

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

	FY2014 (2013-2014) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2016 (2015-2016) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2016 (2015-2016) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>Expenditure</b>				
<b>Phone Systems - Furniture</b>				
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

	FY2014 (2013-2014) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2016 (2015-2016) Requested Increase Amount <b>ONE-TIME Capital Purchase</b>	FY2016 (2015-2016) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2016 (2015-2016) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>SOFTWARE</b>				
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 <b>MAINTENANCE</b>			0.00	
<b>TOTAL</b>	<b>\$636,504.85</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

	FY2014 (2013-2014) <b>ACTUAL</b> Expenditures from Reconciled Report	FY2016 (2015-2016) Requested <b>Increase</b> Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2016 (2015-2016) Requested <b>Increase</b> Amount <b>Recurring MONTHLY Cost</b>	FY2016 (2015-2016) Requested <b>Increase</b> Amount <b>Recurring ANNUAL Cost</b>
<b>HARDWARE</b>				
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 Consolette **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 <b>MAINTENANCE</b>				
<b>TOTAL</b>	<b>\$172,680.91</b>	<b>\$0.00</b>	<b>\$6,217.56</b>	<b>\$0.00</b>

<b>Training Expenditures</b>			
<b>TOTAL</b>	<b>\$9,073.70</b>	<b>\$0.00</b>	<b>\$0.00</b>

<b>IMPLEMENTAL FUNCTIONS</b>			
<b>Database Provisioning for 911</b>			
<b>Addressing for 911</b>			13,222.00
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$13,222.00</b>

Approve Expenditures FY2014

\$2,087,954.11

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

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 covered 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 to 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
- \$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

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	

**rus sbassett**  
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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
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QTY	PART NUMBER	DESCRIPTION	CONSOLE PRICE
<b>CONSOLE # 4</b>		<b>Call Takers</b>	<b>CONSOLE 4 TOTAL: \$ 268,633.20</b>
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	
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

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REVISION:	A	
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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



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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

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

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[illegible]

*Product Total:* \$ 1,002,937.65

*Price does not include applicable sales tax*

*Freight & Installation Services:* \$ 237,900.00

**Total Due \$ 1,240,837.65**

# 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

## 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

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### 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 manufacture'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:

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.

Opportunity Number:

Quote number: S-003183-v3

Date: 7-Oct-14

Valid Until: 31-Dec-14

Project Name:

Sales Representative: Clyde Eller

e-mail: [clyde.eller@nice.com](mailto: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
<b>Grand Total:</b>	<b>357</b>	<b>\$180,785.00</b>	<b>\$62,665.75</b>	<b>\$243,450.75</b>

### 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
<b>Grand Total:</b>	<b>\$67,800.00</b>	<b>\$67,800.00</b>

### Maintenance proposal

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

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

## 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
<b>Grand Total:</b>	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.

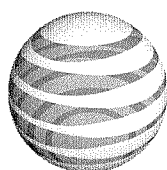
<b>One-Time Capital</b>				
911 Telephone Equipment – ESInet	\$99,000.00			
911 Telephone Equipment – main PSAP	140,934.00			
911 Telephone Equipment – backup PSAP	94,462.00			
<b>Total</b>	<b>\$334,396.00</b>			

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

	Current Monthly	Monthly Beginning Dec 2015	Incremental Change to Monthly Recurring	<b>Total for Dec 2015-Jun 2016</b>
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
<b>Total</b>	<b>\$99,737.07</b>	<b>\$139,105.70</b>	<b>\$39,368.63</b>	<b>\$275,580.41</b>



at&amp;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 M23-7544 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**

## Billing Summary

Questions? Visit <a href="http://att.com">att.com</a>	Page	
Plans and Services	1	25,588.86
1 877 438-0041 PIN:		
Repair Service:		
1 866 620-6900		
<b>Total Current Charges</b>		<b>25,588.86</b>

## 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**

## 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](mailto: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	<b>Intrado Viper Solution - NODE 1 of 2</b>		
2	VIPER (FULLY REDUNDANT & ACTIVE/ACTIVE)	1	NEW
3	Survivable Virtual Node (SVN)	n/a	NEW
4	V-VIPER	n/a	NEW
5	<b>Other</b>		
6	7 Foot Cabinet	2	Chatsworth Provided by Intrado
7	48-Port LAN Switches with Redundant Power Supplies	4	NEW
8	<b>PSTN Gateways</b>		
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	<b>iAT&amp;T i3 ESInet</b>		
13	i3 SIP Ingress License per workstation	54	NEW
14	<b>Answering Positions</b>		
15	Power 911 Client Access License	54	Upgrade 26/28 New
16	<b>16 Law Enforcement Consoles</b>	10	Upgrade
17	<b>16 Call taker Consoles</b>	16	Upgrade 10 + 6 New
18	<b>8 Fire/EMS Consoles</b>	10	New
19	<b>4 Supervisor Consoles</b>	4	New - Supervisor License
20	<del>13 Training/backup consoles</del>	<del>13</del>	<del>New - Training License</del>
21	<b>1 backup console in EOC</b>	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	<b>Management Information System (MIS)</b>		
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	<del>\$162,574.00</del>	\$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.



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

-\$2,873



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**Technical Consultant:** Silvia Diaz  
**Vendor:** Intrado

Line #	Description	Qty	Notes
70	<b>Other Hardware</b>		
71	UPS for Servers and Gateways	8	NEW
72	UPS for Workstations	<b>Not Included</b>	<b>Customer Provided ECC UPS</b>
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	<b>Optional Hardware</b>		
78	IWS External Programmable Keypad 24 Buttons	<b>Not Included</b>	
79	Dual Position Arbitrators USB/P2	<b>Not Included</b>	
80	Adaptive Security Appliance	<b>Not Included</b>	
81	Firewall/SSL/IPSEC	<b>Not Included</b>	
82	NetClock (Network Time Synchronization)	<b>Not Included</b>	<b>Customer Provided Time Server</b>
83	<b>Other Services</b>		
84	Relocation Of Existing Viper System and 26 Positions	<b>Not Included</b>	
85	Structured Cabling - Positions	<b>Not Included</b>	<b>Customer Provided (Qty 4) per IWS)</b>
86	<b>Spares Kit</b>		
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 Q80537I 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](mailto:catherine.clark@raleighnc.gov)  
**Phone # :** 919-996-5012

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

### 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

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**Vendor:** Intrado

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
<b>Total Amount Due</b>	<b>\$21,933.37</b>
Amount Due in Full by	<b>Mar 7, 2015</b>

Billing Summary

Questions? Visit <a href="#">att.com</a>	Page
<b>Plans and Services</b>	1 21,933.37
1 877 438-0041 PIN:	
Repair Service:	
1 866 620-6900	
<b>Total Current Charges</b>	<b>21,933.37</b>

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 Maintnace - Barwell ACD Addendum to NC13-1092-01	19.00
11. Installation Hargett Prof Svc Addendum to NC13-1092-01	732.00
<b>Total Monthly Service</b>	<b>20,817.00</b>

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

Total Plans and Services 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  
BY Mar 7, 2015 **\$21,933.37**



Billing Date Feb 7, 2015

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

Make checks payable to:

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

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

3900 919M2395860011 5000000999915 0360200000000000000002193337





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.

©2008 AT&T Intellectual Property. All rights reserved.

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# Public Safety CPE Quote

City of Raleigh CPSF Barwell New Viper Q3067\_v1 RDM v6.6a 021815 wge

<b>Customer:</b> Raleigh-Wake County Emergency Communications <b>Location:</b> 222 W. Hargett St. Raleigh, NC <b>Contact:</b> Catherine Clark <b>Email:</b> catherine.clark@raleighnc.gov <b>Phone # :</b> 919-996-5012	<b>BARWELL</b> <b>New Viper @ Time of CPSF</b>	<b>Date :</b> 2/18/2015 <b>Expiration:</b> 3/20/2015 <b>Account Executive:</b> Oscar Rouse <b>Application Specialist:</b> Greg Ellenberg <b>Technical Consultant:</b> Silvia Diaz <b>Vendor:</b> Intrado
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Line #	Description	Qty	Notes
1	<b>Intrado Viper Solution - NODE 2 Barwell</b>		
2	Viper <b>Fully Redundant</b> [Active/Active]	1	NEW
3	Satellite Viper Node	n/a	n/a
4	<b>PSTN Gateways</b>		
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	<b>iAT&amp;T i3 ESInet</b>		
9	i3 SIP Ingress License per workstation	22	NEW
10	<b>Answering Positions</b>		
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	<b>Management Information System (MIS)</b>		
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

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

<b>Customer:</b> Raleigh-Wake County Emergency Communications <b>Location:</b> 222 W. Hargett St. Raleigh, NC <b>Contact:</b> Catherine Clark <b>Email:</b> catherine.clark@raleighnc.gov <b>Phone # :</b> 919-996-5012	<b>BARWELL</b> <b>New Viper @ Time of CPSF</b>	<b>Date :</b> 2/18/2015 <b>Expiration:</b> 3/20/2015 <b>Account Executive:</b> Oscar Rouse <b>Application Specialist:</b> Greg Ellenberg <b>Technical Consultant:</b> Silvia Diaz <b>Vendor:</b> Intrado
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Line #	Description	Qty	
72	<b>Other Hardware</b>		
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	<b>Optional Hardware</b>		
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	<b>Other Services</b>		
87	Structured Cabling - 22 Positions	<i>Not Included</i>	
88	<b>Spares Kit</b>		
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	<b>Training</b>		
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

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

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

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 Barwell New Viper Q3067\_v1 RDM v6.6a 021815 wge

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

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**

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**Subject:** FW: Phone Costs

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**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,

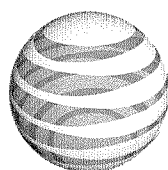
**Oscar Rouse**

**AT&T**

919-788-2419

*Rethink Possible<sup>SM</sup>*

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&amp;t

## Monthly Statement

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



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		
<b>Total Current Charges</b>		<b>49,840.14</b>

## 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&amp;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")												
<p>City of Raleigh Street Address: 222 Hargett Street City: Raleigh State: NC Zip Code: 27602</p> <p><u>Billing Address</u> Street Address: 222 Hargett Street City: Raleigh State: NC Zip Code: 27602</p>	<p>For purposes of this Pricing Schedule, AT&amp;T means the Service Provider specifically identified herein.</p>												
CUSTOMER Contact (for Contract Notices)	AT&T Sales Contact Information and for Contract Notices												
<p>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</p>	<p>Name: Oscar Rouse Title: Account Manager 2 Telephone: 919-788-2419 Email: or128x@att.com</p> <p>Attention: Assistant Vice President Street Address: 2180 Lake Blvd., 7<sup>th</sup> Floor City: Atlanta State: GA Zip Code: 30319</p> <p><u>With a copy to:</u> AT&amp;T Corp. One AT&amp;T Way, Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com</p>												
AT&T Authorized Agent or Representative Information (if applicable)													
<table><tr><td>Name:</td><td colspan="3">Company Name:</td></tr><tr><td>Agent Street Address:</td><td>City:</td><td>State:</td><td>Zip Code: -</td></tr><tr><td>Telephone: - -</td><td>Fax: - -</td><td>Email:</td><td>Agent Code:</td></tr></table>		Name:	Company Name:			Agent Street Address:	City:	State:	Zip Code: -	Telephone: - -	Fax: - -	Email:	Agent Code:
Name:	Company Name:												
Agent Street Address:	City:	State:	Zip Code: -										
Telephone: - -	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

<b>Customer</b> (by its authorized representative)	<b>AT&amp;T</b> (by its authorized representative)
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:
<b>Approved as to form and legal sufficiency</b>	
<b>Customer</b> (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**

	<b><u>Rate Elements</u></b>	<b><u>Non- Recurring</u></b>	<b><u>Monthly Rate</u></b>
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.

	<b>New CAD System</b> <i>One-Time</i>	<b>New CAD In-House Maintenance</b> <i>Monthly Recurring</i>	<b>Current CAD System Maintenance</b> <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

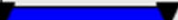














Holly Springs Fire  
Hopkins Fire  
Knightdale Public Safety (Fire)  
Knightdale Public Safety (Police)  
Morrisville Fire  
Morrisville Police  
Raleigh Fire  
Raleigh Police  
Raleigh-Durham Int. Airport Crash, Fire,  
Rescue  
Rolesville Fire  
Rolesville Police

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																							
2	Procurement Documentation Preparations	2/2/2015	2/27/2015	4w																							
3	Needs Analysis	3/2/2015	3/27/2015	4w																							
4	Identify CAD System Requirements	3/30/2015	4/24/2015	4w																							
5	Develop a Specifications Document	4/27/2015	5/8/2015	2w																							
6	Prepare Solicitation (RFP) Document	5/11/2015	5/22/2015	2w																							
7	Phase 2	5/25/2015	7/24/2015	9w																							
8	Procurement Support	5/25/2015	7/24/2015	9w																							
9	Phase 3	7/27/2015	11/13/2015	16w																							
10	Vendor Selection Support	7/27/2015	9/18/2015	8w																							
11	Contract Negotiations	9/21/2015	11/13/2015	8w																							
12	Phase 4	11/16/2015	8/12/2016	39w																							
13	Implementation Support	11/16/2015	8/12/2016	39w																							
14	Phase 5	8/15/2016	11/11/2016	13w																							
15	System Acceptance	8/15/2016	11/11/2016	13w																							

# 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	THIS NUMBER MUST BE ON ALL INVOICES, PACKING LISTS, AND RELATED PAPER WORK.					
V E N D O R	VC0000000592			PHONE	(803) 641-0960		S H I P  T O	260000		
	BRADSHAW CONSULTING SERVICES INC			EMAIL	chris@bcs-gis.com			Information Services - Wake County		
	2170 WOODSIDE EXECUTIVE COURT			Wake County Office Bldg - Mezzanine						
	AIKEN SC 29803-9803			337 S. Salisbury Street Raleigh NC 27601						
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 RQS 26 2013101000007425					4000.000000	8000.00
				REQUEST FOR BID #:						
2	312.00000	EA	92045	Software Maintenance/Support  MARVLIS Client Period Cover: 11/2013 to 11/2014 Renewals REQUISITION NO RQS 26 2013101000007425					160.000000	49920.00
				REQUEST FOR BID #:						

**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.

	<b>New CAD System</b>	<b>Current CAD System Maintenance</b>		<b>New 911 Center Maintenance</b>
	<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	<b>43</b>
	Monitors	175	0	126	<b>301</b>
	PCs	75	0	54	<b>129</b>
When new building is operational					
	Consoles	0	54	18	<b>72</b>
	Monitors	0	378	126	<b>504</b>
	PCs	0	162	54	<b>216</b>



## 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](mailto: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 <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> 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 <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> 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 <a href="http://support.dell.com/ProSupport">http://support.dell.com/ProSupport</a> 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**

<b>Product</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Total</b>
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***(\* Amount denoted in \$)***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](http://www.dell.com/terms), and which incorporate Dell's U.S. Return Policy, at [www.dell.com/returnpolicy#total](http://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](http://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](http://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](http://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	<a href="#">Eligible amount is \$54,582.68; see breakout from Motorola on the page after the quote</a>	

SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS	Subtotal - Recurring Services	<del>\$90,786.17</del>	<del>\$1,089,434.04</del>
	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.		
	<b>Subcontractor(s)</b>	<b>City</b>	<b>State</b>
	MOTOROLA SYSTEM SUPPORT CENTER	ELGIN	IL
	MOTOROLA PAGING ONE CALL SUPPORT CENTER	SCHAUMBURG	IL
	MOTOROLA SSC NETWORK SECURITY DO298	SCHAUMBURG	IL
	MOTOROLA SYSTEM SUPPORT CTR-CALL CENTER DO066	SCHAUMBURG	IL







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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

DATE:

CUSTOMER/AGREEMENT

NUMBER

SA00251

SERVICE LOCATION

CUSTOMER #:

Dept.

CUSTOMER NAME: Wake County

ATTN: Frank Hall

BILLING ADDRESS: 337 South Salisbury Street

CITY / STATE / ZIP: Raleigh NC 27602

CONTRACT START DATE:	AUTOMATIC RENEWAL:	EXPIRATION DATE:
7/1/2014	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	6/30/2015

CUSTOMER CONTACT: **Frank Hall**  
CUSTOMER PHONE #'s: **919 856-5215**

**Fax # -**

WHEN THIS AGREEMENT IS ACCEPTED BY Wireless Comm. THE EQUIPMENT ON THE CUSTOMER/AGREEMENT ORDER REFERENCED ABOVE WILL BE SERVICED BY Wireless Comm. IN ACCORDANCE WITH THE TERMS AND CONDITIONS PRINTED ON THE REVERSE SIDE. THIS AGREEMENT DOES NOT INCLUDE REPLACEMENT OF ANTENNAS OR BATTERIES, OR SERVICE OF ANY TRANSMISSION LINE, ANTENNA, TOWER OR TOWER LIGHTING UNLESS SUCH WORK IS DESCRIBED BELOW.

SPECIAL INSTRUCTIONS:	
This contract is for 7x24 coverage and on site labor and parts for equipment	
For Service Call	<b>SERVICE CENTER:</b>
	<b>Charlotte, NC</b> Wireless Charlotte 315 Kitty Hawk Dr. Morrisville NC, 27560 919 786-0891

**X** NEW  
AGREEMENT

☐ SUPERSEDE

AGREEMENT NUMBER(S):

1060

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

AUTHORIZED CUSTOMER SIGNATURE/P.O. #	TITLE	DATE
--------------------------------------	-------	------

IS P.O. REQUIRED?

☒ YES

ATTACHED P.O. #

☐ NO

Vanderbilt  
919-786-0891 ext. 503

WIRELESS COMM. SALES/SERVICE REP (SIGNATURE)

TELEPHONE #

**PAYMENT CYCLE:**

**TAX EXEMPT:**

<input checked="" type="checkbox"/>	ANNUALLY	<input type="checkbox"/>	YEARLY
<input type="checkbox"/>	QUARTERLY	<input type="checkbox"/>	CONTINUOUSLY
<input type="checkbox"/>	MONTHLY	<input checked="" type="checkbox"/>	NON-RECURRING
<input type="checkbox"/>	OTHER (SPECIFY IN SPECIAL INSTRUCTIONS)		

☐ YES, ATTACH EXEMPT  
CERTIFICATE

☒ NO

TOTAL PER MONTH	\$1,669.00
-----------------	------------

TAXES	
Annual	
TOTAL	\$20,028.00

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



## **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.

### **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 10<sup>th</sup> 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)