91
5732LG	Rowan County	080661	OSSI Professional Standards (Internal Affairs) Module Client	1	\$ 2,856.00	\$ 2,941.68
5732LG	Rowan County	081371	OSSI Police to Citizen	1	\$ 2,448.00	\$ 2,521.44
5732LG	Rowan County	071632	OSSI Mobile Client Maps	11	\$ 359.04	\$ 369.81
5732LG	Rowan County	071632	OSSI Client AVL Mobile License	11	\$ 269.28	\$ 277.36
5732LG	Rowan County	20061101	OSSI Client Jail Management System Module (10 Workstations)	1	\$ 4,135.08	\$ 4,259.13
5732LG	Rowan County	20061101	OSSI Jail Commissary (10 Workstations)	1	\$ 756.84	\$ 779.55
5732LG	Rowan County	20061101	OSSI Mugshot Capture Station Software Only	3	\$ 2,773.38	\$ 2,856.58
5732LG	Rowan County	20061101	OSSI Client Mugshot Display Software License (10 Workstations)	3	\$ 2,521.44	\$ 2,597.08
5732LG	Rowan County	20061101	OSSI State Livescan Interface	1	\$ 1,429.02	\$ 1,471.89
5732LG	Rowan County	070960	OSSI JMS Vine Interface	1	\$ 244.80	\$ 252.14
5732LG	Rowan County	091197	OSSI Swanson Cobra Banker Interface	1	\$ 1,224.00	\$ 1,260.72
5732LG	Rowan County	100068	OSSI Securus Inmate Phone System Interface	1	\$ 408.00	\$ 420.24
5732LG	Rowan County	20061101	OSSI Mobile Client Maps	60	\$ 2,017.20	\$ 2,077.72
5732LG	Rowan County	20061101	OSSI Client AVL Mobile License	60	\$ 1,512.60	\$ 1,557.98
5732LG	Rowan County	20061101	OSSI License of Incident/Offense Field Reporting Module Client	50	\$ 8,363.00	\$ 8,613.89
5732LG	Rowan County	20061101	OSSI Mobile Arrest Module	50	\$ 2,521.50	\$ 2,597.15
5732LG	Rowan County	20061101	OSSI - MFR Client - MOBLAN Version	1	\$ 503.88	\$ 519.00
5732LG	Rowan County	20061101	OSSI MCT Interface to ETI/EMS	1	\$ 1,418.82	\$ 1,461.38
5732LG	Rowan County	20061101	OSSI Review Module for Field Reporting (Up to 50 Workstations)	2	\$ 5,883.36	\$ 6,059.86
5732LG	Rowan County	20061101	OSSI CAD Resource Monitor Display License with Maps Client	32	\$ 6,051.52	\$ 6,233.07
5732LG	Rowan County	20061101	Lan Client License for Message Switch	21	\$ 1,191.33	\$ 1,227.07
5732LG	Rowan County	20061101	OSSI AVL Server Host License	1	\$ 6,618.78	\$ 6,817.34
5732LG	Rowan County	20061101	OSSI CAD Client AVL License	11	\$ 4,160.42	\$ 4,285.23
5732LG	Rowan County	130374	OSSI CAD Client AVL License	4	\$ 1,468.80	\$ 1,512.86
Total					\$ 82,161.35	\$ 84,626.19

Rowan County - Attention Rob Robinson - 911 Eligible

5732LG	Rowan County	20061101	OSSI MCT Client for Digital Dispatch	60	\$ 10,035.60	\$ 10,336.67
5732LG	Rowan County	071632	OSSI Base Mobile Server Software Client	1	\$ 2,295.00	\$ 2,363.85
5732LG	Rowan County	071632	OSSI MCT Client for Digital Dispatch	11	\$ 1,786.18	\$ 1,839.77
5732LG	Rowan County	20061101	OSSI Base Computer Aided Dispatch System	1	\$ 5,162.22	\$ 5,317.09
5732LG	Rowan County	20061101	OSSI Additional CAD Console License	9	\$ 4,424.76	\$ 4,557.50
5732LG	Rowan County	20061101	OSSI E911 Interface Module	1	\$ 850.68	\$ 876.20
5732LG	Rowan County	20061101	OSSI Interface to Pagegate	1	\$ 188.70	\$ 194.36
5732LG	Rowan County	20061101	OSSI First CAD Map Display and Map Maintenance Software License	1	\$ 661.98	\$ 681.84
5732LG	Rowan County	20061101	OSSI Additional CAD Map Display Client License	10	\$ 1,891.10	\$ 1,947.83
5732LG	Rowan County	20061101	OSSI Alpha Numeric Paging Module	1	\$ 850.68	\$ 876.20
5732LG	Rowan County	20061101	OSSI Rip and Run Printing/Faxing Module	1	\$ 850.68	\$ 876.20
5732LG	Rowan County	130374	OSSI Additional CAD Console License	1	\$ 790.30	\$ 814.01
5732LG	Rowan County	130374	OSSI Additional CAD Map Display Client License	6	\$ 1,853.22	\$ 1,908.82
5732LG	Rowan County	130374	OSSI First CAD Map Display and Map Maintenance Software License	1	\$ 930.32	\$ 958.23
5732LG	Rowan County	20061101	OSSI Base Mobile Server Software Client (Up to 50 Workstations)	2	\$ 7,564.32	\$ 7,791.25
5732LG	Rowan County	20061101	OSSI Medical PROQA Interface	1	\$ 1,040.40	\$ 1,071.61
5732LG	Rowan County		OSSI CAD to CAD	1	N/A	\$ 1,120.00
Total					\$ 41,176.14	\$ 43,531.42

Rowan County - Attention Rob Robinson - JENNA WILL SPLIT MANUALLY 50/50 EACH YEAR

5732LG	Rowan County	20061101	OSSI's Integrated Messaging Software Switch	1	\$ 3,782.16	\$ 3,895.62	Only bill 50% to Rob for 911 funds
Total					\$ 3,782.16	\$ 3,895.62	

Code	Customer	Contract #	Application	Qty	TBD
5732LG	Rowan County	2011-2062	CAD Mod - Motorola MCC-7500 Toning Interface	1	\$ 3,680.00

1/28/14 Prepared by JB
1/28/14 Sent to Jenna Mullins

NOTES: A 3% increase has been applied to your maintenance support for 2014.
Please budget accordingly.
Subject to applicable sales tax.



704-638-5399

SERVICE AGREEMENT

ROWAN COUNTY

132 N. Main St.
Salisbury, NC 28144-4336

OFFICE USE ONLY
SERVICE MGT APPROVAL
FIN
LO
PR

DATE: 10-Feb-13

CUSTOMER/AGREEMENT NUMBER

CUSTOMER NAME: Rowan County, NC

SERVICE LOCATION Salisbury

ATTN: Rob Robinson

CUSTOMER #:

BILLING ADDRESS: 232 N. Main St., Suite 202

Dept. TELECOM

CITY / STATE / ZIP: Salisbury NC 28144-0000

CUSTOMER CONTACT: Terry Buff

CUSTOMER PHONE #'s: 704-638-5399

Fax #: (704) 638-5100

CONTRACT START DATE: AUTOMATIC RENEWAL: YES NO

EXPIRATION DATE: 06/30/15

WHEN THIS AGREEMENT ORDER REFERENCED CONDITIONS PRINTED ANTENNAS OR BATTER LIGHTING UNLESS SPECIALLY NOTED

Handwritten note: City Radio Shop provides first line service or tier 1 for both radio consoles + all equipment. They are certified in both.

Table with columns: QTY, DESCRIPTION & SERIAL NUMBERS, TYPE OF SERVICE (CUSTOMER LOCATION, SERVICE CENTER, 24 Hour EMERG. *), MONTHLY SVC AMOUNT (PER UNIT, EXTENDED). Includes items like MCC 7500 CONSOLES, CML SENTINEL, PATRIOT 911 CONTROLLERS, and 1ST ECHELON OF MAINTENANCE.

SPECIAL IN
Monitors and f
For Service (

City of Salisb
Telecom Divis
1415 S. MLK .
Salisbury, NC
704-638-5399

NEW AGREEMENT SUPERSEDE AGREEMENT NUMBER(S):

ADDITIONAL TERMS, DEFINITIONS AND CONDITIONS OF THIS SERVICE AGREEMENT ARE PRINTED ON THE REVERSE SIDE.

PAYMENT CYCLE:

TAX EXEMPT:

- ANNUALLY
QUARTERLY
MONTHLY
OTHER (SPECIFY IN SPECIAL INSTRUCTIONS)

- YES, ATTACH EXEMPT CERTIFICATE
NO

Summary table with columns: TOTAL PER MONTH, TAXES, TOTAL. Values: 13500.00, 13500.00.

THE ABOVE SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS. TO BE VERIFIED BY WIRELESS COMM

AUTHORIZED CUSTOMER SIGNATURE/P.O. # TITLE DATE

IS P.O. REQUIRED? YES NO ATTACHED P.O. #

Service Agreements can be canceled at any time with 30 day written notice.

CITY OF SALISBURY - TELECOM REP. (SIGNATURE) TELEPHONE #

WHITE COPY - CITY OF SALISBURY - TELECOM DIVISION

SECOND WHITE COPY - CUSTOMER

COLOR COPY - ACCOUNT REPRESENTATIVE

Robinson, Rob L.

From: Nix Kelly-MNW634 <MNW634@motorolasolutions.com>
Sent: Monday, January 27, 2014 9:44 AM
To: Robinson, Rob L.
Cc: Samet Jack-AJS400
Subject: FW: Rowan/Salisbury - Post Warranty Maintenance Pricing COSTS

Rob,

Here are the maintenance numbers for your dispatch center. Each Service covers the following equipment:

MCC7500 (including headset jacks, dual footswitches, and gooseneck microphones, workstation, monitor)
VPM (Voice Processing Module)
CCGW (Conventional Gateway)
CSC (Conventional Site Controller)
AIS (Interface Server for CAD)
HP2620 (Switch)
GGM8000 (Router)
Juniper Firewall

Rowan Sale

POST-WARRANTY SERVICES	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	TOTAL (YR 2 - 7)
Dispatch Service	\$ 900	\$ 927	\$ 955	\$ 983	\$ 1,013	\$ 1,043	\$ 5,822
Network Monitoring Component	\$ 839	\$ 864	\$ 890	\$ 916	\$ 944	\$ 972	\$ 5,425
Astro 25 Security Monitoring Component	\$ 2,748	\$ 2,831	\$ 2,916	\$ 3,003	\$ 3,093	\$ 3,186	\$ 17,778
Security Update Service (SUS) - N3	\$ 4,031	\$ 4,152	\$ 4,276	\$ 4,404	\$ 4,537	\$ 4,673	\$ 26,072
Technical Support	\$ 4,935	\$ 5,084	\$ 5,236	\$ 5,393	\$ 5,555	\$ 5,722	\$ 31,925
Infrastructure Repair w/ Adv Repl	\$ 15,935	\$ 16,414	\$ 16,906	\$ 17,413	\$ 17,936	\$ 18,474	\$ 103,077
OnSite Infrastructure Response Service w/ PM	\$ 14,975	\$ 15,424	\$ 15,887	\$ 16,363	\$ 16,854	\$ 17,360	\$ 96,862
Subscriber Diagnostics	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Software Upgrade Agreement 2 (SUA2)	\$ 76,400	\$ 76,600	\$ 76,800	\$ 77,100	\$ 77,100	\$ 77,100	\$ 461,100
TOTAL	\$ 120,763	\$ 122,294	\$ 123,865	\$ 125,577	\$ 127,031	\$ 128,529	\$ 748,060

Thanks,

ROWAN COUNTY

Expenditures

2008/2009	2009/2010	2010/2011	2011/2012	2012/2013
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Phone Systems

9-1-1 trunks	182,605	118,871	117,986	109,622	
Admin lines	1,328	1,244	1,112	1,050	
Language Interpretation Services	2,879	2,165	2,412	1,989	
Selective Routing	3,772	2,280	2,280	2,280	
Automatic Call Distribution					
Telephone equipment (CPE etc.)	811	3,205		1,887	
TDD/TTY					
Totals	191,395	127,765	123,790	116,829	0

Furniture

Totals		2,097	3,621	2,583	
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Software

CAD					
GIS					
Ortho/Oblique Imagery	30,890	44,640			
Voice Logging Recorder					
MIS for 9-1-1 phone system					
Time Synchronization					
Dispatch Protocols	3,561	3,561			
QA for Protocols					
ALI Database software	320				
Software Licensing					
Radio Console Software					
Console Audio Box (CAB) Software					
Paging Software					
Computer Aided Dispatch					
Automated digital voice dispatching software					
Totals	34,771	48,201	0	0	0

Hardware

CAD					
GIS Server	18,757				
911 Phone System Server	277,443	143			
Voice Logging Server	35,700	6,400			
Computer Workstations			9,432		
Time Synchronization					
UPS					
Generator					
Call Detail Record Printer					
Radio Network Switching Equipment					
Fax Modem					
Printers					
Radio Console Ethernet Switch					
Radio Console Access Router					
Back up Storage equipment for 911 database					
Mobile Message Switch					
Paging Interface w/ CAD					
Alpha/Numeric Pager Tone Generator					
Radio Console					
Totals	331,900	6,543	9,432	0	0

Training

Registration			4,785	4,950	
In State Travel	660	2,618	793	187	
*Out of State Travel					
Totals	660	2,618	5,578	5,137	0

Functions

Database Provisioning	20,443	22,317	23,512	22,561	
Addressing	47,885	48,058	49,819	48,730	
Equipment Maintenance	27,013	37,665	48,463	61,590	
Software Maintenance	13,756	13,756	19,319	38,366	
Totals	109,097	121,796	141,112	171,247	0

	2008/2009	2009/2010	2010/2011	2011/2012	2012/2013	FY2008-FY2012	Yearly Amt.	Monthly Amt.
TOTAL EXPENDITURES:	667,823	309,020	283,533	295,796	1,148,982	2,705,153.98	541,030.80	45,085.90

[Proposed PSAP Dist. IA1](#)