



NORTH CAROLINA 911 BOARD MEETING

January 26, 2018

Cole Auditorium

Richmond Community College

1042 W Hamlet Ave,

Hamlet, NC

10:00 AM – 12:00 PM

Call To Order

Eric Boyette

Welcome to Richmond County

Bryan Land
Richmond County Manager

Roll Call

Richard Taylor

Chairman's Opening Remarks

Eric Boyette

Introduction of new 911 Board staff members

Niki Barnes, 911 Financial Review
Specialist, and
Gerry Means, Network Engineer

Ethics Awareness/Conflict of Interest Statement

Eric Boyette

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

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

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

Recognition of the First Graduating Class of the PSAP Executive Management Program



Online Format Makes Completing Easy

Taking online classes makes advancing your education easy and convenient. You will receive assignments that must be completed on a weekly basis.

There are 5 classes in this program. Each class will take 5 weeks to complete.

Once you successfully complete the required work, you will receive a continuing education certificate from Richmond Community College.



ONLINE CONTINUING EDUCATION

PSAP Managers Training



Richmond Community College is now offering a **PSAP Certification** Program **ONLINE!**

PSAP Managers Training

There will be 5 classes in this program and each class takes 5 weeks to complete.

First class: Intro to 911

MARCH 6 - APRIL 7

- History of 911: how it became a single number for emergencies, nationally and in NC
- 911 Legislation: history, how it gets introduced or changed, process, how to keep up, pending issues and legislation impacting 911
- NC 911 Board: members, who they represent, scope of authority; staff member, roles and responsibilities, scope of authority; committees, roles and responsibilities
- 911 Standards, what they are, inspections, peer reviewers
- NC 911 Board Resources, funding list: what's on it, who develops and oversees this list, how the list is updated, how to get something added

- 911 Board Policies: ECATS, reports, state-wide network: what it is, how it helps

Second Class: PSAP Operations - Part 1

APRIL 24 - MAY 26

- Budget and Finance
 - Evaluating needs: life cycles, planning for the future
 - Purchasing: Quote and Bids, funding reconsiderations
 - Grants
 - Expenditure Report: allowable expenditure list; documentation to support expenses; policies that affect spending (implemental functions/cap on spending)
 - Contracts and Commitments
 - Consultants and the Role they play

Third Class: PSAP Operations - Part 2

JUNE 12 - JULY 14

- Hiring and Retention
 - Human Resource Laws
 - Recruiting
 - Retention
 - Interviews
 - Peer to Supervisor

Fourth Class: PSAP Technology - Part 1

JULY 31 - SEPTEMBER 1

- 911 Systems and Equipment: review technology behind delivery of a 911 call, types and features of 911 systems, call routing, On-Premise and Hosted Solutions
- CAD/RMS/MDT
- GIS Systems/Maps
- Radio Systems
- Recording Equipment

Fifth Class: PSAP Technology - Part 2

JULY 18 - OCTOBER 20

- Next Generation: what it is, what it is not, as a PSAP manager what should I be doing to be prepared
- Terminology and Acronyms (NENA Master Glossary)



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Dr. Dale McInnis,

President, RCC

Dr. Robbie Taylor,

Vice President,

Workforce and Economic Development, RCC

Eric Boyette

Chair, NC 911 Board

RICHMOND COMMUNITY COLLEGE

THIS CERTIFIES THAT

*Has completed the course consisting of 270 hours and satisfied the requirements prescribed
Therein of the*

PSAP Executive Management Certificate Level 1 Program

With all the honors, rights and privileges to this certificate appearing.

Given this 26 day of January, 2018



President, Richmond Community College



Vice President, Workforce & Economic Development



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THIS CERTIFIES THAT

Christi Colbert-Yadkin County

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THIS CERTIFIES THAT

Stephanie Conner - Surry County

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THIS CERTIFIES THAT

Allen Cress - Rowan County

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William Gibbs - Lincoln County

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THIS CERTIFIES THAT

Ronald Hall - Stokes County

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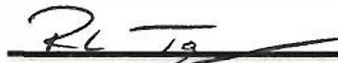
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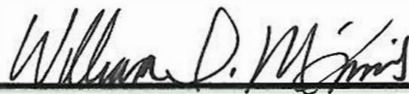
Wanda Hall - Jackson County

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THIS CERTIFIES THAT

Kevin Hardy - Town of Boone

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THIS CERTIFIES THAT

Monica Howard - City of Havelock

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THIS CERTIFIES THAT

Bridget Klein - Town of Boone

*Has completed the course consisting of 270 hours and satisfied the requirements prescribed
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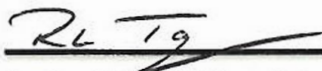
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THIS CERTIFIES THAT

James Lambert - Gaston County

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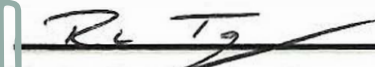
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James McGuinn - Polk County

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Tricia McKnight - Hoke County

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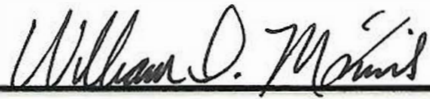
Tobie McPherson - Pasquotank County

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THIS CERTIFIES THAT

Allen Moore - City of Rocky Mount

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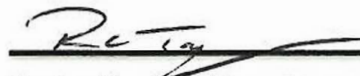
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THIS CERTIFIES THAT

Chanda Morgan - Haywood County

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THIS CERTIFIES THAT

Tammy Myers - Davie County

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Teresa Ogle - Madison County

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THIS CERTIFIES THAT

Laura Piche - Orange County

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THIS CERTIFIES THAT

Rodney Pierce - Davie County

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THIS CERTIFIES THAT

Valecia Pike - Columbus County

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Ronald Rombs - Lincoln County

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Myron Shelor - Gaston County

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THIS CERTIFIES THAT

William Smith - Richmond County

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THIS CERTIFIES THAT

Misty Tabor - Swain County

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THIS CERTIFIES THAT

Mark Von Behren - City of New Bern

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THIS CERTIFIES THAT

Nancy Williams - City of High Point

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Public Comment

Eric Boyette

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

Your opinions are valued in terms of providing input to the NC 911 Board members.

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

Speakers:

Consent Agenda Richard Taylor
(Complete Reports Located in
Agenda Book On Web Site)
(vote required)

Minutes of Previous Meetings

- i. December 7, 2017 Board Work Session
(Summary no minutes)**
- ii. December 8, 2017 Board Meeting**

***North Carolina 911 Board Work Session
Summation
Cape Fear Ballroom Salon B
Hilton Wilmington Riverside
301 North Water Street, Wilmington, NC
December 7, 2017
10:00 AM – 5:00 PM***

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Ron Adams (DIT Temp Solutions)	Victor Williams, Beaufort Co Sheriff's 911
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	
Eric Cramer (LEC) Wilkes Communication (WebEx and phone)	Tina Bone (DIT)	
Chuck Greene (LEC) AT&T	Ronnie Cashwell (DIT)	
Len Hagaman (Sheriff) Watauga County	Pokey Harris, (DIT)	
Greg Hauser (NCSFA) Charlotte Fire Department	Danette Jernigan (DIT)	
John Moore (VoIP) Spectrum Communications	Richard Taylor (DIT)	
Mike Reitz (APCO) Chatham Co 911		
Jeff Shipp (LEC) Star Telephone		
Jimmy Stewart (NCAREMS) Hoke Co 911		
Slayton Stewart (CMRS) Carolina West Wireless		
Amy Ward (LEC) CenturyLink		<u>WebEx Guests</u>
Donna Wright (NENA) Richmond Co Emergency Services		
<u>Members Absent</u>	<u>Staff Absent</u>	
Secretary Eric Boyette (NC CIO) Board Chair	Marsha Tapler (DIT)	
Andrew Grant (NCLM) Town of Cornelius		
Jeff Ledford (NCACP) City of Shelby PD		
Niraj Patel (CMRS) Verizon		

Call to Order—Vice Chair Bone opened the meeting at 10:00 AM, asking 911 Board Executive Director Richard Taylor to call the roll.

Roll Call—Mr. Taylor called the roll of participants he anticipated to be on the phone. Eric Cramer did not audibly respond, but Mr. Taylor noted that he was logged into WebEx. Jeff Ledford did not respond, nor did Andrew Grant, but Mr. Taylor said he expected Mr. Grant to join later.

1. Vice Chairman's Opening Remarks—Vice Chair Bone took a moment to thank everyone for coming, observing that during the year there is so much going on that this annual retreat provides a chance to slow down and look at the big picture. He reflected that this process historically has allowed good conversations to take place, and that staff looks forward to the opportunity this retreat presents to receive good direction from the Board.

2. Discussion on updating the State 911 Plan—Mr. Taylor began his remarks on this topic by noting that since this is a work session, no motions will be made or votes be taken. He paused momentarily as Eric Cramer checked in on the phone, then concurred with Vice Chair Bone in stating that this is an opportunity for good, open, honest, frank discussion. He underscored that it is important for staff to hear what the Board has to say, as it sets the stage for staff assignments for the upcoming year. Mr. Taylor also pointed out that Marsha Tapler is absent due to having fallen and injured her arm and wrist yesterday afternoon, so Danette Jernigan will be standing in for her. Before Mr. Taylor continued, Vice Chair Bone interjected that he wanted to emphasize that this work session is more informal than regular meetings and encouraged everyone to open up and let it be organic rather than formal. Mr. Taylor concurred, "Absolutely!"

Mr. Taylor reviewed the genesis of the State 911 Plan, which began with the passage of Session Law 2007-383. He explained how, in response to the directive in that session law for the 911 Board to create and periodically update a "911 State Plan", the 911 Board enlisted the aid of a study group comprised of non-Board members representing the same associations 911 Board members represent, both public and private. He advised that group met periodically for nearly a year, ultimately proposing a plan to the Board in January of 2010, which the Board formally adopted in May of that year. He spoke about the findings and recommendations contained in that plan, touching upon the current status of each, observing that we have completed many, are still working on others, and yet others remain unfulfilled.

Mr. Taylor next spoke about the update to the 2010 plan that had been crafted by a second study group in 2012, although never adopted by the 911 Board. He explained that some Board members serving at that time were concerned about some of the findings and recommendations which that study group had presented, principally, though not exclusively, regarding secondary PSAP funding and PSAP consolidation. After a vote to adopt the study group's findings and recommendations failed, the Board just thanked the study group for its work but did not update the existing State plan, which Mr. Taylor felt was a real slap in the face to the members of that group after all the traveling and work they had done without any kind of compensation. He observed, however, that although not formally adopted, secondary PSAP funding and PSAP consolidation have actually been implemented in the intervening years; in fact, all of the findings and recommendations contained in that plan have either been implemented or are presently being worked upon for implementation by the 911 Board.

Mr. Taylor then explained that in 2014, rather than convening another study group to propose an update to the State plan, the decision was made to have the National 911 Program (<https://www.911.gov>) perform a National 911 Assessment instead. He felt that the assessment would identify potential areas of improvement for the state 911 system. It was begun in early 2015, with initial findings presented to Board staff in November of that year, but Mr. Taylor and the staff were disappointed with the results. He related that they felt the assessment findings were too "yes or no"; that they were more focused on what was specifically mandated legislatively rather than whether or not a desired outcome was being achieved, regardless of legislative mandate. Staff filed comments with the National 911 Program expressing its concerns, which the program incorporated into its findings as comments, but the final report as amended was not accepted by staff until late 2016, and even then, only grudgingly.

Although that assessment's findings were not used to formally update the State 911 Plan, Mr. Taylor noted that the Board has actually embraced and run with several of them, one good example being telecommunicator (TC) certification. He explained that many of the findings were helpful to the Board in determining its goals for both

2016 and 2017. He related that a small group of Board members met a couple of times in 2016 to consider updates to the state plan, and did come up with a list of comments on what issues it felt were important, which he displayed onscreen. He touched upon each item in the list, and although those items were never formally adopted within an updated state plan, he remarked that he, and he hopes the Board, would like to see a formal update to the state plan take place in 2018. Observing that he's enthused with the present Board composition, he reflected upon how everyone is engaged, how much they have accomplished and are accomplishing, and how he would like to get some direction from Board members on what the path forward should encompass.

Before opening the floor to Board member input, Mr. Taylor added that one absolutely imperative subject which must be addressed quickly is coming up with an information flow system to allow fast, accurate, efficient, and easy information sharing among PSAPs and 911 Board staff and AT&T. In researching that, Mr. Taylor discovered that DIT is working with Microsoft on just such a solution, called Dynamics 365. Staff has seen a couple of demos of the product, AT&T has been included, and Mr. Taylor feels it does exactly what we want it to do...and the icing on the cake is how it has the potential to totally streamline the PSAP financial reporting process as well. Although DIT and Microsoft have not quite nailed down what final licensing costs for the product will be, the price they have quoted, which will provide licensing to all the PSAPs, 911 Board and staff, and AT&T would be approximately \$57K.

While on the topic of easily sharing information, Mike Reitz opined that the eligible expenditure list needs to be clarified; that PSAPs are frustrated by wishing to purchase something which appears on the list but receive pushback from 911 Board staff about how much they can spend on that purchase. He contended that if the money is in the PSAP's budget, cost should not be an impediment to purchase. Mr. Taylor responded that in its effort to be a responsible steward of the 911 Fund, staff faces several challenges. As an example, he pointed out that different companies use different nomenclature to describe identical products or services, which is very confusing to staff—and PSAPs. He also pointed out that the 911 Board has placed caps on some eligible expenditures when it has determined that a product or service fully capable of meeting the PSAP's stated need is readily available at or below that price, although vendors will frequently quote much higher prices. He related how many times staff has seen one PSAP pay a much higher price *to the same vendor* as another PSAP did for *the identical product or service*, and in the interest of good stewardship cannot just turn a blind eye to such a situation; the staff has a fiscal responsibility to address the problem.

Several Board members joined in the discussion, which Vice Chair Bone applauded, but he speculated that it was getting too far in the weeds for today's meeting. He conceded that reaching a middle ground between the Board meeting its obligation to be a good steward of the 911 fund and PSAPs having the freedom to make purchases they feel are justifiable is a challenge. He pointed out that the Funding Committee has been working on trying to make sure we are good financial stewards, providing both stability and consistency in procurement, and that as much as he appreciates the feedback today's discussion has provided, it is an ongoing process; it is not an issue that can be resolved at this meeting. The discussion continued with Board members speculating that expenditure caps or creation of an acceptable "state rate" for procurement might be most effective in resolving this problem.

Mr. Taylor asked Board members to each recommend someone to represent their organization in forming a study group to craft a state plan update this year. He stressed that the people they recommend do not necessarily need to be from their organization, but rather someone whom they or their organization recognizes has a commitment to and expertise in 911; someone with whom they have interacted in their capacity as 911 professionals. He observed that with the ESINet project going live, it would be helpful to have people who are network and IT savvy, especially if they have PSAP experience, as that will equip them with knowledge about the challenges the PSAPs may face. He also expressed the hope that once the study group makes recommendations to the Board, that the Board respect its findings, and if necessary work with them to iron out any rough spots, not just simply fail to adopt the recommendations as happened in 2012, reiterating how great a disservice he felt that was to those individuals.

Discussion about whether to have Board members serve in the study group ensued, with consensus emerging that they would be encouraged to attend, but to have the study group membership limited exclusively to non-Board members. The topic of whether a facilitator might be helpful also came up, with both Mr. Taylor and Mr. Bradford noting that none had been assigned to any of the earlier study groups, but they would be amenable to such an appointment. That said, several Board members felt that would be a good idea, especially since Board

staff members do not need more responsibilities than they already have on their plates. Mr. Taylor agreed that appointing a facilitator this time could provide focus and direction, and that person could also regularly report progress and/or direct questions to the Board. Mr. Bradford characterized the issue of Board participation and/or liaison activity as a policy and efficiency issue, reminding everyone that Board members do not need additional workloads any more than staff members do. He suggested the Board could provide a few priority items to the study group, helping provide the facilitator a direction to pursue.

At ~11:10 AM Vice Chair Bone suggested everyone take a short break, and upon reconvening work on putting together a list of bullet points to provide a roadmap for the study group.

At ~11:30 Vice Chair Bone reconvened the meeting, advising that Danette Jernigan would record bullet point recommendations from the Board on her laptop and project them onscreen as they developed. After lengthy discussion among Board members, as well as input from both Mr. Taylor and Mr. Bradford, list that emerged was:

- Start with 2010 approved plan, 2012 proposed plan, and 2016 comments
- Look at national assessment as a starting point to develop a plan
- Organize the plan into sections that use the current 911 Board Committee structure
- Goal for completion of draft plan - June 2018
- Have the committee report on progress at the May 2018 911 Board "mini-work session"
- Have a detailed look at the eligible expenditure list
- Moving forward with ESInet - what is the status of secondary PSAPS?
- Five-year plan to be updated/revised every two years
- Review the financial reporting requirements

Conversation returned to study group composition; whether each Board member should suggest only one or more than one representative from their association, should that person(s) be a go-getter willing to confront the issues, etc. Mr. Taylor responded that he felt it was important to limit the size of the group—too large a group could become difficult to manage—so he would recommend only one representative per Board member. He embraced the thought of having those individuals be go-getters who are outspoken and willing to confront the issues, observing that even contentious relationships within groups such as this bring value to the process.

Timing of updates to the state plan was also discussed, with Vice Chair Bone suggesting a five-year scope for the plan, i.e. projecting forward for the next five years, but with reviews and possible updates every two years. Mr. Taylor concurred. The group also examined streamlining the financial review process somehow; Mr. Taylor observed it would be wonderful if it could be done, but reminded everyone that performing the review process thoroughly enough to meet our fiscal responsibility to be good stewards of the 911 fund is an extremely difficult job. He speculated that perhaps we are expecting too much detail, but asked how do we reconcile being any less detailed with meeting that fiscal responsibility? Consensus emerged that as complicated as the process is, it deserves further attention, further clarification; perhaps more written policies and procedures explaining the process in greater detail would help. An observation was made that it sounds like many times the same questions are asked repeatedly by different PSAPs, yet there is no public forum where the answers to those questions are available for all to refer to. Mr. Taylor said he would work with staff to compose an FAQ of commonly asked questions to post on the website.

At approximately 12:30 PM Vice Chair Bone proposed taking a lunch break, adjourning the meeting until after lunch.

Vice Chair Bone reconvened the session at approximately 1:15 PM, observing the timetable for the meeting was tightening up. He asked Mr. Taylor to touch upon the next agenda item lightly; to provide food for thought, and then move on to the following agenda items as quickly as possible.

3.a) Discussion on grant cycles—Reflecting upon this year's rather unique grant cycle, Mr. Taylor said he had been thinking that perhaps two cycles a year could be beneficial; the first could possibly focus on consolidation or regionalization grants, and the second on PSAP enhancements. He speculated that doing it that way, PSAPs seeking enhancement grants wouldn't be competing with PSAPs going after consolidation or

regionalization grants, as they are very different, to ensure that the consolidation and regionalization awards don't monopolize the process, i.e. "suck up all the money", allowing better opportunities for PSAPs seeking the lower cost enhancement awards to get them. Asked how the grant funds would be allocated between the different cycles, he replied that he thought perhaps two thirds for consolidations/regionalizations, with the remaining third for the enhancements. Discussion addressed topics such as: spacing of the two cycles; the workload impact on the Grant Committee; how to split up the Grant Fund total for the allocations; if discrete amounts could be prioritized in a similar fashion while retaining one application cycle rather than two; what to do about remaining funds in the grant account; and whether or not an arbitrary split doesn't defeat the purpose. Mr. Taylor also reminded everyone that grant awards do not have to be for the full amount requested in an application.

Saying he wanted to try to keep things on schedule and ensure plenty of time remains for the development of goals, Vice Chair Bone asked that this topic be taken under consideration, maybe discuss it in sidebar conversations, and bring it back up for Board discussion later.

3.b) Before completely leaving the topic of grants, Mr. Bradford was asked to discuss the distinctions between PSAP consolidation and PSAP colocation. He explained that although the grant application includes a definition of PSAP consolidation which is consistent with the FCC's definition as it appears in the TFOPA (Task Force on Optimal Public Safety Answering Point Architecture) report, a definition of colocation is not included. He pointed out that the distinction is when PSAPs consolidate, they not only combine into one physical presence, but they also combine under one governance structure, i.e. they operate under one governing authority. Conversely, he observed that colocated PSAPs, although sharing a physical space, operate under multiple governing authorities. Mr. Bradford noted that this is not an action item, rather it is something he wanted to make Board members aware of it, and perhaps it could be a topic for committee deliberation, as it is something that may well come up in the future.

Discussion touched upon how many PSAPs continue to have difficulty understanding the distinction. Mr. Taylor explained how colocation is problematic from a 911 Fund and financial review perspective, as all the agencies operating out of a colocated PSAP are not statutorily eligible to receive 911 funds, e.g. although they may dispatch emergency responders in response to 911 calls for service *transferred* to them from the primary PSAP, even if it is in the same room, they do not receive and process the initial 911 calls. He specifically cited Buncombe County as an example, where the agency entitled to 911 funds, i.e. the Primary PSAP by statutory definition, is Buncombe County Emergency Management, but it has used 911 funds to pay for expenditures incurred by the ineligible agencies it shares a space with, e.g. police and the Sheriff's Department, which has led to a nightmare for the Board's financial review staff, and has also resulted in litigation. That litigation, he added, which is likely to result in an appeal to the Board, is what prompted him to add the topic to today's agenda. Discussion of pros and cons for both consolidation and colocation ensued, and ultimately Vice Chair Bone once again observed it was good discussion, good questions, and good points for one of the committees to deliberate upon, but it was time to move on to the next agenda item.

4. PSAP Managers Roundtable Discussion Summary—Mr. Taylor solicited input from Board members, particularly those who attended the annual PSAP Managers conference in Greensboro, regarding what responses they've heard from the PSAP community to the roundtable discussion. Among the responses were: a reinforcement of the earlier suggestion of creating a financial FAQ on the webpage; hyperlinks from the FAQ pointing to vendors who offer their products/services on state contract; hyperlinks to eligible expense product descriptions; and hyperlinks to decisions the Board may have made in the past related to particular products/services which are considered current policy. Mr. Taylor mentioned that during the Board Chair's recent PSAP visit to Johnston County, Jason Barbour suggested that a specific cost cap should be allocated to implemental function cost claims rather than leaving it wide open. Discussion about the implemental function claims process ensued, with Mr. Bradford providing an explanation of how eligibility for such claims is embedded within the language of the 911 legislation. Consensus emerged that the PSAP representatives were pleased with the last hour of the session, when, feeling comfortable within a gathering of their peers, they were able to direct pointed questions to Board members, whether they were relevant questions or not.

5. Legislative agenda for 2018—Vice Chair Bone observed that this agenda item had been included to encourage Board members to share anything they may have learned about upcoming legislative initiatives which might impact the 911 Board; that Mr. Taylor did not have anything specific in mind when he included it. Chuck

Greene reported that he had heard some of “the same old stuff” about Board composition, etc., which may require, for lack of a better word, defense from the Board, but from his perspective he could not think of anything the Board needs to go after. Mr. Taylor asked Mr. Greene if he had heard anything relative to telecommunicator certification; Mr. Greene replied he had not, but Mr. Taylor then said that he had heard the NCACP (Police Chiefs’ Association) was going after that. He also shared that the Education Committee is putting together a stakeholders meeting concurrent with the NC APCO/NENA Telecommunicator Symposium in Greensboro in April to discuss its recent and ongoing work on telecommunicator certification.

6. Open Discussion—Vice Chair Bone explained that this agenda item was inserted to provide an opportunity for folks to brainstorm about goals, beginning with a review of last year’s goals. Mr. Taylor asked Danette Jernigan to prepare a flip chart to make notes on, then displayed a list of the 2017 goals onscreen identifying not only the goals, but what progress has been made in achieving them. The first had to do with training for both telecommunicators and PSAP management staff, which prompted him to digress from the list for a moment. He noted that Donna Wright has suggested, and Chairman Boyette has agreed with her, that the January 911 Board meeting be moved to Richmond Community College to coincide with the graduation of the first class to complete the college’s PSAP Manager Training course. He advised that both Chairman Boyette and RCC’s President will present certificates of completion to the graduates during that meeting. Returning to the list, Mr. Taylor commented on each of the entries as he progressed through it. Upon completion of that narrative, Vice Chair Bone opened the floor to discussion of what goals to establish for 2018.

7. Establish goals for 2018—Topics which were presented included improving per-call cost efficiency; providing telecommunicator training specific to the discipline the TC works within; providing funding to pay overtime to telecommunicator staff who must replace regularly scheduled TCs when they attend training; allowing 911 funds to pay for “train the trainer” courses; how training can be consistent when EMD is not ubiquitous; cybersecurity for PSAPs, possibly offered in the context of a statewide project; and reducing reliance on stand-alone back-up PSAPs once Primary PSAPs are connected to the ESINet. Other topics were: possibly providing a fixed amount of 911 funding sufficient to meet rule requirements, with any other expenditures paid for through different sources; how to handle video and other multimedia feeds to the PSAPs over the ESINet—perhaps establish standards for them; how to contend with the loss of valuable experience as more and more PSAP managers retire; making upcoming 911 Board meeting agendas and agenda books available to Board members sooner; and having minutes of committee meetings available online. As these topics were being addressed, Ms. Jernigan was recording potential goals based upon the discussion on the flip chart, with Board members and staff suggesting language and or revisions on the fly as the conversations progressed. The final list which was agreed upon was:

- Explore opportunities to expand continuing education (set up classes for basic TC instructor classes to teach in-house)
- Legislation to allow fund to pay for overtime for training
- Promote EMD statewide
- Reassess PSAP cybersecurity & utilize DIT contracts that are already in place
- Pursue mandatory TC certification
- Explore other funding opportunities / how to simplify reporting
- Establishing standards/rules for Next Gen 911

Mr. Taylor asked everyone to use a marker to place a check mark on the flip chart beside the four items on the list which they felt were most important prior to leaving for the tour of the US Coast Guard communications center, with the tally of those votes being reported at tomorrow’s 911 Board meeting.

8. Tour of the US Coast Guard communications center—At about 3:15 PM Ronnie Cashwell advised the shuttle vans to carry everyone to the Coast Guard station had arrived, and provided instructions on where to access them, etc. The meeting did not reconvene subsequent to the tour.

North Carolina 911 Board Meeting
MINUTES
Cape Fear Ballroom Salon B
Hilton Wilmington Riverside
301 North Water Street, Wilmington, NC
December 8, 2017
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Heather Campbell (CMRS) Sprint	Tina Bone (DIT)	Rachel Bello, Wake Co
Eric Cramer (LEC) Wilkes Communication (WebEx and phone)	Ronnie Cashwell (DIT)	Bill Durrance, Communications Intl
Andrew Grant (NCLM) Town of Cornelius (WebEx and phone)	Pokey Harris, (DIT)	Shane Kilpatrick, Communications Intl
Chuck Greene (LEC) AT&T	Danette Jernigan (DIT)	Melanie Neal, Guilford Metro 911
Len Hagaman (Sheriff) Watauga County	Richard Taylor (DIT)	Cordell Palmer, Chowan Co 911
Greg Hauser (NCSFA) Charlotte Fire Department		David Poston, CMPD
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Victor Williams, Beaufort Co Sheriff's 911
John Moore (VoIP) Spectrum Communications		
Niraj Patel (CMRS) Verizon		
Mike Reitz (APCO) Chatham Co 911		
Jeff Shipp (LEC) Star Telephone		<u>WebEx Guests</u>
Jimmy Stewart (NCAREMS) Hoke Co 911		Vicki Callicutt, Union Co Comm
Slayton Stewart (CMRS) Carolina West Wireless		Deborah Cottle, New Hanover Co 911
Amy Ward (LEC) CenturyLink		Allen Cress, Rowan Co 911
		Emily Dallmyer, Little Diversified Architectural Consulting (re: Lincoln Co)
		Brian Drum, Catawba Co 911
		Mike Edge, Scotland Co 911
		Bill Gibbs, Lincoln Co 911
<u>Members Absent</u>	<u>Staff Absent</u>	Josh Holloman, Johnston Co
Secretary Eric Boyette (NC CIO) Board Chair	Marsha Tapler (DIT)	Phil Penny, MCP
Donna Wright (NENA) Richmond Co Emergency Services		Christy Shearin, Franklin Co 911
		Ronnie Rombs, Lincoln Co 911
		Corinne Walser, MEDIC 911
		Allen Weeks, City of Jacksonville
		Bruce Williams, Wireless Comm
		Mike Yaniero, Jacksonville PD

Call to Order—Vice Chair Bone opened the meeting at 9:59, thanking everyone for attending and praising the venue. In the absence of a local representative to welcome everyone to New Hanover County, he encouraged everyone to avail themselves of the county's many offerings while in town, observing how nice a city Wilmington is. He then asked Mr. Taylor to swear in Mike Reitz as a new Board member representing NC APCO.

Mr. Taylor asked Mr. Reitz to step to the podium to take the oath of office. As Mr. Taylor read the oath, also projected onscreen for all to read, phrase by phrase, Mr. Reitz repeated after him. When the administration of the oath of office was complete, Vice Chair Bone officially welcomed Mr. Reitz to the Board, observing that his predecessor, Dinah Jeffries, was a great asset to the Board, and expressing confidence that Mr. Reitz will be as well. Mr. Reitz related that Ms. Jeffries was the person who hired him when he first became a telecommunicator, and adding that he pretty much owes her, Gwen Snowden and Nick Waters for inspiring him and bringing him to where he is today in his profession.

Roll Call—Mr. Taylor called the roll of participants on the phone. The only Board members absent were Chairman Boyette and Donna Wright. Mr. Taylor also advised various agency representatives or their SMEs were online to answer any questions which might arise during the meeting regarding requests made by PSAPs that appear on today's agenda, calling that roll as well. After that roll call was complete, Philip Penny advised he had joined the call as well, although his name had not been called.

1. **Chairman's Opening Remarks**—Vice Chair Bone took a moment to thank everyone for the good work session which had taken place the day before this meeting, observing he thought a lot was accomplished.
2. **Ethics Awareness/Conflict of Interest Statement**—Vice Chair Bone read the Ethics Awareness/Conflict of Interest Statement printed in the agenda. Jeff Ledford responded he would recuse himself from agenda item 5.b.1, a request for a grant extension from his agency.
3. **Public Comment**—Vice Chair Bone read the invitation for Public Comment printed in the agenda. No one had registered in advance to speak, and no one present chose to.
4. **Consent Agenda**—Mr. Taylor advised he had not received any additions or corrections to the copy of the minutes of the last meeting that he had distributed earlier in the week, so they will be approved as presented. Alan Weeks, who had not responded during the earlier roll call of agency representatives, joined the meeting over the phone. Mr. Taylor then turned to the financials (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda.pdf> page 2 for amounts). Jeff Shipp made a motion to approve the Consent Agenda as presented, Slayton Stewart seconded the motion, and the motion carried unanimously.
5. **Executive Director Report**—Mr. Taylor advised a new financial analyst has been hired, slated to begin work on January 8th. He advised her name is Niki Barnes, that she is coming from the compliance division of the Department of Revenue, where she has worked for 18 years, and speculated that her background in compliance will dovetail nicely with her financial review responsibilities here. Mr. Taylor also advised that a new Network Engineer has been selected, but although his hiring has been approved, Mr. Taylor is not at liberty to announce the name until a few more papers are signed. Mr. Taylor advised this hire represents just the beginning of a group of hires that will be made in network positions as we start building up staff for the NG911 project.

Greg Hauser expressed surprise at this hire, observing that although he had known the position needed to be filled, he had neither seen it advertised nor heard that it had been opened to applicants; is it a staff position, an internal hire, a state employee transfer, or what? Mr. Taylor replied it is a new position dictated by the Board's decision to staff and operate the NMAC, and in looking internally for someone with the type of experience that job will require he had found this person, who already does that type of work. Mr. Hauser asked if this will result in an increase in the NG911 fund requirement for staffing. Mr. Taylor explained that, as will be seen in a budget amendment proposal later in the meeting, this will come from the present staffing budget, but as other members are added to the NMAC team it will come out of the NG911 Fund, since all those positions will be directly related to the NG911 project. Mr. Taylor added that the Funding Committee had voted in favor of the recommendation for the budget amendment on the agenda. Vice Chair Bone asked if that had gone before the Technology Committee as well as far as the staffing is concerned; Mr. Taylor replied it had been discussed, noting that since the NMAC

RFP had not been able to produce a contractor to provide NMAC service, and since having the NMAC in place is a critical part of bringing the ESINet online, both committee members and the SMEs working with the NG911 project determined that commitment had to be fulfilled ASAP or risk holding up AT&T in the ESINet deployment. Mr. Hauser said he understood, but just wants to be sure that the financial and PSAP liaison staff members don't get left behind in the rush to fulfill this commitment, offering that he feels increasing staffing for those efforts is every bit as important as rushing forward with this technical staffing.

Mike Reitz asked Mr. Taylor to explain the process for increasing staff; does it come before the Board, or is it dictated by State Personnel regulations, or what? Mr. Taylor replied it has been left up to him, as the Executive Director, to make recommendations to the Board regarding staffing. Once approved, additional staffing positions are budgeted, but they also have to fit descriptions within the State Department of Human Resources' system. He then asked Mr. Bradford to explain exempt versus non-exempt positions. Mr. Bradford offered that a more fundamental issue to understand is that whenever an agency wants to hire someone to do something like this they can look at a personal services contract, e.g. "We need this person to do that job." Due to some instances of this occurring year after year after year, those terms are now limited, and agencies considering that route must determine whether to create a new position rather than utilize a personal service contract. Returning to this specific instance, Mr. Bradford reminded everyone that the NMAC RFP did not produce the desired outcome of providing a contractor to staff and operate the NMAC. He added that AT&T could possibly have provided that function, but the desire, based upon all the interaction between staff and the PSAP community, was to have this function separately managed, which left creation of a staff of our own to do that. Mr. Bradford next turned to the status of these individuals re: who is exempt and who is not, which he said is significant. He observed that some of the people that transfer into positions like this who are already state employees will have certain employment rights that are vested, others potentially become somewhat suspect, but all of those questions are part of the background that is taken into account.

Vice Chair Bone offered that Mr. Taylor has consulted with Chairman Boyette in his capacity as Secretary of the Department of Information Technology, has received his blessing for this choice, and the budget amendment later in the meeting will provide the funding. He then asked Mr. Taylor, since the Board is adding and expanding staff, to create an organizational chart for the Board prior to the next meeting, to which Mr. Taylor readily agreed. Noting that in the past some Board staff were contract positions, Vice Chair Bone asked if all the new positions will be permanent employee positions. Mr. Taylor replied that they will be—he is trying not to have to rely on contractor positions. He added that positions within an agency can be repurposed should the need arise, although it can be a lengthy process getting all the necessary approvals. He then observed that Chairman Boyette has been very supportive during his tenure as Board Chair in adding staff and trying to streamline that process as much as possible.

Mr. Taylor briefly spoke about and displayed onscreen photos of Chairman Boyette's recent visit to Johnston County 911 along with Board members Amy Ward and Jeff Shipp before moving to the next agenda item.

a) Evaluation of Statement of Economic Interest filed by Michael Reitz—Mr. Taylor displayed the Evaluation of Statement of Economic Interest Filed by Michael Reitz issued by the North Carolina State Board of Elections & Ethics Enforcement stating "We did not find an actual conflict of interest or the potential for a conflict of interest" to be read into the minutes. Discussion about all Board members having to complete their annual renewals ensued, with several members commenting upon how time consuming the process is.

b) Grant Extension Requests

1) Shelby Police Dept—Staff recommendation to approve, motion by Jeff Shipp, second by Slayton Stewart, carried with Jeff Ledford abstaining.

2) Rowan County 911—Staff recommendation to approve, motion by Greg Hauser, second by Chuck Greene, carried unanimously.

c) Approval of 2018 meeting dates—Mr. Taylor noted the only change from the proposed schedule presented at the last meeting is that the January 26th meeting will be in Hamlet, while reminding everyone about the September 11th meeting being on a Tuesday rather than Friday in conjunction with the NC

APCO/NENA Annual Conference in Cherokee. Staff recommendation to approve, motion by Chuck Greene, second by Jimmy Stewart, carried unanimously.

6. Request by Chowan County for additional grant funding—Mr. Taylor reviewed the history of this request, which had already been exhaustively discussed at the last two 911 Board meetings (please see <https://files.nc.gov/ncdit/documents/files/20170922%20Minutes.pdf> and <https://files.nc.gov/ncdit/documents/files/20171020%20Minutes.pdf> for the minutes of those two meetings). He reviewed that although the Board had voted to provide an extension to the county's grant deadline at its last meeting, many questions requiring answers had been raised by Board members regarding the request for additional grant funding, with no Chowan County representatives present at either of those meetings to answer the questions. Mr. Taylor then introduced Chowan County 911 Director Cord Palmer, who was accompanied by Bill Durrance and Shane Kilpatrick representing Communications International, the vendor Chowan County is using for this project, inviting them all to step to the podium.

Mr. Palmer introduced Mr. Durrance as the Project Engineer, to whom any structural questions may be directed, and Mr. Kilpatrick as the Project Manager, also available for questions. Mr. Palmer then offered a PowerPoint presentation providing both tabular and visual data explaining the reasoning behind this request (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda%20Book-2.pdf> pages 84-97). Within the PowerPoint presentation:

- He reiterated how Perquimans County and Chowan County each had received grant awards which were dependent upon erection of a new radio tower for Chowan County.
- He observed the present 150' tall tower used by Chowan County actually belongs to the municipality of Edenton, not to the county, and the city's zoning would not allow construction of a replacement, especially the 180' tower necessary to meet both counties' radio transmission/reception needs at that site.
- He described and displayed photos of the three sites which have been considered for the new tower on the campus of the new 911 center, relating the pros and cons of each.
- He explained the logic behind choosing their preferred site, which is projected to cost an additional \$162,004.05. That is the amount being requested as additional grant funding.

Throughout Mr. Palmer's presentation Board members asked questions regarding the choices the county has made, including what alternative funding sources or construction options it had considered. Mr. Taylor voiced concern about setting a precedent, as no additional grant funding has ever been awarded to grant recipients beyond the initial award in the history of the 911 Board grants, and he fears such requests will become commonplace if this one is granted. He also speculated that if tower space could be rented on the new tower the county could recoup its ROI very quickly, without requiring additional grant funds.

Several Board members expressed concerns about completing this project in a timely fashion, observing they felt Chowan County had performed due diligence in arriving at its conclusion. Mike Reitz made a motion to approve Chowan County's request, and Amy Ward seconded. After some further discussion, Vice Chair Bone asked for a vote tally of individual Board members' votes. Once counted, 8 votes were cast in favor of the motion, with 7 votes opposed. The motion carried.

Mr. Reitz suggested that perhaps the Grant Committee should further investigate the details of future grant applications in an effort to prevent this type of request from reoccurring. Mr. Taylor disagreed, stating that the expectation is for grant applications to be presented accurately, and if the grant applicants, typically PSAP managers, are not fluent in construction details, they are expected to consult SMEs who are; he observed it is not the Grant Committee's job to get that far into the weeds, but rather the applicants'.

7. Funding Committee Report—Vice Chair Bone stated that all three of the financial reconsideration requests being presented were discussed at the November 15th Funding Committee meeting, all were recommended for approval unanimously by the committee, and all come before the Board as motions requiring no seconds.

a) Franklin County 911 funding reconsideration—Mr. Taylor listed the products and services Franklin County wishes to pay for through this request, displaying the financial sheet onscreen. The total recommended

FY18 funding amount is \$1,178,093. No discussion followed, so Vice Chair Bone called the vote on the recommendation, which passed unanimously.

b) Jacksonville PD funding reconsideration—Mr. Taylor advised Jacksonville PD is seeking approval of this request to pay for dispatch protocols and some modifications to their phone system for Next Gen. He displayed the financial sheet onscreen, noting that \$56,700 will be added to their approved FY2018 funding amount of \$406,071. No discussion followed, so Vice Chair Bone called the vote on the recommendation, which passed unanimously.

c) Vance County 911 funding reconsideration—Mr. Taylor reported that Vance County is seeking its reconsideration based upon a CAD system replacement, some console equipment upgrades, and Radio Network Switching Equipment (MEB) upgrades. He displayed the financial sheet onscreen, noting that the adjusted Approved FY2018 funding amount will be \$509,958 if the request is approved. No discussion followed, so Vice Chair Bone called the vote on the recommendation, which passed unanimously.

d) FY18 budget amendment—Vice Chair Bone related that this budget amendment provides for the addition of two network engineers to work on the ESINet project, as was already touched upon earlier in this meeting. He advised they will be long-term, permanent positions, adding that the Funding Committee met via WebEx on December 5th and unanimously recommends this budget amendment to the Board for approval. Mr. Taylor added that this comes out of the “1% fund,” i.e. the fund allocated to the 911 Board for operating expenses, employee reimbursement, etc., which presently shows a balance of a little over \$2M, so no negative impact will be felt. Vice Chair Bone agreed that is the case during the current fiscal year, but going forward staff hired for the ESINet project, including the NMAC, will likely be compensated from within NG911 fund. Greg Hauser commented, much as he had earlier in the meeting, that he would like to see attention given to augmenting the “regular staff” in addition to NG project staff. Hearing no further discussion, Vice Chair Bone called the vote on the recommendation, which passed unanimously.

e) Approval of estimated FY2019 PSAP funding—Vice Chair Bone reminded everyone that the Board is required by statute to provide estimated funding to PSAPs for the upcoming fiscal year by December 31st of each calendar year. He advised that the Funding Committee met via WebEx on December 5th and unanimously recommends these estimates to the Board for approval for FY2019. Mr. Taylor added that these are just the best estimates available at this time, as some revenue-expenditure reports still have not been successfully reconciled, reminding all that the final funding amounts will be announced in May. For those who are new to this annual statutorily mandated process, he reviewed how the estimated amounts are calculated based upon the data represented in the spreadsheet contained in the agenda book (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda%20Book-2.pdf> pages 171-176), also explaining that the timetable was developed to allow PSAPs to use this information in developing their FY2019 budgets. Vice Chair Bone called a vote on the recommendation, which carried unanimously.

Vice Chair Bone said he wanted to add that the Funding Committee has had some conversation about a rough draft of a funding reconsideration request policy, observing that staff had indicated that it felt additional guidance for the PSAPs would be helpful. He remarked that this will be an ongoing process; Mr. Taylor added that as older PSAP managers and staff retire or move on, newcomers often don't have a complete understanding of this process, so the hope is that this effort will make it easier for them to understand.

Vice Chair Bone also added that the Funding Committee continues to work on developing cooperative purchasing agreements, and has assigned priority to working on a cap for implemental function costs. He characterized this as a challenge which they definitely need to see met, surmising that it will be a win-win situation for both the Board and the PSAPs once it is completed.

8. Standards Committee report—Mr. Taylor advised that Standards Committee Chair Donna Wright has had a death in the family and is attending funeral services today, so he will offer the report in her stead. He reported that Lincoln County had received a 911 Board grant to construct a new building, which requires the county to meet some additional rules, among which is a requirement that unauthorized vehicles must be kept a minimum of 82 feet (25 meters) from the PSAP building unless it has been designed to be blast resistant. Lincoln County has requested a waiver of this rule to allow the distance to be reduced to 65 feet.

Mr. Taylor displayed a diagram onscreen of the building footprint in relation to a fence along a property line between the county owned building site and Duke Power owned property adjacent to it. The diagram illustrates that the 82-foot distance when measured from the fence barely clips a corner of the new PSAP building housing a data room, but not the call center floor itself (please see <https://files.nc.gov/ncdit/documents/files/12082017%20Agenda%20Book-2.pdf> page 181). Mr. Taylor reported that the Standards Committee unanimously supports approving the waiver, and is bringing that recommendation to the Board for approval. Vice Chair Bone called a vote on the recommendation, which carried unanimously.

Noting that he had been hearing beeps as people on the phone had dropped off, Mr. Taylor thanked all of the representatives who had made themselves available to the Board today on behalf of PSAPs which had brought business before the Board during this meeting, either in person or on the phone.

9. Education Committee update on telecommunicator certification—Education Committee Chair Jimmy Stewart advised a subcommittee is currently writing an outline for telecommunicator certification based upon a standard published a little over a year ago. He offered that while that process is ongoing, the committee has decided to host a stakeholders meeting concurrent with the Telecommunicator Symposium being held in Greensboro on April 12, 2018, hopefully at the same hotel, which was also the site of last fall's annual PSAP Managers meeting. He explained that stakeholders will include those organizations 911 Board members represent, as well as Emergency Management, Community Colleges, etc. He said the current plan is for the meeting to run from 10 AM to 2 PM with lunch provided. Pointing out that every other public safety entity operating in the state requires personnel certification, he underscored that it is way past time for telecommunicators—the *first* first responders, the people the public trusts with its lives—to have some type of uniform basic training.

10. Technology Committee update—Technology Committee Chair Jeff Shipp reported that the “ESINet Road Shows” began last week with one in Asheville and one in Greensboro, both of which he attended. He commended the AT&T team for its work, and despite his concern it may have been more technical and “in the weeds” than he expected, he speculated that it was probably important for the PSAPs to see that side of things. He reminded everyone that two more are scheduled for next week, one in Williamston and one in Fayetteville, and encouraged anyone who can attend to please do so. Mr. Shipp also shared, for those who haven't already heard, that ECaTS has been acquired by West Corporation. Mr. Taylor related that he has spoken with Tiffany Chambers about her take on the acquisition, and she feels everything is going fine; she is working on some upgrades that have been discussed at Technology Committee meetings that he is very excited about. Mr. Taylor asked PSAP Liaison Pokey Harris for comments about the “Road Shows” from the PSAP attendees' perspective, and she reported she has heard much positive feedback and feels that the PSAP managers do understand well.

11. Approval of 2018 911 Board goals—Observing he felt much good discussion took place at yesterday's work session, Vice Chair Bone asked Mr. Taylor to display the results of the voting for which of the potential goals discussed at that work session should become the Board's focus in 2018. The list, according to the number of check marks placed by each goal by Board members, included:

1. Establish Rules/Standards for NG911
 2. Reassess PSAP Cybersecurity / Utilizing Existing DIT Convenience Contracts
 3. Explore Opportunities to Expand Continuing Education
 4. Promote EMD Statewide
- Pursue Mandatory Telecommunicator Certification
Explore Other Funding Opportunities / How to Simplify Reporting

He explained that the last three in the list “tied for fourth place”, each receiving the same number of check marks. After some further discussion, Mike Reitz made a motion to adopt all of the goals in the list as presented, which was seconded by Heather Campbell and carried by unanimous vote.

Mr. Taylor reminded each Board member to “please, please” recommend someone to serve on the study committee being convened to update the state plan, as discussed at the work session yesterday. Observing that

he already has someone in mind as the facilitator, he asked them to please send their individual recommendations to him ASAP.

Other Items—Vice Chair Bone asked if anyone had anything else to bring before the Board today. Mr. Taylor advised that, as he has already mentioned to Amy Ward and Mike Reitz, he is planning to host a Board member orientation on Wednesday, January 17th at 10:00 AM, adding that if that doesn't work for someone, please let him know. He also added that the Grant Committee will be meeting on January 19th to perform reviews of the second round of this year's grant applications.

Adjourn—Vice Chair Bone wished everyone happy holidays and adjourned the meeting at 12:14 PM.

DRAFT



Due to the Christmas and New Year's holidays, sickness, and weather events this report includes activity for the months of December 2017 and January 2018.

Highlighted Activities Week of 12/04/2017 – 12/08/2017

- Facilitated Dynamics 365 Skype demo attended by DIT and 911 Board staff.
- Participated in Standards Committee WebEx.
- Participated in Funding Committee conference call.
- Participated in second Dynamics 365 Skype demo attended by DIT and 911 Board staff and AT&T project team members.
- Assisted Board staff with onsite set up and test of 911 Board A/V equipment in preparation of Board work session and meeting.
- Attended 911 Board annual work session.
- Attended 911 Board meeting.
- Participated in tour to United States Coast Guard Communications Center in Wilmington.
- Prepared and submitted monthly activity report.
- Began newsletter draft.
- Dealt with remote network issues.
- Followed up with issues related to installation and configuration of Adobe Acrobat DC account.
- Got my flu shot. Hope everyone else did too!

Highlighted Activities Week of 12/11/2017 – 12/15/2017

- Attended CGIA orthophotography Eastern Piedmont data delivery meetings in Raleigh and Fayetteville.
- Prepared for, attended, and facilitated AT&T ESInet roadshows in the northeastern and southeastern regions.
- Toured City of Fayetteville PSAP and had discussion with Director Lisa Reid.
- Attended and participated in ESInet/NG911 meeting with Craven County, New Bern, and Havelock with AT&T project team members.
- Continued with newsletter draft.
- Continued follow up with issues related to installation and configuration of Adobe Acrobat DC account.

Highlighted Activities Week of 12/18/2017 – 12/22/2017

- Participated in ESInet roadshow recap conference call with AT&T project team members and prepared for regularly scheduled status call.
- Finalized and published newsletter.
- Participated in Dynamics 365 business analysis meeting with DIT and 911 Board staff.
- Participated in meeting with new network engineer, G. Means, and 911 Board staff.
- Participated in conference call with Cumberland County regarding equipment purchase.
- Participated in AT&T NG911 weekly meeting via conference call.
- Provided NextGen information to PSAPs.
- Followed up with configuration of tablet.
- Completed administrative/general office tasks.

Highlighted Activities Week of 12/25/2017 – 12/29/2017

- Enjoyed Christmas holidays with family and friends.
- Completed administrative/general office tasks.

Highlighted Activities Week of 01/01/2018 – 01/05/2018

- Was sick the majority of this week with a respiratory virus, utilizing a portion of sick time each day. Offices also operated under adverse weather policy a portion of this week.
- Participated in internal ESInet discussion conference call with 911 Board staff.
- Participated in CGIA PSAP outreach conference call with CGIA and Executive Director Taylor.
- Participated in AT&T NG911 weekly meeting via conference call.
- Reviewed PSAP grant applications.
- Completed assigned/required employee LMS training module.
- Completed administrative/general tasks.

Highlighted Activities Week of 01/08/2018 – 01/12/2018

- Prepared and published newsletter.
- Facilitated Education Committee subcommittee conference call, disseminated follow up notes, and scheduled next call.
- Participated in Funding Committee conference call.
- Attended and participated in Standards Committee meeting/conference call.
- Attended and participated in extended work session of AT&T NG911 technology discussion and network review.
- Began sync of upcoming site visits for PSAP reviews and general visits with Network Specialist, T. Bone.
- Completed assigned/required employee LMS training module.
- Completed administrative/general tasks.
- Prepared for attendance at NENA NG Standards and Best Practices Conference.

Highlighted Activities Week of 01/15/2018 – 01/19/2018

- Attended 2018 NENA NG Standards and Best Practices Conference in Orlando, FL. Included attendance of 14 sessions offered on both a technical and operations/education track.

**Please see newsletter for detailed information and pictures of the various activities.*

Graham County, NC

E911 Enhancement/Replacement

MCP Project Number 15-111

Monthly Progress Report – December, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No additional design work required in this period 	<ul style="list-style-type: none"> No additional design work is anticipated
2. Permits	<ul style="list-style-type: none"> No permitting handled in this period 	<ul style="list-style-type: none"> No additional permitting anticipated
3. Construction	<ul style="list-style-type: none"> Column and sign rockwork Sheetrock completed Paving is completed Drop ceiling installed Painting completed Landscaping continues Store fronts finalized Fencing continues Window blinds begin installation Power and telephone utilities begin installation Appliance installation Generator and UPS begin installation Construction reaches 90% complete 	<ul style="list-style-type: none"> Carpeting begins Complete fencing Complete installation of window shades Flag Pole installation Finalize drop ceiling Continue interior work / Install cabinets Finalize appliances Generator and UPS complete Access Control complete
4. Communications Systems	<ul style="list-style-type: none"> Structured cabling / cable management begins Issued orders for technical systems Finalized design/layout of furniture consoles Issued order for furniture console Issued order for 911 circuits and 10-digit lines Await results of T04 from State Fire alarm phone lines installed ALI circuits ordered 	<ul style="list-style-type: none"> Stack radio tower Continue procurement of technology Install furniture consoles Hold vendor meetings to verify requirements and timelines Install network equipment Finalize backup plans including interconnectivity needs Test generator and UPS Continue discussions with Swain/Jackson on backup system.

Activity	This Period	Next Period
	<ul style="list-style-type: none"> Discussed connectivity needs with vendors for Swain/Jackson backups 	
5. Other Activity	<ul style="list-style-type: none"> MCP held weekly conference calls with the County 	<ul style="list-style-type: none"> MCP will continue weekly conference call schedule with the County



January 2, 2018

Richard Taylor, Executive Director
NC 911 Board
Department of Information Technology
P.O. Box 17209
Raleigh, NC 27619-7209

Re: December 2017 Monthly Grant Report for Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) – Hyde County Radio Communications & Simulcast Paging System Grant – Project #15-113

Dear Mr. Taylor:

On December 6, 2017, Hyde County 911 operations were officially consolidated into the Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC). This cutover did not come without its challenges, but all parties involved were able to work to a successful resolution and finally a fully capable consolidated public safety answering point.

Since the grant award in October 2015 there has been a significant amount of work required to reach this goal which included the following:

- Several tower sites required an up-fit of radio equipment, feedlines and antennas
- Microwave links were installed and tested
- Leased circuits were installed and tested
- Commercial carriers' equipment was required to be moved to facilitate the best coverage for all parties
- Additional effort went into the transfer of information, mapping, CAD data and knowledge to the representatives at the DTH-RECC

During this project, it was identified that the State of North Carolina required detailed lease agreements on any State owned towers. These agreements required in-depth study of structural loads, as well as a detailed power study. This new requirement introduced a significant delay in the overall project, with one tower site remaining in a state that is almost unusable. The project team was able to work through these agreements and find alternatives for any road blocks that were presented.

At this point, the consolidation is going well and the radio and paging system is performing above the expectations of the user community. Minor punch list items are being worked through on both fronts. Prior to closing out the grant, Hyde County plans to upgrade the users' pagers to make sure that all the benefits of the new system are realized. This should be completed in the next thirty days, after which the grant closure process will be followed.



If you have any questions regarding the information submitted or require any additional materials, please contact me at 919-819-1525 (cell), or via email at CraigSchulz@MissionCriticalPartners.com.

Sincerely,

Mission Critical Partners, Inc.

A handwritten signature in black ink, appearing to read 'Craig W. Schulz', with a stylized flourish extending from the end.

Craig Schulz
Communications Consultant

Richmond County, NC

PSAP Consolidation and Construction
Monthly Progress Report – December 2017

MCP Project Number 15-175

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity anticipated
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity anticipated
3. Construction	<ul style="list-style-type: none"> Continued standing seam metal roof work Installed storefront glass Continued heavy timber work Continued hanging drywall Continued insulation Continued mechanical, electrical, and plumbing rough-ins Corrected some grounding deficiencies Reviewed proposal requests for change orders Began cable tray installations Conducted grounding reviews Developed keying plan Received transfer switches Installed transfer switches Reviewed new sconces Received annunciator panel Kept weekly photographic record of progress 	<ul style="list-style-type: none"> Complete standing seam metal roof work Complete heavy timber work Continue hanging drywall Complete mechanical, electrical, and plumbing rough-ins Correct grounding deficiencies, particularly lightning protection system Review proposal requests for change orders Install raised flooring Conduct grounding review Go on permanent power at job site Hold monthly construction meetings (two in January) Provide answers for requests for information (RFIs) – as needed Keep weekly photographic record of progress – ongoing
4. Communications Systems	<ul style="list-style-type: none"> Continued to refine technology timelines Began installing above-ceiling cabling Received two proposals for radio consoles Reviewed radio console proposals Made recommendation for radio 	<ul style="list-style-type: none"> Continue to refine technology timelines Continue installing above-ceiling cabling Award radio consoles Meet with radio console vendor Determine tower and ice bridge vendor Procure tower and ice bridge

Activity	This Period	Next Period
	console vendor <ul style="list-style-type: none"> • Met with logging recorder vendor • Received updated quotes for logging recorder • Issued permit fee to CSX for application • Identified rack requirements 	<ul style="list-style-type: none"> • Award antenna work • Procure racks for equipment room • Continue technology procurements – ongoing
5. Other Activity	<ul style="list-style-type: none"> • Continued to track grant budget • Approved change orders for construction • Conducted numerous calls between County and MCP regarding project needs and status updates • Conducted budget review meeting between County and MCP • Submitted invoices for reimbursement 	<ul style="list-style-type: none"> • Place furniture order • Order workstation console furniture • Receive appliances • Review current SOPs – ongoing • Begin work on law enforcement protocols – ongoing • Hold first law enforcement user group meeting • Regular communications with project team, as needed – ongoing • Continue to track grant budget • Hold status meeting between County and MCP • Attend monthly construction meetings

Previously achieved milestones:

- Phone and CAD network connection between primary PSAP and backup center (Hickory PD)
- Relocation of Airbus VESTA side B to Hickory PD
- Conversion from single to multi-node A911 network connection (Primary PSAP and Secondary PSAP)
- Purchase and delivery of CAD server

Relocation of Airbus VESTA side B to Hickory PD

Conversion from single to multi-node A911 network connection (Primary PSAP and Secondary PSAP)

Purchase and delivery of CAD server

- Purchase and delivery of CAD workstations and monitors
- Purchase Airbus VESTA phones
- Purchase Wrightline dispatch console furniture
- Selected vendor for facility power up fit

Purchase and delivery of CAD workstations and monitors

Purchase Airbus VESTA phones

Purchase Wrightline dispatch console furniture

Selected vendor for facility power up fit

- Installation and configuration of Sirius CAD server
- Begin off-site / pre-deployment configuration of CAD workstations
- Delivery and installation of Wrightline dispatch console furniture
- Purchase radio transmitters

Installation and configuration of Sirius CAD server

Begin off-site / pre-deployment configuration of CAD workstations

Delivery and installation of Wrightline dispatch console furniture

Purchase radio transmitters

Delivery of Airbus VESTA phone

Delivery of Airbus VESTA phone

Completion of facility power and UPS up fit

Completion of facility power and UPS up fit

Installation and configuration of Airbus VESTA phones
Installation and final configuration of CAD workstations and monitors

Installation and configuration of Airbus VESTA phones

Installation and final configuration of CAD workstations and monitors

Began Installation and configuration of radio transmitters

Began Installation and configuration of radio transmitters

Ordered new antenna and cabling equipment

Ordered new antenna and cabling equipment

Ordered radio remotes for consoles

Order processed for antenna and cabling equipment

Order processed for antenna and cabling equipment

Began receiving remotes for consoles

Complete installation of additional antennas, cabling, and remotes

Complete installation of additional antennas, cabling, and remotes

Complete back-up center project

Have Hickory PD to function as interim 911 center as described in backup plan

Have Hickory PD to function as interim 911 center as described in backup plan

Have six Airbus VESTA phones installed and ready for use

Have six CAD workstations installed and ready for use

Have adequate portable and mobile radios on hand for dispatching calls

[illegible]

Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – December, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Published addendum on December 14th Commented on questions from bidders Construction documents out for bid RFP 2018-0109 (C) (Closing Jan 16th) 	<ul style="list-style-type: none"> Publish final addendum Respond to questions Award bid
2. Permits	<ul style="list-style-type: none"> Permit requested for construction 	<ul style="list-style-type: none"> Follow up with potential construction contractor
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Continued coordination of technology requirements with the County Answered questions from Monopole Tower published on County Website RFP 2018-0109 (B) (Closing Jan 9th) Answered questions from Dispatch Furniture published on County Website RFP 2018-0109 (A) (Closing Jan 9th) 	<ul style="list-style-type: none"> Review technology requirements with the County Review and recommend vendor for Monopole Tower RFP 2018-0109 (B) (Closing Jan 9th) Review and recommend vendor for Dispatch Furniture RFP 2018-0109 (A) (Closing Jan 9th)
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic conference calls with the clients Coordination with service providers 	<ul style="list-style-type: none"> MCP will conduct periodic conference calls with the clients Acquire updated cost estimates for technology Coordinate with service providers

Mitchell County, NC

PSAP Construction and Regional Backup
Monthly Progress Report – December 2017

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Reviewed completed geotechnical study Continued preparation of construction documents Reviewed construction documents with County team Reviewed suggested finishes with County team and telecommunicator staff Selected initial finishes for facility 	<ul style="list-style-type: none"> Review electrical construction drawings Revise construction drawings as appropriate
2. Permits	<ul style="list-style-type: none"> No activity this reporting period 	<ul style="list-style-type: none"> No activity anticipated for next reporting period
3. Construction	<ul style="list-style-type: none"> No activity this reporting period 	<ul style="list-style-type: none"> Publish construction documents for general contractor bids
4. Communications Systems	<ul style="list-style-type: none"> Defined technology plans for new facility 	<ul style="list-style-type: none"> Continue to refine technology plan
5. Other Activity	<ul style="list-style-type: none"> Continued to track grant spending Reviewed architect invoice Met with County team regarding technology 	<ul style="list-style-type: none"> Regular communications with project team, as needed Track grant budget, ongoing

Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project
Monthly Progress Report – December, 2017

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Design drawing meeting held December 18 Coordinated technology requirements with architect Coordinated technology with County and vendor 	<ul style="list-style-type: none"> Finalize construction drawings (CD) Release CDs for bid mid-January Coordinate technology with County and vendor
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Addressed communication system requirements for the new facility 	<ul style="list-style-type: none"> Address communication system requirements for the new facility
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic conference calls with the clients 	<ul style="list-style-type: none"> MCP will conduct periodic conference calls with the clients

Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – December, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Pasquotank and Martin County worked on the design drawings for the new facility Design drawing meeting held December 18 	<ul style="list-style-type: none"> Release construction drawing for bid mid-January
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Coordinated communications requirements for inclusion in the building design Paging equipment received by the vendor Contract issued to review tower foundations and modification designs 	<ul style="list-style-type: none"> Coordinate communications installation needs Continue to mitigate the site/tower issues
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic conference calls with the clients 	<ul style="list-style-type: none"> MCP will conduct periodic conference calls with the clients

PSAP Grant-Statewide 911 Projects Fund							
Total Disbursed FY2011-2016	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Remaining Expenditures Grant Balance
	\$33,346,207.35	\$32,601,628.32	\$31,686,797.64	\$29,728,695.26	\$44,282,563.16	\$42,257,859.45	

\$ 27,681,389.55
\$13,750,015.56

NG 911 FUND	Revenue 10%	Interest	NG 911 Disbursement	NG 911 Fund Balance	
Beginning Fund Balance:				\$ 12,276,454.78	
July 2017	\$ 767,527.04	\$ 11,349.93		13,055,331.75	
August 2017	735,548.30	12,959.14	29,050.44	13,774,788.75	
September 2017	683,334.10	13,281.38	1,020.00	14,470,384.23	
October 2017	697,994.11	13,578.75	-	15,181,957.09	
November 2017	696,644.95	15,722.33	340.00	15,893,984.37	
December 2017	693,123.25	15,802.85	1,700.00	16,601,210.47	**
January 2018	-	-			
February 2018	-	-			
March 2018	-	-			
April 2018	-	-			
May 2018	-	-			
June 2018	-	-			

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$ 5,774,603.59
July 2017	\$ 523,005.90	\$ 5,338.79	\$ 147,406.38		6,155,541.90
August 2017	546,985.66	6,110.19	301,640.36		6,406,997.39
September 2017	522,276.02	6,177.50	-		6,935,450.91
October 2017	514,376.63	6,508.10	335,972.26	3,000,000.00	4,120,363.38
November 2017	494,229.10	4,267.02	-		4,618,859.50
December 2017	519,742.77	4,592.38	80,712.46		5,062,482.19
January 2018	-	-	-		

Consent Agenda

(vote required)

Election of 911 Board Vice Chair for 2018

Eric Boyette

(vote required)

Bylaws of the North Carolina 911 Board

Section 6: Chair. The 911 Board Chair shall be the State Chief Information Officer or designee as provided by G.S. §143b-1401(4).

The Board shall select a vice-chair annually from the appointed members by simple majority vote. The vice-chair term of office shall be one year.

Taylor, Richard

From: Len.Hagaman <Len.Hagaman@watgov.org>
Sent: Wednesday, January 10, 2018 2:12 PM
To: Taylor, Richard; Amy T. Ward (amy.ward@centurylink.com); Andrew Grant; Blinson, Amy; Bone, Tina G; heather.campbell@sprint.com; Cashwell, Ronnie; Charles Greene; Jernigan, Danette; David Bone (DBone@martincountyncgov.com); Donna Wright (Donna.Wright@richmondnc.com); Eddie Caldwell (ecaldwell@ncsheriffs.net); Boyette, Eric; Eric S. Cramer (EricCramer@wilkes.net); Fred Baggett (fredpbaggett@gmail.com); Means, Gerry; Greg Hauser (ghauser@ci.charlotte.nc.us); Jeff Ledford (jeff.ledford@cityofshelby.com); Jeff Shipp; Jimmy Stewart (jstewart@hokecounty.org); Correllus, John K; Kevin Leonard; Harris, Pokey; Tapler, Marsha; Melanie Neal (Melanie.neal@greensboro-nc.gov); Mike Reitz (mike.reitz@chathamnc.org); Mike Yaniero; Moore, John L; NC Assoc of Rescue and E.M.S. Inc. Joyner Gordon Joyner Gordon; Niki Barnes (niki.barnes@nc.gov); Niraj Patel (Niraj.patel@verizon.com); Paula Byrd; Rachel Bello (Rachel.Bello@wakegov.com); Bradford, Richard; Adams, Ronald G; Rose Williams; Sarah W. Collins (scollins@ncilm.org); Slayton Stewart; Tim Bradley (tim@ncsfa.com)
Subject: [External] RE: 911 Board Vice Chair

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to report.spam@nc.gov.

I would like to nominate **David Bone** as Vice Chair, he has done an outstanding job as current Vice Chair.

I filed my SIE on Monday for both the NC 911 Board and the POELIC (Public Officials and Employees Liability Insurance Commission), as required.

BTW, I can't join the WebEx Funding Committee this afternoon, as I will be in a meeting regarding implementation of our pay plan.

Thanks,
Len Hagaman, Sheriff
Watauga County, NC

Sent from my Verizon Wireless 4G LTE smartphone

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

From: "Taylor, Richard" <richard.taylor@nc.gov>

Date: 01/10/2018 1:50 PM (GMT-05:00)

To: "Amy T. Ward (amy.ward@centurylink.com)" <amy.ward@centurylink.com>, Andrew Grant <agrants@cornelius.org>, "Blinson, Amy" <amy.blinson@nc.gov>, "Bone, Tina G" <tina.bone@nc.gov>, "heather.campbell@sprint.com" <Heather.Campbell@sprint.com>, "Cashwell, Ronnie" <ronnie.cashwell@nc.gov>, Charles Greene <c8530@att.com>, "Jernigan, Danette" <danette.jernigan@nc.gov>, "David Bone (DBone@martincountyncgov.com)" <DBone@martincountyncgov.com>, "Donna Wright (Donna.Wright@richmondnc.com)" <Donna.Wright@richmondnc.com>, "Eddie Caldwell (ecaldwell@ncsheriffs.net)" <ecaldwell@ncsheriffs.net>, "Boyette, Eric" <eric.boyette@nc.gov>, "Eric S. Cramer (EricCramer@wilkes.net)" <EricCramer@wilkes.net>, "Fred Baggett (fredpbaggett@gmail.com)" <fredpbaggett@gmail.com>, "Means, Gerry" <gerry.means@nc.gov>, "Greg Hauser (ghauser@ci.charlotte.nc.us)" <ghauser@ci.charlotte.nc.us>, "Jeff Ledford (jeff.ledford@cityofshelby.com)" <jeff.ledford@cityofshelby.com>, Jeff Shipp <jshipp@stmc.net>, "Jimmy Stewart (jstewart@hokecounty.org)" <jstewart@hokecounty.org>, "Correllus, John K" <john.correllus@nc.gov>, Kevin Leonard

Election of 911 Board Vice Chair for 2018

Eric Boyette

(vote required)

Executive Director Report

Richard Taylor

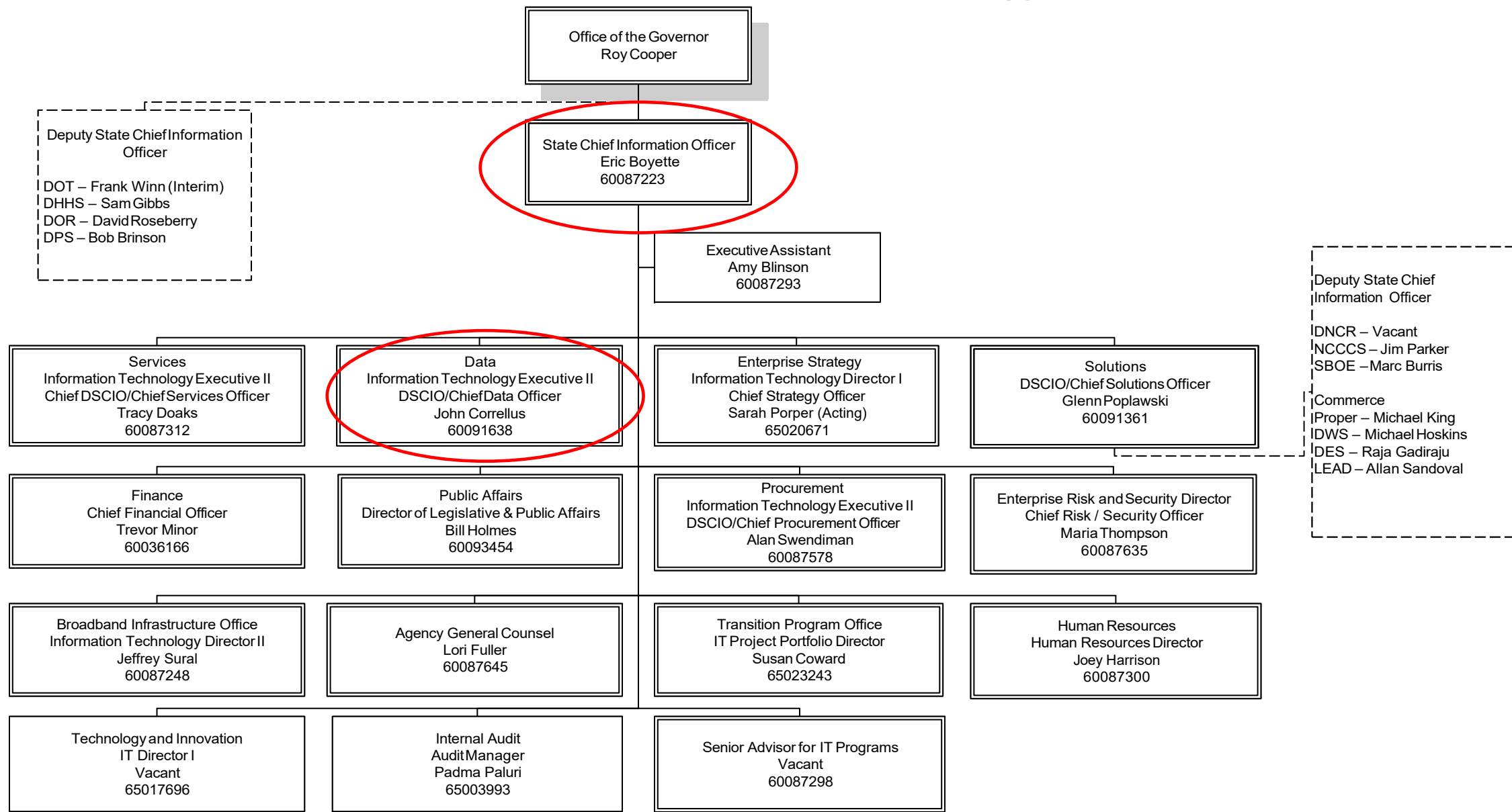
a) 911 Board Staff Org Chart

STATE OF NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

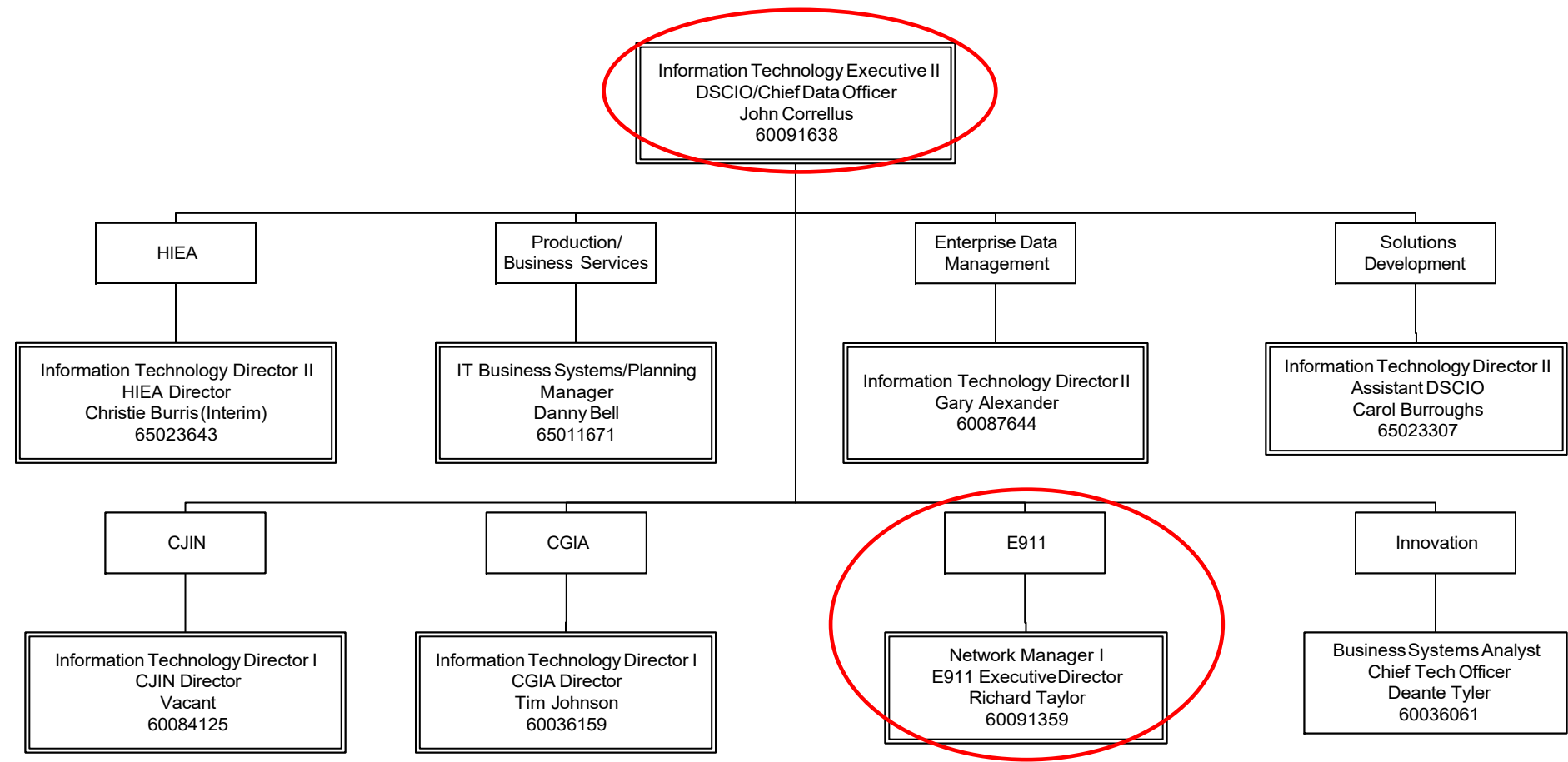
DIT Mission

**To lead, partner and facilitate in order to provide easy, cost-effective government services
to the citizens of North Carolina.**

Department of Information Technology

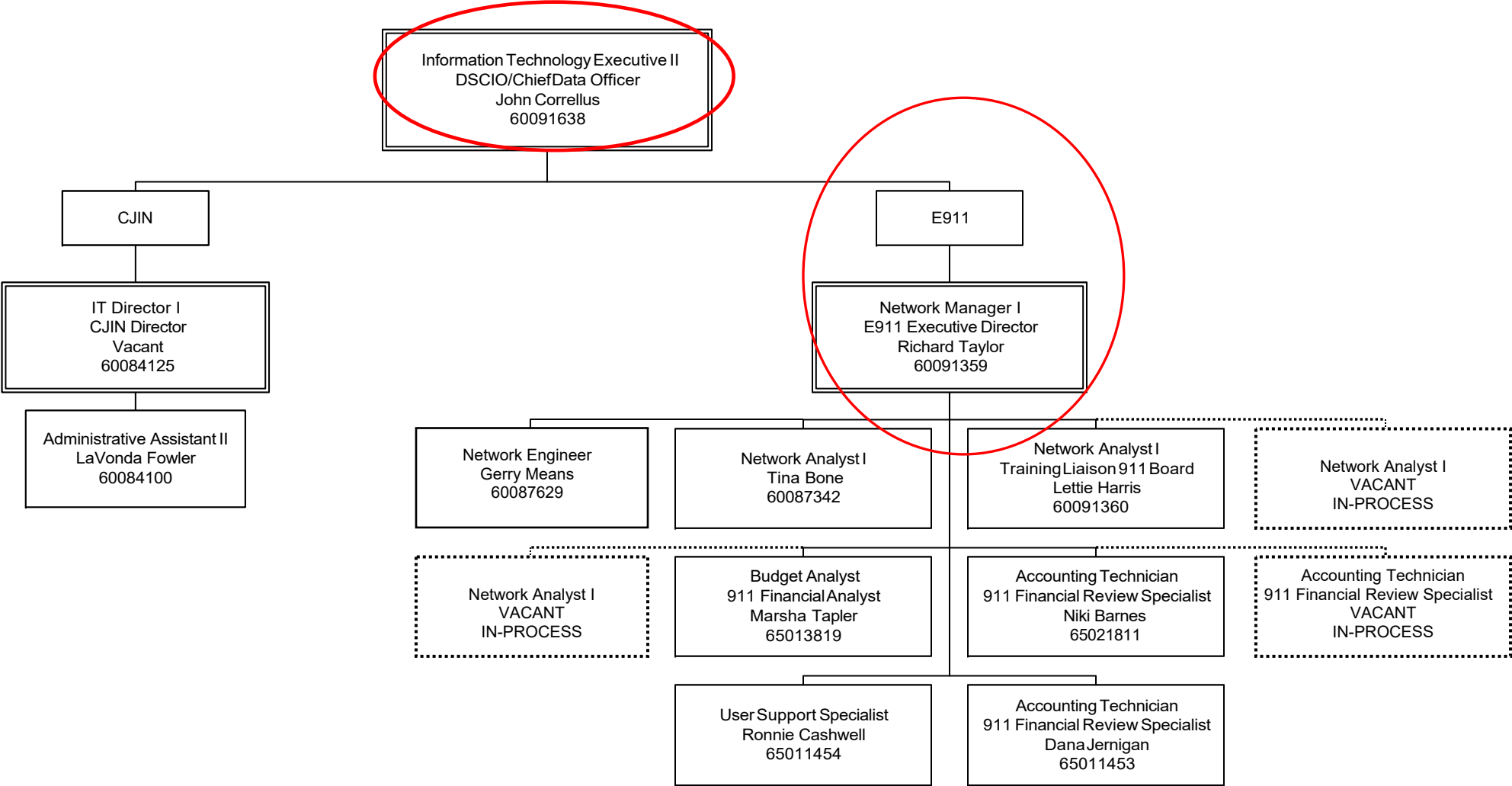


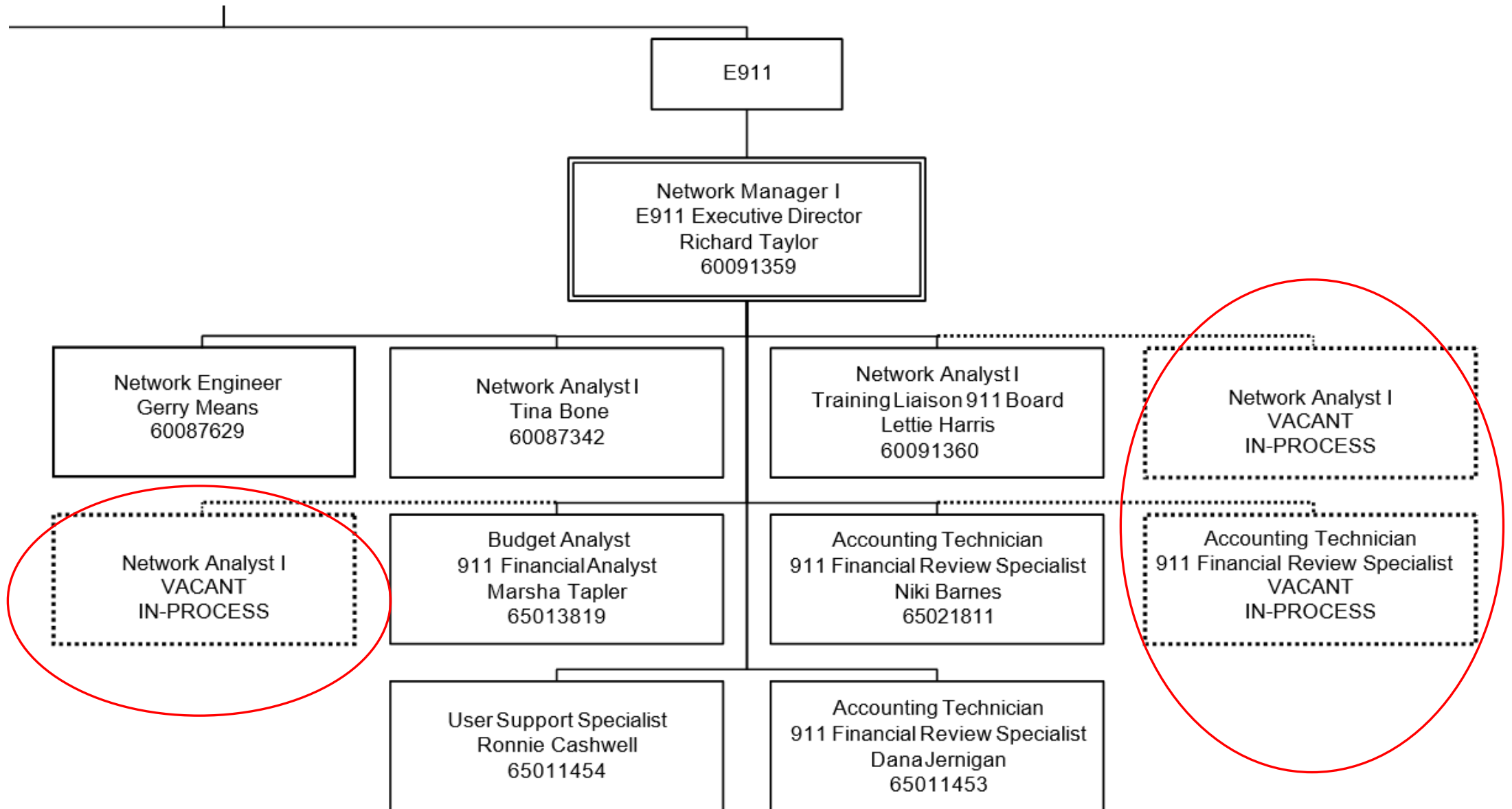
Data



Data

Boards – Criminal Justice Information Network / E911





Executive Director Report

Richard Taylor

b) 911 Fee National Discussion

Taylor, Richard

From: Miller-Brown, Harriet (MSP) <Miller-BrownH@michigan.gov>
Sent: Wednesday, January 17, 2018 12:42 PM
To: nasna911@googlegroups.com
Subject: [External] In need of quick turnaround!

Importance: High

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to report.spam@nc.gov.

Asking my colleagues in NASNA for a quick turnaround on a reply.

A lobbyist has handpicked a few states from the 2016 FCC's NET 911 report and is using data (without explanation) from one of its tables to show members of the Michigan Legislature that Michigan 911 costs are among the highest in the country. Our costs reported to the FCC are reflective of the entire 911 system statewide including the network and operations of all 141 PSAPs in Michigan. I'm trying to put the figures given to legislators into proper context.

Can you please look at your state's total annual costs on Table 4 (link below). Let me know if the amount reflected in the annual state reported costs includes:

- 1) All 911 network costs/expenses
- 2) All PSAP costs/expenses
- 3) Is the amount listed for your state indicative of ALL the 911 expenses statewide?
- 4) If no, do you know how much they would be?

https://transition.fcc.gov/pshs/911/Net%20911/Net911_Act_8thReport_to_Congress_123016.pdf

Your reply by noon EST tomorrow is appreciated. Thanking you all in advance. HMB

Harriet Miller-Brown, ENP
911 State Administrator
Michigan State Police
Building: 7150 Harris Dr., Dimondale, MI 48821
Mailing: P. O. Box 30634, Lansing, MI 48909-0634
517-243-2075 (c)
517-284-3034 (f)
www.michigan.gov/snc

"A PROUD tradition of SERVICE through EXCELLENCE, INTEGRITY, and COURTESY"

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You received this message because you are subscribed to the Google Groups "NASNA" group.

To unsubscribe from this group and stop receiving emails from it, send an email to

nasna911+unsubscribe@googlegroups.com.

To post to this group, send email to nasna911@googlegroups.com.

Visit this group at <https://groups.google.com/group/nasna911>.

For more options, visit <https://groups.google.com/d/optout>.

State	Type of Service							Estimated Annual 911 Calls Per Capita ¹⁹
	Wireline	Wireless	VoIP	Other	Total	Unknown	No Response	
DC	442,917	1,022,017	--	--	1,464,934			2.42
PR	Not Specified				2,571,660			.69
USVI	Not Specified				213,282			2
Totals	39,153,539	156,031,576	5,085,324	4,876,992	253,844,538	5	0	

12. **Cost to Provide 911/E911 Service in Jurisdiction.** The questionnaire asked respondents to provide an estimate of the total cost to provide 911 service during the annual period ending December 31, 2015, regardless of whether such costs are supported by 911 fees or other funding sources. As detailed in Table 4, forty states, the District of Columbia, Puerto Rico, and the US Virgin Islands provided cost estimates totaling \$3,368,446,067.70. Table 4 also includes the Bureau's estimate of reported costs on a per capita basis for each reporting state and jurisdiction. Nine states and American Samoa did not provide cost estimates, with many of the respondents noting that they lacked authority to collect 911 cost data from local jurisdictions. Some states that did submit estimates qualified their cost figures by noting that they had only partial information regarding the total cost to provide 911 service.³²

Table 4 – Estimated Cost to Provide 911 Service

State	Total Estimated Cost to Provide 911 Service	Explanation, if any, About Figure Provided or Why Estimation Could not be Provided	Estimated Annual Per Capita 911 Cost ³³
AK	\$12,837,113.68		\$18.07
AL	\$112,163,211.00	"This figure is for total expenditures as provided by an independent auditors' report for fiscal period October 1, 2014 through September 30, 2015."	\$23.47
AR	\$55,055,078.00		\$17.17
AZ	\$17,630,018.90		\$2.76
CA	\$87,954,600.00		\$2.36
CO	\$102,256,610.00	Amount is "(extrapolated based on partial survey responses from local 911 Authorities). We believe this number is an under-estimate due to some 911 Authorities reporting only the portion of costs paid for by 911 surcharge revenues, not total costs."	\$20.33
CT	\$28,625,819.44		\$8.01

³² States lacking complete information include Arkansas, Colorado, Illinois, Kansas, Kentucky, Maine, Michigan, Montana, Nevada, New Jersey, Ohio, Oregon, South Carolina, and West Virginia.

³³ Bureau estimate based on United States 2010 Census data for each jurisdiction.

State	Total Estimated Cost to Provide 911 Service	Explanation, if any, About Figure Provided or Why Estimation Could not be Provided	Estimated Annual Per Capita 911 Cost ³³
DE	\$100,000,000.00		\$111.37
FL	\$210,240,763.10		\$11.18
GA	Unknown	"There is no 9-1-1 authority established in the State of Georgia. There is also no central tracking mechanism in place to compile a total of fees imposed or collected by local government. "	--
HI	Unknown	"Each county has their own cost accounting system which the E911 Board has no authority over. Their system is not set up to capture expenses associated with 911/E911 service only. As a result, the counties must perform this task manually which creates other problems such as accuracy and time constraints. We will undergo an effort to work with the PSAPs to assist in accomplishing the task through modifications of their cost accounting system. Hopefully the matter will be resolved by this time next year."	--
IA	\$143,193,597.97		\$47.00
ID	Unknown	"Unknown at aggregated State Level; The cost of providing 911 services is kept at each of the jurisdictional levels and requests can be made for that data; however it is incomplete. The cost responses were not broken out sufficiently to give a solid number and only 30 of 46 PSAPs responded to the request with some responses as "unknown". Due to some responses being intermingled with 911 costs paid by the 911 fees and personnel costs that were paid for by General Funds, not all responses could be calculated and not all jurisdictions reported on the survey that was sent out to gather the information."	--
IL	\$140,583,131.00	"Last year we were able to include the City of Chicago at a total of \$263,503,493.00. The City's 2015 Audit has not been finalized and they were not able to provide this information. So the number above is for the entire State excluding Chicago."	\$10.96
IN	\$164,000,000.00		\$25.29
KS	\$69,487,521.92	"The amount provided in question 3 above contains estimates of personnel costs only for some PSAPs who did not provide this data upon request. The estimated amounts contained within the total are low, so actual cost of 911 is higher than shown."	\$24.35

State	Total Estimated Cost to Provide 911 Service	Explanation, if any, About Figure Provided or Why Estimation Could not be Provided	Estimated Annual Per Capita 911 Cost ³³
KY	\$91,576,465.00	"Centralized data collection is new to the CMRS Board so data collection is incomplete and is not always reliable. The total does not include state general funds dollars budgeted to the Kentucky State Police (KSP). KSP budgets are not designed to break out '911 costs' which we estimate to be \$8 million in state general fund dollars."	\$21.10
LA	Unknown	"Currently Louisiana does not have a body that receives a centralized report. This was changed in Act 665 of 2016 Regular Session of the Louisiana Legislature."	--
MA	\$28,184,862.00	"The estimated amount (based upon the amount contracted for Fiscal Year 2016) to provide E911 service is: \$28,184,862. This estimated amount includes the costs associated with the legacy E911 service provider contracts, MassGIS, and the mobile PSAP. This estimated amount does not include costs associated with Next Generation 911, grant programs, training programs, disability access programs, public education, administrative costs, or other costs for the administration and programs of the State 911 Department."	\$4.30
MD	\$93,091,148.75	"FY 2015 (July 1, 2014 to June 30, 2015) as reported by annual county audits."	\$16.12
ME	\$6,311,588.00	"State Share Only; the State of Maine provides for a statewide 911 system. The cost above is limited to the services we provide. We do not collect information on the local costs of PSAPs not funded through the E911 surcharge."	\$4.75
MI	\$249,337,283.18	"1) Expenses reported by PSAPs: \$240,529,770.46. 2) The total reported technical costs for network collections by landline telephone companies for 911 network and delivery costs in 2015: \$7,028,674 (figure does not include Baraga County). 3) \$1,778,838.72 for calendar year 2015 for the cost of wireless 911 delivery was reimbursed to landline service providers (AT&T, Frontier, and Peninsula Fiber Network) under the Michigan Public Service Commission's Docket U-14000."	\$25.23
MN	\$26,190,951.58	"This includes NG911 specific expenditures, and the allocation provided to the PSAPs towards their eligible use expenses."	\$4.94
MS	\$35,494,712.00		\$11.96
MT	\$13,000,000.00	"The State of Montana distributes approximately \$13 million total annually to wireless telecommunications providers, local and tribal governments for support of 911/E911 services. These funds do not cover all of the costs of providing 911/E911 services. Additional costs	\$13.14

State	Total Estimated Cost to Provide 911 Service	Explanation, if any, About Figure Provided or Why Estimation Could not be Provided	Estimated Annual Per Capita 911 Cost ³³
		are incurred by providers, local and tribal governments and these costs are not reported to the State of Montana."	
NC	\$109,413,320.00		\$11.47
ND	\$16,029,376.00		\$23.83
NE	Unknown	"The Nebraska Public Service Commission (NPSC) has oversight over Wireless 911 only. An annual allocation of wireless 911 surcharge revenue is distributed to the PSAPs. The PSC does not have information regarding the costs to run the PSAPs at this time."	--
NH	\$15,503,339.03		\$11.78
NJ	\$14,000,000.00	"The State of New Jersey funds the statewide enhanced 9-1-1 infrastructure at an annual cost of approximately \$14M, the operational, equipment and personnel costs are the responsibility of the PSAP and not reported to the State 9-1-1 Office."	\$1.59
NM	\$12,871,714.00		\$6.25
NV	\$15,431,414.00	Number is based on individual responses of Boulder City, Carson City, Las Vegas Fire & Rescue, Las Vegas Metro Police Department, and the counties of Douglas, Elko, Esmeralda, Lander, Nye, Sparks, Storey and Washoe.	\$5.71
NY	No Response		--
OH	\$147,579,296.16	"This is based on responses from 80 of Ohio's 88 counties."	\$12.79
OK	Unknown		--
OR	\$126,781,435.00	"42 of 43 PSAPs reporting."	\$33.09
PA	\$333,226,588.00		\$26.23
RI	\$5,160,147.59	Amount based on FY 2015 Operating Budget	\$4.90
SC	\$65,000,000.00	"Estimated"	\$14.05
SD	\$24,292,661.00		\$29.84
TN	\$85,000,000.00		\$13.39
TX	\$232,792,528.76	"Amount equals total 772 ECD wireline/wireless/prepaid wireless revenues collected; for the state 9-1-1 program appropriated wireline/wireless/prepaid wireless and (9-1-1 only) equalization surcharge, and for the municipal ECDs a total cost estimate."	\$9.26
UT	\$50,000,000.00		\$18.09

State	Total Estimated Cost to Provide 911 Service	Explanation, if any, About Figure Provided or Why Estimation Could not be Provided	Estimated Annual Per Capita 911 Cost ³³
VA	\$111,600,179.00	"The only costs that we track directly at the state level are local PSAP personnel costs and payments made on behalf of the localities for wireless trunks and services. The total amount for these items is \$111,600,179."	\$13.95
VT	\$4,604,830.00		\$7.36
WA	\$108,612,280.00	"Based on 115% of statewide total E911 excise taxes collected."	\$16.15
WI	Unknown	"In Wisconsin, county and municipal governments operate and administer the 911 system and all public safety answering points (PSAPs). County and municipal governments do not report to any state agency the number of staff employed, the total cost to provide 911 service, or a statistical summary of the 911 service provided."	--
WV	\$53,261,290.00	"11 out of 52 PSAPs did not provide data."	\$28.74
WY	Unknown	"According to Title 16, Chapter 9 of the Wyoming State Statutes for the Emergency Telephone Service Act, Wyoming does not assign over-sight responsibility to a state-level agency for 911 services."	--
Other Jurisdictions			
AS	Not Specified	"The PSAP is operated as a unit of DPS Police Services Bureau and funded under the DPS annual operations budget." American Samoa did not provide a dollar figure.	--
DC	\$41,607,447.00		\$69.15
PR	\$9,947,332.64		\$2.67
USVI	\$3,516,414.00		\$33.05
Total	\$3,368,446,067.70	Average State Per Capita Expenditure	\$18.57
		National Per Capita Expenditure³⁴	\$10.97

C. Description of Authority Enabling Establishment of 911/E911 Funding Mechanism

13. Forty-six states, the District of Columbia, Puerto Rico, and the US Virgin Islands affirmed that their state or jurisdiction has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation.³⁵ Oklahoma and American Samoa reported

³⁴ Does not include Missouri, Guam, or Northern Marianas Islands.

³⁵ Nevada and Wyoming did not respond to the question.

Executive Director Report

Richard Taylor

c) Board Member Orientation

Executive Director Report

Richard Taylor

d) Rowan County Grant
Extension Request

(vote required)



1090 Corporate Center Dr.
Salisbury NC, 28146

Director
Allen Cress

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

January 16, 2018

Richard Taylor, ENP
Executive Director
Information Technology Services
NC 911 Board
PO Box 17209
Raleigh, NC 27619-7209

Subject: FY 18 Rowan County Backup Center Grant Funding Extension Request

Director. Taylor,

When asking for the last Grant extension, I apparently did not consider weeks long slow down and delays from the holidays. The majority of our project should be completed in January. However with possible weather delays, the governmental process for ordering an additional switch and receiving and processing invoices, I am requesting another extension of our grant. Due to the aforementioned reasons and allowing time for any future delays, Rowan County is requesting an extension of the grant program completion date to March 31, 2018.

If there are any questions or if additional information is needed, contact me at (704) 216-8510, or by email at allen.cress@rowancountync.gov

Sincerely,

Allen Cress
Director
Rowan County 9-1-1

Executive Director Report

Richard Taylor

e) Request for Appeal from
Randolph County

RECEIVED

JAN 23 2018

NC911 Board

Appeal Process for 911 Board Decisions

a) A PSAP or Service Provider aggrieved in connection with any action taken by the Board under this Part may request a hearing before the Board.

b) Requests for hearings shall be made in writing to the Executive Director and Chair of the Board and shall be filed within 30 calendar days after the aggrieved party knows or should have known of the facts giving rise to the request. A request for hearing is considered filed when physically received by the Executive Director or Chair. Requests filed after the 30 calendar day period shall not be considered. To expedite handling of requests, the envelope should be labeled "911 Funds Request for Hearing". The written request shall include as a minimum the following:

- 1) the name and address of the party;
- 2) the action of the Board;
- 3) a statement of reasons for the hearing; and
- 4) supporting exhibits, evidence, or documents necessary to substantiate the party's complaint.
- 5) Requests for hearing shall be sent to:

Executive Director, NC 911 Board

c/o NC Office of Information Technology Services

P.O. Box 17209

Raleigh, NC 27609

c) Any additional information requested by the Board shall be submitted within the time periods established in order to expedite consideration of the request. Failure of the requesting party to comply expeditiously with a request for information by the Board may result in resolution of the request without consideration of that information.

d) A decision on a request shall be made by the Board as expeditiously as possible after receiving all relevant requested information.

Randolph County 9-1-1 Appeal and Request for Hearing

1) Name and Address of Party:

Randolph County 9-1-1

760 New Century Drive, Asheboro, NC 27205

2) The Action of The Board:

Randolph County 9-1-1 is appealing the Overflow Position Policy adopted by the board in March of 2017.

3) A statement of Reasons:

After Randolph County's peer review inspection, board member Tina Bone advised the PSAP manager that going forward, the board would only fund 8 of the 12 consoles installed at Randolph County 9-1-1. This email was sent on December 21, 2017.

4) Documentation:

Exhibits, evidence, documents are attached.

Reason for appeal / Hearing

Heaton, Keena N.

From: Bone, Tina G <tina.bone@nc.gov>
Sent: Thursday, December 28, 2017 11:00 AM
To: Heaton, Keena N.
Subject: RE: [External] RE: question

Keena,

Yes, it can be appealed. All decisions made by the board can be appealed. You just have to follow the appeals process. See here: <https://files.nc.gov/ncdit/Use-of-Fund-Appeal-Process.pdf>

From: Heaton, Keena N. [mailto:Keena.Heaton@randolphcountync.gov]
Sent: Thursday, December 28, 2017 10:46 AM
To: Bone, Tina G <tina.bone@nc.gov>
Subject: RE: [External] RE: question

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Our Christmas was wonderful, I appreciate you asking! I hope yours was as well.

Thank you for taking the time to clarify the standard. I do believe this rule is overly complicated, and will put burdens on 9-1-1 centers in the near future, especially the smaller to medium sized centers.
Is this rule or standard one that can be appealed?

Keena

From: Bone, Tina G [mailto:tina.bone@nc.gov]
Sent: Thursday, December 28, 2017 10:18 AM
To: Heaton, Keena N. <Keena.Heaton@randolphcountync.gov>
Subject: RE: [External] RE: question

Good Morning Keena,

Hope you had a Merry Christmas! The matrix can be a bit confusing. You can't just look at the seats, you have to do the math and then look in column D. $28/4.3 = 6.511$ which rounds up to 7 seats, then $7*4.3*.25 = 7.525$ so go to column D and find 7.5 then in column E will be the number of overflow positions allowed.

From: Heaton, Keena N. [mailto:Keena.Heaton@randolphcountync.gov]
Sent: Thursday, December 28, 2017 9:38 AM
To: Bone, Tina G <tina.bone@nc.gov>
Subject: RE: [External] RE: question

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Good morning Tina,

When I checked the overflow position matrix on the board's approved use of funds list, it shows that for 28 FTE, there are 2 overflow positions allowed.

From: Bone, Tina G [<mailto:tina.bone@nc.gov>]
Sent: Thursday, December 21, 2017 9:49 AM
To: Heaton, Keena N. <Keena.Heaton@randolphcountync.gov>
Subject: RE: [External] RE: question

Good Morning Keena,

I completely understand. Going forward, the fund will only pay for 8 of those.

Reason for
appeal

Tina Bone

911 Network Specialist, North Carolina 911 Board
NC Department of Information Technology

919-754-6111
tina.bone@nc.gov

nc911.nc.gov



Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Heaton, Keena N. [<mailto:Keena.Heaton@randolphcountync.gov>]
Sent: Tuesday, December 19, 2017 4:50 PM
To: Bone, Tina G <tina.bone@nc.gov>
Subject: RE: [External] RE: question

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Can you tell me how this will affect us in the future? We planned the 9-1-1 center before this overflow policy was adopted, and now, obviously it is in place.

From: Bone, Tina G [<mailto:tina.bone@nc.gov>]
Sent: Tuesday, December 19, 2017 4:25 PM
To: Heaton, Keena N. <Keena.Heaton@randolphcountync.gov>
Cc: Jernigan, Danette <danette.jernigan@nc.gov>; Harris, Pokey <pokey.harris@nc.gov>
Subject: RE: [External] RE: question

Keena,

Your backup plan is good, however; keep in mind that the Board has adopted a policy on console positions that will be funded. I have attached the policy and the eligible expenditure list. If you scroll to page 7 of the eligible expenditure list you'll see a kinda cheat sheet of how many overflow positions you are allowed.

So with yours beginning January 1, 2018 of having 28 FTE's. Here's how the formula would work: $28/4.3 = 6.511$ which round chart. The total number of consoles that are 911 surcharge allowable is 8. I know your primary has 12 console positions, but positions, the fund will only pay for 8 of those too.

Tina Bone

911 Network Specialist, North Carolina 911 Board
NC Department of Information Technology

919-754-6111

tina.bone@nc.gov

nc911.nc.gov



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From: Heaton, Keena N. [<mailto:Keena.Heaton@randolphcountync.gov>]

Sent: Tuesday, December 19, 2017 3:00 PM

To: Bone, Tina G <tina.bone@nc.gov>

Subject: [External] RE: question

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33 Total

Right now we have 24 Full Time and 9 Part time employees. As of January 1, we will have 28 full time and 5 part time employees.

From: Bone, Tina G [<mailto:tina.bone@nc.gov>]

Sent: Tuesday, December 19, 2017 2:51 PM

To: Heaton, Keena N. <Keena.Heaton@randolphcountync.gov>

Subject: question

Hey Keena,

I have one question: How many total telecommunicators do you have? The total does not include your or anyone else who does not sit at a console and answer or dispatch 911 calls.

Tina Bone

911 Network Specialist, North Carolina 911 Board
NC Department of Information Technology

919-754-6111

tina.bone@nc.gov

nc911.nc.gov



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9-1-1 Board Appeal – Reasons for Appeal

- 1) The basis of the formula is overly complicated and unnecessarily confusing to PSAP managers. When a letter must be sent from the Executive Director concerning “confusion of the Overflow Position Funding Policy” then it is obvious that the policy is exceedingly complicated. PSAP managers are intelligent, experienced, and typically educated. If a policy is this confusing to that group then the policy is likely the problem. The letter from the executive director is attached, labeled exhibit 1.
- 2) The matrix on the use of funds list differs from what 9-1-1 board personnel advise in reference to overflow positions. For our 9-1-1 center, we are well within in the “2” overflow range, according to the matrix. When the math is performed, we are only allowed ‘1” overflow position. This would give us eight total positions in our 9-1-1 center. We are still unsure as to what the correct answer is. The board’s matrix that is located at the end of the approved use of funds document is attached and labeled exhibit 2.
- 3) The policy and formula associated with this policy does not take into consideration that a PSAP may be understaffed to begin with, negatively affecting overflow positions. Randolph County has operated with 6 telecommunicators per shift for years, with a minimum staffing of 6. Any absence has caused severe burden for operations. Annual 9-1-1 call volume, county population and other factors should also be considered in total console numbers allowed in their respective 9-1-1 centers. The policy is highly restrictive.
- 4) When a PSAP has the governmental support to build a new facility, the facility should be constructed for the future. Otherwise, remodeling is necessary each time new employees are approved. This creates a negative impact to supplying a PSAP with additional, needed full time employees. It is difficult to convince a group of commissioners that the 9-1-1 center needs help, without adding an additional negative impact. Adding employees would also cause construction delays and interruptions due to console shipment, delivery, and installation, then installing the communications equipment necessary to operate the console(s).
- 5) Re-modeling PSAP’s every 2-3 years when additional positions are added to those PSAP’s is less cost effective than building for the future to begin with.
- 6) The formula does not fit all PSAP’s, it is too generic to apply to every PSAP in the state. PSAP’s are all very different. The initial formula, if applied to our PSAP: $28 / 4.3 * 0.25 = 7.525$ rounds up to eight. We staff eight Full time employees during peak hours now, from noon to midnight. That does not give us an “overflow” position at all during our peak volume hours.
- 7) The formula does not progress in number of consoles versus number of FTE effectively. If PSAP’s are staffing according to call volume, as recommended during a staffing, hiring, and retention presentation from January of 2015, during a board meeting (Attached as exhibit 3). PSAP’s will run out of consoles to put employees in. Example: Randolph County acquires four additional telecommunicators in July of 2018. That would give our 9-1-1 center 32 total FTE. $32 / 4.3 = 7.44$. (Rounds down to 7) $7 * 4.3 * 0.25 = 7.5$ (Rounds up to 8 positions) We would have

nine employees on duty from noon to midnight, where our highest call volume is, leaving one employee without a console, and no actual overflow position available.

- 8) Computer or software failure. Computers do at times fail, with the above formula applying to our center, if we had eight consoles, what would our eighth shift member do when there is a failure? Should they sweep the floor? How does this benefit the citizens we serve?
- 9) Emergency situations: 9-1-1 centers should have the capability to handle large-scale incidents, and expand when necessary. The citizens of our County deserve a 9-1-1 center that can adapt to changing situations, such as weather events or disasters. Here are two very recent examples where our 9-1-1 center adapted to changing weather conditions to better serve our citizens and visitors:
 - On December 8th of 2017 we experienced an ice / snow event which generated numerous emergency calls. Between the hours of 1500 and 2000 we received 345 9-1-1 calls, and 150 administrative calls. We had telecommunicators logged into all 12 consoles, and we were barely keeping up with the call volume. With only 8 positions, many citizens would have waited longer to speak with a telecommunicator. ECats report and graph attached.
 - On January 3rd of 2018, we experienced another ice / snow event which generated hundreds of 9-1-1 calls in just a few short hours. Between the hours of 1800 and 2100, this event led to our PSAP receiving 333 emergency 9-1-1 calls, and 119 administrative calls. (3 hours, 111 calls per hour) Forty-five 9-1-1 calls in total were abandoned. All 12 consoles were again active and used by telecommunicators, who were doing their best to handle this massive influx of emergency calls. It would be incredibly difficult for eight telecommunicators to process 333 calls in 3 hours. A difference of 27.75 calls per hour for each TC with 12 active consoles, and 41.62 calls per hour for each TC with 8 active consoles. ECats report and graph attached.

These examples do not address radio dispatch, which has its own difficulties during events. Our 9-1-1 center splits Fire dispatch into two channels, dispatch and operations. This is the only way to effectively dispatch calls out to departments and handle the radio traffic during these large-scale events.

- 10) Festivals and special events happen frequently in our County, along with many other Counties. Events generate a higher call volume and we typically staff extra personnel to assist in covering these events, with the current policy we are unable to sit additional staff to assist with special events.
- 11) Financial influences to Randolph County in the future. Any future upgrade will bring severe financial impacts to our County. Having 12 positions and the 9-1-1 board funding eight, will make any upgrades to allowable items inordinately expensive to our taxpayers. It may keep our

PSAP from staying up to date in the future, as it applies to technology. Our citizens deserve better.

- 12) Our backup plan, and plans to construct our new 9-1-1 center were approved well before the overflow position policy was put in place. The board's decision to fund eight of our twelve positions going forward puts our 9-1-1 center in a very difficult financial situation in the years ahead. If there was an issue with the number of consoles we were adding to our 9-1-1 center, why would the board not notify us before construction began?
- 13) Coastal 9-1-1 centers prone to hurricanes would not be allotted enough console positions to work through a large hurricane or weather event. Coastal citizens expect 9-1-1 centers to be equipped to handle large-scale incidents.

When building a new PSAP many other factors should be in the discussion as it pertains to the amount of consoles allowed. The number of consoles in a PSAP should be a case-by-case decision, as each PSAP is in a different situation from any other PSAP. Many PSAP's extremely understaffed, this policy only creates an additional roadblock to solving their staffing issues.

Additional information, questions or concerns please contact Keena Heaton, Randolph County 9-1-1 Supervisor. Keena.heaton@randolphcountync.gov or 336-318-6942 - Office



**DEPARTMENT OF INFORMATION TECHNOLOGY
NORTH CAROLINA 911 BOARD**

J. ERIC BOYETTE
SECRETARY & STATE CHIEF INFORMATION OFFICER
CHAIRMAN

David B. Bone
VICE CHAIRMAN

November 06, 2017

To: North Carolina PSAP Managers

From: Richard Taylor
Executive Director

Re: Overflow Position Policy

There has been some confusion concerning the "Overflow Position Funding" policy that was adopted by the North Carolina 911 Board at the March 31, 2017 meeting. The policy is based on the number of authorized (approved by the governing agency's budget) FTE (full time equivalent) telecommunicators that the 911 center is allotted. A telecommunicator can be titled several names in North Carolina including dispatcher, calltaker, communications officer, etc. This individual works a 911 operational telecommunicator position for the entire time of their assigned shift. An FTE is not a part-time position.

PSAP Managers, directors, operations managers, administrative personnel etc. who may perform telecommunicator duties on an as needed basis but that is not their primary duty, are not considered FTE telecommunicators.

Based on a 12 hour shift, 7 day week, 365 days, to "fill" the seat of a 911 operational telecommunicator position, an agency must employ 4.3 persons (the .3 is to cover for sick days, vacations, training, etc).

As an example, if an agency is authorized 20 FTE telecommunicators, they are authorized 4.6 or 5, 911 operational telecommunicator positions.
Using the adopted Overflow Position formula, $5 \text{ (FTE Telecommunicator position)} \times 4.3 \text{ (FTE/position)} \times (1/4) = 6 \text{ (5 + 1 total positions including overflow allowed, rounded)}$.

The Eligible Expenditure List found on our website, [NC911 Board](#) has been corrected. If you have any questions please let me know.

exhibit 2

PSAPs may desire to replace or substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board. (January 27, 2012)

Sample Overflow Position Matrix

[A] FTE Telecommunicator Positions	[B] FTE ratio	[C] Overflow ratio	A*B*C	Overflow positions
1	4.3	25.00%	1.1	1
2	4.3	25.00%	2.2	1
3	4.3	25.00%	3.2	1
4	4.3	25.00%	4.3	1
5	4.3	25.00%	5.4	1
6	4.3	25.00%	6.5	1
7	4.3	25.00%	7.5	1
8	4.3	25.00%	8.6	1
9	4.3	25.00%	9.7	1
10	4.3	25.00%	10.8	1
11	4.3	25.00%	11.8	1
12	4.3	25.00%	12.9	1
13	4.3	25.00%	14.0	1
14	4.3	25.00%	15.1	1
15	4.3	25.00%	16.1	1
16	4.3	25.00%	17.2	1
17	4.3	25.00%	18.3	1
18	4.3	25.00%	19.4	1
19	4.3	25.00%	20.4	1
20	4.3	25.00%	21.5	2
21	4.3	25.00%	22.6	2
22	4.3	25.00%	23.7	2
23	4.3	25.00%	24.7	2
24	4.3	25.00%	25.8	2
25	4.3	25.00%	26.9	2
26	4.3	25.00%	28.0	2
27	4.3	25.00%	29.0	2
28	4.3	25.00%	30.1	2
29	4.3	25.00%	31.2	2
30	4.3	25.00%	32.3	2
31	4.3	25.00%	33.3	2

Randolph is
well within
"2" range on
this matrix

32	4.3	25.00%	34.4	2
33	4.3	25.00%	35.5	2
34	4.3	25.00%	36.6	3
35	4.3	25.00%	37.6	3
36	4.3	25.00%	38.7	3
37	4.3	25.00%	39.8	3
38	4.3	25.00%	40.9	3
39	4.3	25.00%	41.9	3
40	4.3	25.00%	43.0	3

(Even w/ 4 addtl
personnel -
no increase)

Staffing: Some General Questions for Discussion



- How many employees do you need?
- How do you determine that need?
- Are the employees you have performing at acceptable proficiency levels?
- Does your scheduling match staffing to busy times?
- Do your employees routinely work mandatory overtime?
- Is it difficult for you to approve vacation and other time off requests because of inadequate staffing?

PSAP Answer Time

Randolph County 911

152 N. Fayetteville Street

Asheboro, 27203

County: Randolph

Date:

December 08, 2017

Agency Affiliation:

Emergency Communications

Report Date: 01/09/2018 11:54:00

Report Date From: 12/08/2017

Report Date To: 12/08/2017

Period Group: Day

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

December 8th

The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Call Hour	Answer Times In Seconds								% Answered ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total			
00:00	5	0	0	0	0	0	0	5	100.00 %	100.00 %	100.00 %
01:00	3	0	0	0	0	0	0	3	100.00 %	100.00 %	100.00 %
02:00	6	0	0	0	0	0	0	6	100.00 %	100.00 %	100.00 %
03:00	7	0	0	0	0	0	0	7	100.00 %	100.00 %	100.00 %
04:00	5	0	0	0	0	0	0	5	100.00 %	100.00 %	100.00 %
05:00	5	0	0	0	0	0	0	5	100.00 %	100.00 %	100.00 %
06:00	5	0	0	0	0	0	0	5	100.00 %	100.00 %	100.00 %
07:00	11	1	0	0	0	0	0	12	91.67 %	100.00 %	100.00 %
08:00	5	1	0	0	0	0	0	6	83.33 %	100.00 %	100.00 %
09:00	8	0	0	0	0	0	0	8	100.00 %	100.00 %	100.00 %
10:00	15	1	0	0	0	0	0	16	93.75 %	100.00 %	100.00 %
11:00	7	1	0	0	0	0	0	8	87.50 %	100.00 %	100.00 %
12:00	11	2	0	0	0	0	0	13	84.62 %	100.00 %	100.00 %
13:00	17	2	0	1	0	0	0	20	85.00 %	95.00 %	100.00 %
14:00	15	2	0	0	0	0	0	17	88.24 %	100.00 %	100.00 %
15:00	25	11	1	1	0	0	0	38	65.79 %	94.74 %	100.00 %
16:00	73	12	5	4	0	0	0	94	77.66 %	90.43 %	100.00 %
17:00	74	4	1	1	0	0	0	80	92.50 %	97.50 %	100.00 %
18:00	51	7	0	0	0	0	0	58	87.93 %	100.00 %	100.00 %
19:00	32	8	3	2	0	0	0	45	71.11 %	88.89 %	100.00 %
20:00	22	7	1	0	0	0	0	30	73.33 %	96.67 %	100.00 %
21:00	16	2	0	0	0	0	0	18	88.89 %	100.00 %	100.00 %
22:00	12	1	0	0	0	0	0	13	92.31 %	100.00 %	100.00 %
23:00	8	3	0	0	0	0	0	11	72.73 %	100.00 %	100.00 %
Total	438	65	11	9	0	0	0	523			
Overall Percentage:	83.75 %	12.43 %	2.10 %	1.72 %	0.00 %	0.00 %	0.00 %	100.00 %			
% answer time ≤ 15 seconds	96.18 %										
% answer time ≤ 40 seconds	100.00 %										

Calls Per Hour

Randolph County 911

152 N. Fayetteville Street

Asheboro, 27203

County: Randolph

Month - Year:

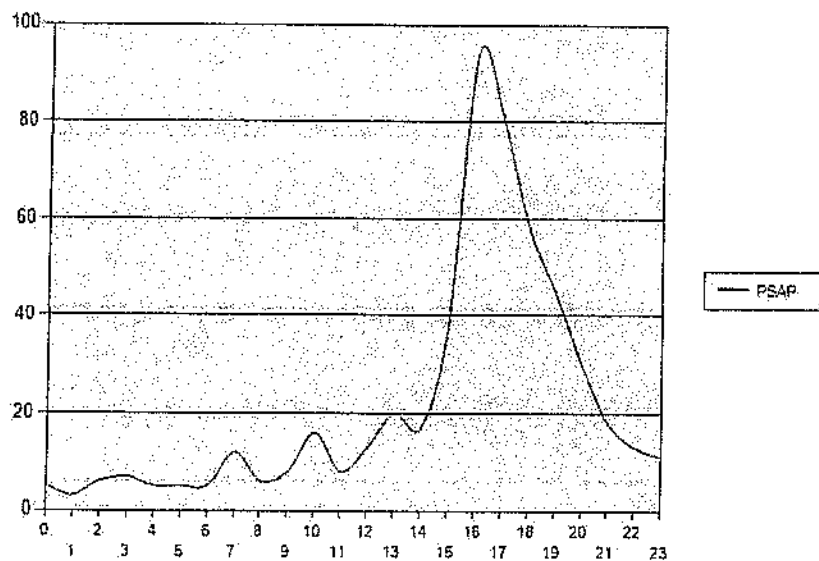
December 2017

Agency Affiliation

Emergency Communications

Report Date: 01/09/2018 11:53:32
Report Date From: 12/08/2017
Report Date To: 12/08/2017
Period Group: Day
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls
Abandoned Filters: Include Abandoned
Agency Affiliation: All

Calls per Hour



January 3

PSAP Answer Time

Randolph County 911

152 N. Fayetteville Street

Asheboro, 27203

County: Randolph

Date: January 03, 2018

Agency Affiliation: Emergency Communications

Report Date: 01/09/2018 11:44:25

Report Date From: 01/03/2018

Report Date To: 01/03/2018

Period Group: Day

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Call Hour	Answer Times In Seconds								% Answered ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total			
00:00	6	0	0	0	0	0	0	6	100.00 %	100.00 %	100.00 %
01:00	5	0	0	0	0	0	0	5	100.00 %	100.00 %	100.00 %
02:00	8	0	0	0	0	0	0	8	100.00 %	100.00 %	100.00 %
03:00	2	0	0	0	0	0	0	2	100.00 %	100.00 %	100.00 %
04:00	0	0	0	0	0	0	0	0	0.00 %	0.00 %	0.00 %
05:00	2	0	0	0	0	0	0	2	100.00 %	100.00 %	100.00 %
06:00	5	0	0	0	0	0	0	5	100.00 %	100.00 %	100.00 %
07:00	9	0	0	0	0	0	0	9	100.00 %	100.00 %	100.00 %
08:00	7	0	0	0	0	0	0	7	100.00 %	100.00 %	100.00 %
09:00	12	0	0	1	0	0	0	13	92.31 %	92.31 %	100.00 %
10:00	7	0	0	0	0	0	0	7	100.00 %	100.00 %	100.00 %
11:00	6	0	0	0	0	0	0	6	100.00 %	100.00 %	100.00 %
12:00	15	0	0	0	0	0	0	15	100.00 %	100.00 %	100.00 %
13:00	10	1	0	0	0	0	0	11	90.91 %	100.00 %	100.00 %
14:00	7	0	0	0	0	0	0	7	100.00 %	100.00 %	100.00 %
15:00	10	1	0	0	0	0	0	11	90.91 %	100.00 %	100.00 %
16:00	14	1	0	0	0	0	0	15	93.33 %	100.00 %	100.00 %
17:00	11	1	0	0	0	0	0	12	91.67 %	100.00 %	100.00 %
18:00	43	27	8	34	1	0	0	113	38.05 %	81.95 %	99.12 %
19:00	74	12	15	22	2	0	0	125	59.20 %	68.80 %	98.40 %
20:00	80	10	3	2	0	0	0	95	84.21 %	94.74 %	100.00 %
21:00	44	3	0	0	0	0	0	47	93.62 %	100.00 %	100.00 %
22:00	22	4	0	0	0	0	0	26	84.62 %	100.00 %	100.00 %
23:00	15	1	0	0	0	0	0	16	93.75 %	100.00 %	100.00 %
Total	414	61	26	59	3	0	0	563			
Overall Percentage:	73.53 %	10.83 %	4.62 %	10.48 %	0.53 %	0.00 %	0.00 %	100.00 %			
% answer time ≤ 15 seconds	84.37 %										
% answer time ≤ 40 seconds	99.47 %										

Calls Per Hour

Randolph County 911

152 N. Fayetteville Street

Asheboro, 27203

County: Randolph

Month - Year:

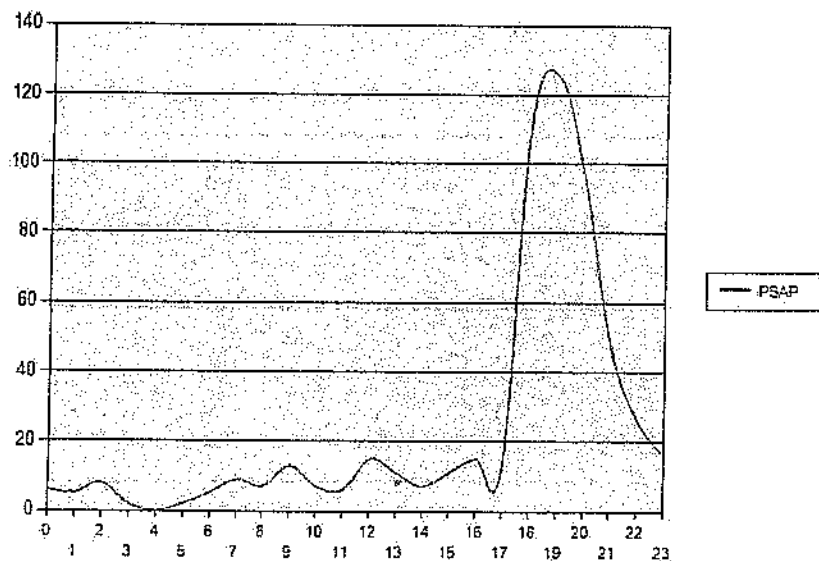
January 2018

Agency Affiliation

Emergency Communications

Report Date: 01/09/2018 11:45:22
Report Date From: 01/03/2018
Report Date To: 01/03/2018
Period Group: Day
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls
Abandoned Filters: Include Abandoned
Agency Affiliation: All

Calls per Hour



911 Funding Committee Report

David Bone

911 Funding Committee Report

David Bone

a) Perquimans County Funding Reconsideration

(vote required)



PERQUIMANS COUNTY EMERGENCY SERVICES

P.O. Box 563 - 159 Creek Drive - Hertford, NC 27944

(252) 426-5646 Phone - (252) 426-3306 Fax

Jonathan A. Nixon, Director

Perquimans County 911 Communications

NC 911 Board Funding Reconsideration Justification

July 28, 2017

1. Our requests for review are hereby submitted electronically using the required form in Microsoft Excel format.
2. This document is being submitted in Adobe PDF format.
3. Included herein is supporting documentation indicating the cost being claimed, including copies of contracts and contracts for proposed new expenditures.
4. Include justification answering the following questions:
 - *The new funding model is based upon actual expenses: please explain why you need additional expenses?

PHONE SYSTEMS - FURNITURE

-911 Telephone Equipment

-~~\$190,699.71~~ - ~~\$85,927.37~~ = ~~\$104,772.34~~ **One-Time Capital** - VIPER Phone System located at backup PSAP. Includes equipment and maintenance. Century Link contract attached. \$85,927.37 was paid in FY16-17, leaving a remaining balance of \$104,772.34.

-~~\$798~~ **Recurring Monthly** - Recurring annual cost includes maintaining the Primary PSAP VIPER Phone System CPE by Century Link (\$35,966.78 new recurring - \$27,449.86 current recurring = Difference of \$8,516.92 annual increase or \$798 recurring monthly). Century Link quote attached.

HARDWARE

-Voice Logging Server

-~~\$20,519~~ - ~~\$16,976.00~~ = ~~\$3,543.00~~ **One-Time Capital** - Expand current recorder to account for additional hosted PSAP channels and add a network addressable storage (NAS) device to backup the recorder. Edge One Solutions, Inc. quote attached. \$16,976.00 was paid in FY 16-17, leaving a remaining balance of \$3,543.00.

-Hardware Maintenance

-~~\$3,750~~ - ~~\$1,250.00~~ = ~~\$2,500.00~~ **One-Time Capital** - IT Support/IT Project Management. Perquimans has no county IT staff. Practical Computing quote attached. \$1,250.00 was paid in FY 16-17, leaving a remaining balance of \$2,500.00.

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

-Yes, received grant in FY 2016-2017.

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

- This funding will complete the full implementation of our backup PSAP plan.

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

-The current fund balance is at the lowest seen for our PSAP in many years. Additional allocations to our fund balance are desperately needed to sustain the recent improvements made to our PSAP.

6. Complete time line of completion for capital expenses.

Task	Start Date	Finish Date
Phone Equipment Installation at Backup PSAP (Chowan 911)	09/12/17	09/30/17
Chowan 911 Radio Channels added to Perquimans Recorder	10/01/17	12/31/17
IT Support	09/01/17	12/31/17

Should you have any questions or require additional documentation please do not hesitate to call or email.

Respectfully submitted,



Jonathan A. Nixon

c. Frank Heath, County Manager
Tracy Mathews, Finance Officer

North Carolina 911 Board

PSAP Name: Perquimans County 911 Communications

Contact Name: Jonathan A. Nixon

Contact Address: PO Box 563 - 159 Creek Drive

City: Hertford

Zip: 29744

Contact Email: jnixon@perquimanscountync.gov

not change block descriptors, formulas or formatting. *****PLEASE SEE INSTRUCTIONS tab for further details***** All requests are due by **July 31, 2017.** Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.

June 30, 2017 Emergency Telephone System Fund Balance: \$0.00

	FY2018 (2017-2018) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2018 (2017-2018) Requested Increase Amount Recurring MONTHLY Cost	FY2018 (2017-2018) Requested Increase Amount Recurring ANNUAL Cost
Expenditure			
Phone Systems - Furniture			
Selective Rtnng/ALI Prov 9-1-1 trk line charges	1,660.62		
Basic line charge only **One administrative line per call-taking position			
MPLS-Fiber used for backup PSAPs connections			
911 telephone equipment (CPE, etc.)	104,722.34	798.00	
Furniture: Cabinets, tables, desks which hold 911 equipment			
TOTAL	\$106,382.96	\$798.00	\$0.00

	FY2018 (2017-2018) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2018 (2017-2018) Requested Increase Amount Recurring MONTHLY Cost	FY2018 (2017-2018) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE			
CAD (modules that are part of the call-taking process only)			
GIS (to create and display the base map showing street centerlines and address, address point layer)			
Voice Logging Recorder			
Time Synchronization			
Dispatch Protocols (Law, Fire, Medical)			

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

	FY2018 (2017-2018) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2018 (2017-2018) Requested Increase Amount Recurring MONTHLY Cost	FY2018 (2017-2018) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE			
CAD server			
GIS server			
911 Phone server			
Voice logging server	3,543.00		
Monitors			
Computer Workstations			
Time Synchronization			
UPS			
Generator			
Call Detail Record Printer (automatically captures incoming 911 telephone call data)			
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)			
Fax Modem (for rip & run)			
Printers (CAD, CDR, Reports, etc.)			
Radio Console Dispatch Workstations			
Radio Console Ethernet Switch			
Radio Console Access Router			
Back Up Storage Equipment for 911 Data Base Systems			
Paging Interface With Computer Aided Dispatch (CAD) system			
Alpha / Numeric Pager Tone Generator			
Radio Console**as defined in Approved Use of Funds List			
Hardware Maintenance	2,500.00		
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.			

TOTAL	\$6,043.00	\$0.00	\$0.00
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List expenditures to be applied to fund balance and submit quotes or invoices for review.:

None Expense Amount
\$0.00

Total from fund balance **\$0.00**

Total remaining Fund balance: **\$0.00**

Items below this cell are to be completed by 911 Board Staff

APPROVED FY2018 FUNDING \$187,996.11

FY2018 Anticipated Capital Expenditures \$112,425.96

ALI Modems \$ 1,660.62

Balance on CPE 104,772.34

Balance on voice logging server 3,543.00

Balance on Hardware Maint 2,500.00

FY2018 Anticipated Monthly Recurring \$9,576.00

Telephone CPE \$ 9,756.00

FY2018 Anticipated Annual Recurring \$0.00

Requested FY2018 Funding **\$309,998.07**

Maximum 20% carry forward amount: 45,711.03

10% Carry Forward **\$22,855.52**

Staff Recommended FY2018 Funding **\$332,853.59**



Customer: E911 Perquimans County Communications
Quote #: 53165040
Project Name: Perquimans Backup Center Install
Created On: 1/9/2017
Expiration Date: 3/10/2017
Account Manager: Rob Robinson
Sales Engineer: Paul Winstead
Customer Notes:

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Backup Site					
Materials					
912817/BB	7 Foot Cabinet Prebuilt Building Block	\$ 25,490.18	1	\$ 25,490.18	
912890/BB	Media Kit Prebuilt Building Block	\$ 78.63	1	\$ 78.63	
912800	VIPER Gateway Shelf	\$ 778.40	3	\$ 2,335.20	
912801	CAMA Interface Module (CIM)	\$ 2,115.05	2	\$ 4,230.10	
912811	Application Server License	\$ 782.33	3	\$ 2,346.99	
912812	PBX Access License	\$ 507.14	2	\$ 1,014.28	
912814	Admin Interface Module (AIM)	\$ 1,100.77	1	\$ 1,100.77	
P10008	License to Connect Non-Intrado Recording Device	\$ 1,568.60	1	\$ 1,568.60	
C10036	Power Cord Cable with A/C twist lock connector	\$ 190.23	2	\$ 380.46	
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	\$ 2,789.97	2	\$ 5,579.94	
912716/S	Cisco Stacking module for C2960-X	\$ 1,204.76	2	\$ 2,409.52	
911509	A9-1-1 Call Handling Accessories	\$ 416.72	2	\$ 833.44	
911553	A9C HDT (Headset I/F) Module	\$ 416.72	2	\$ 833.44	
911554	A9C MTI (Misc Tel I/F) Module	\$ 609.35	2	\$ 1,218.70	
911555	A9C TPR (Third-Party Radio I/F) Module	\$ 687.98	2	\$ 1,375.96	
911501	A9C Desk Mounting Kit	\$ 153.32	2	\$ 306.64	
911510-1	A9C Bundle - Dual Core	\$ 2,751.92	2	\$ 5,503.84	
914121/1	IWS Workstation - Software and Configuration	\$ 346.21	2	\$ 692.42	
913100/BAK	Power 911 Backup License	\$ 785.48	2	\$ 1,570.96	
913152	Power 911 Add-On Recorder for Radio (ITRR)	\$ 471.76	3	\$ 1,415.28	
913202	Power 911 Server Access License	\$ 1,568.60	2	\$ 3,137.20	
913152/CD	ITRR Media Kit	\$ 78.63	1	\$ 78.63	
914600/3	IWS External Programmable Keypad - 24 Buttons	\$ 171.20	3	\$ 513.60	
914114/BAK	Portable 9-1-1 Position (Back-up)	\$ 9,435.17	1	\$ 9,435.17	
914962	IWS Server RACK - Type A	\$ 3,389.81	1	\$ 3,389.81	
914121/3	IWS Object Server - Underlying Software	\$ 1,772.90	1	\$ 1,772.90	
914956	1U Keyboard/LCD/Trackball/8-Port KVM	\$ 2,282.70	1	\$ 2,282.70	
P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	\$ 4,311.77	1	\$ 4,311.77	
912645	ACDR & Maintenance Printers	\$ 1,014.53	1	\$ 1,014.53	
912810/E	Quad Ethernet Switch WIC	\$ 760.90	2	\$ 1,521.80	

912810/R	1921 Integrated Services Router	\$ 1,394.99	2	\$ 2,789.98	
ITXTOTF2	TXT29-1-1 Integrated with Power 911 One-time-fee per PSAP-Target Price (14 seats)	\$ 1,585.21	1	\$ 1,585.21	
P10063	ITS Equipment	\$ 2,377.82	1	\$ 2,377.82	
GP951-94	GPS Command Center Package-Single Network	\$ 7,133.45	1	\$ 7,133.45	
QBOM install MAT	Misc Cables and Parts	\$ 1,268.17	1	\$ 1,268.17	
P10084	AS 222WM Nec 22" Single Touch LED Touch Screen	\$ 1,991.02	3	\$ 5,973.06	
Support					
P10064	ITS Service	\$ 203.25	60	\$ 12,195.12	36
950999/SUB1-BU	Software Sub Service - 1 Year/Position - Back Up Position	\$ 203.25	9	\$ 1,829.27	36
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos	\$ 81.30	6	\$ 487.80	36
CCC-PRM-ONS-POSITRON-WARR-SUPPORT	CenturyLink Onsite Support	\$ 25,667.40	1	\$ 25,667.40	36
Implementation					
QINTR-WEST SAFETY SOLUTIONS, CORP.	Integration	\$ 10,300.00	1	\$ 10,300.00	
950852	Front Room Equipment Staging - Per Position	\$ 317.04	3	\$ 951.12	
950853	Back Room Equipment Staging - Per Cabinet	\$ 2,219.29	1	\$ 2,219.29	
	Installation	\$ -		\$ -	
950104	Intrado Professional Services (per Day)	\$ 1,902.25	5	\$ 9,511.25	
960575	Living Expense per Day per Person	\$ 253.63	7	\$ 1,775.41	
960580	Travel Fee per Person	\$ 1,585.21	1	\$ 1,585.21	
	System Architect	\$ -		\$ -	
950516	Network Provisioning Services per day	\$ 1,902.25	4	\$ 7,609.00	
960580	Travel Fee per Person	\$ 1,585.21	1	\$ 1,585.21	
960575	Living Expense per Day per Person	\$ 253.63	6	\$ 1,521.78	
	Project Management Services	\$ -		\$ -	
950510	Project Management Services	\$ 2,652.09	1	\$ 2,652.09	
Shipping and Handling					
Shipping & Handling	Shipping & Handling	\$ 1,938.61	1	\$ 1,938.61	
	Materials Total			\$108,871.15	
	Support Services Total			\$40,179.59	
	Implementation Total			\$39,710.36	
	Shipping and Handling Total			\$1,938.61	
	Grand Total Price to Customer			\$190,699.71	

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative:

Jonathan Nixon

Customer Signature:

Jonh [Signature] Po## 25154
Emergency Services Director
2-23-17

Job Title:

Date:

CenturyLink Representative:

CenturyLink Signature:

Job Title:

Date:

\$ 190,699.71 TOTAL
- \$ 85,927.32 Paid FY 16-17

\$ 104,772.34 Remaining Balance for FY 17-18



JCW Pricing Tool 6.01

Quote Number# 13-002724

Account Manager: Rob Robinson

Customer Legal Name: E911 Perquimans County Communications Customer Billing Name: E911 Perquimans County Communications Customer Address: 169 Creek Dr , HERTFORD, NC 27944-0046 Date Prepared: July 19, 2015 Quote Expires: September 17, 2015 Quote Number: 13-002724					Centurion Maintenance Coverage: <u>Extended</u> Contract Term: 36		
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ 107,170.97			\$ 21,966.78	\$ 43,933.66	\$ 65,900.34
	Labor	\$ 11,587.20					
	On-Site Tech		\$ -	\$ -			
	Vendor Support	\$ 42,000.00	\$ -	\$ -			
Total Prices		\$ 160,758.17	\$ -	\$ -	\$ 21,966.78	\$ 43,933.56	\$ 65,900.34

Prices shown on this page represent recurring and nonrecurring charges for items as described. These prices do not include recurring or nonrecurring charges for taxes, duties, tariffs, or telecommunication services.

$$\text{Vendor Support } \$42,000 \div 3 = \$14,000.00$$

$$\text{Centurion Maintenance} = \$21,966.78$$

$$\text{New Recurring Annual Maintenance } \$35,966.78$$

$$\text{Current Recurring Annual Maintenance } -\$26,396.28$$

$$\text{Increase in Recurring Annual Maintenance } \$9,570.50$$

$$\$9,570.50 \div 12 = \$797.54 \text{ MONTHLY}$$

1. Purchase order number must appear on invoice and all shipping labels.
2. Submit invoice in Duplicate for each purchase order.
3. Send invoice to Finance Office.
4. An individual invoice must be rendered for each purchase order.
No statement will be paid.

COUNTY OF PERQUIMANS

P.O. Box 45
Hertford, N.C. 27944

25545

Miscellaneous Purchase Order

To: Century Link

Date 10-27-17

DISTRIBUTION

Terms _____

Account No.

Amount

78-500-110

\$1,660.62

Deliver To _____

Ship Via _____

Quantity	Unit	Description	Unit Price	Amount
		<u>Required ALI Modern</u>		
		<u>Upgrades per Century Link</u>		<u>\$1,660.62</u>

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act

Travis Waters
Finance Officer

Jordan [Signature]
Department Head

**PUBLIC SAFETY PRODUCT
SALES/INSTALLATION/MAINTENANCE AGREEMENT**

This Public Safety Product Sales/Installation/Maintenance Agreement is between CenturyLink Communications, LLC f/k/a Qwest Communications Company, LLC and Perquimans County ("Customer"), a public entity organized under the laws of the State of North Carolina, and is effective on the date signed by the parties below ("Effective Date.") CenturyLink may withdraw this offer if Customer does not execute and deliver the Agreement to CenturyLink on or before 12-31-17. Customer's current address, facsimile number, and person designated for notices are: Jonathan Nixon, Perquimans County Emergency Services Director 159 Creek Dr - PO Box 563, Hertford NC 27944.

1. Products and Services Supplied under this Agreement.

1.1 CenturyLink will provide and Customer will purchase the hardware and/or software ("Product") specified in Attachment 1 to this Agreement. Customer will purchase Product(s) to provide public safety emergency communications services.

1.2 CenturyLink will install Product(s) specified in Attachment 1 under the Installation Terms and Conditions described in Attachment 2 to this Agreement.

1.3 CenturyLink will provide all onsite maintenance services for the Product(s) specified in Attachment 1 under the Centurion On-Site Maintenance Services Terms and Conditions in Attachment 3 to this Agreement. CenturyLink will charge Customer for any Cisco-provided remote supplemental maintenance service included as part of this Agreement. The Cisco terms and conditions are available at "Cisco Smart Net Total Care" under technical support services at: <http://www.cisco.com/c/en/us/about/legal/service-descriptions.html> or any successor website designated by Cisco.

2. Sales Price and Payment Terms.

2.1 CenturyLink's prices for Product(s) and installation appear in Attachment 1 to this Agreement. CenturyLink's prices for maintenance appear in Attachment 4 to this Agreement. All charges are due within 30 days of the invoice date and in accordance with the Payment Summary on Attachment 4 to this Agreement. Customer will not pay for the Services with funds obtained from governmental agencies or through stimulus grants or loans or other programs, including the American Recovery and Reinvestment Act, that would obligate CenturyLink to provide certain information or perform certain functions unless each of those obligations are explicitly identified and agreed to by the parties in the Agreement or in an amendment to the Agreement.

2.2 Late Payment Charge. CenturyLink will apply a service charge of 1½% per month on any unpaid balance not received by CenturyLink within 30 days of the invoice date.

3. Taxes and Fees. Prices do not include taxes or fees, of any kind, established by governmental authorities. Customer will pay all such applicable taxes and fees when billed by CenturyLink. If Customer is exempt from any tax, it must provide CenturyLink with an appropriately completed and valid tax exemption certificate or other evidence acceptable to CenturyLink. CenturyLink is not required to issue any exemption, credit or refund of any tax payment for usage before Customer's submission of valid evidence of exemption.

4. Customer Responsibilities.

4.1 Customer will ensure that its personnel are available to receive delivery of Product(s) at site, at a date and time to be determined between CenturyLink and Customer.

4.2 Customer agrees to grant reasonable right of entry to CenturyLink's representatives to deliver the Product(s) or perform all services contemplated under or by virtue of this Agreement, or both, and will make available a reasonable amount of appropriate, secure space for storage of Product(s) or parts as necessary.

4.3 Customer is responsible for proper site preparation, meeting and maintaining proper environmental conditions, including air conditioning, cleanliness, temperature requirements, and electrical requirements as indicated by the manufacturers of Product(s) in Attachment 1. Customer agrees to follow the National Emergency Numbering Association ("NENA") recommendations and guidelines for site preparation as set forth in the NENA Technical Information Document 04-502, which can be found at www.nena.org.

4.4 Product(s) delivered to Customer will be available at site on the installation date. The estimated installation begin and complete dates are identified in Attachment 2 to this Agreement.

5. Title, Invoicing and Security Interest. Ownership and all risk of loss of Product will transfer to Customer upon delivery, except damage caused by CenturyLink, its agents or subcontractors. Until Customer pays CenturyLink in full for any Product, Customer (a) grants to CenturyLink a continuing security interest in such Product, including additions, replacements and proceeds; (b) authorizes CenturyLink to file a financing statement with or without Customer's signature, and (c) will not transfer the Product or change its name or organizational status except upon at least 30 days prior written notice to CenturyLink.

6. Health and Safety Compliance. CenturyLink and Customer will adhere to all applicable health and safety laws, rules and regulations including the Occupational Safety and Health Administration's (OSHA) rules and regulations. Customer agrees to certify that there is no asbestos on any premises in any areas where CenturyLink will be working. In the event Customer will not certify an asbestos free environment or asbestos is discovered in the CenturyLink work area, there may be additional costs to perform under this

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Agreement in compliance with OSHA's rules and regulations. Customer understands and agrees this Agreement does not include the prices attributable to working in an asbestos environment including, but not limited to, asbestos sampling, testing, cleanup, or rerouting or delays caused by any of the above. Customer understands and agrees that prices attributable to any of the above will be in addition to the price agreed to herein and Customer agrees to pay the additional amounts. Customer's non-compliance with this provision will be considered as Customer's default under this Agreement.

7. Customer Acceptance. CENTURYLINK AND CUSTOMER MUST REVIEW AND SIGN THE CUSTOMER ACCEPTANCE FORM. THE CUSTOMER ACCEPTANCE FORM OUTLINES CENTURYLINK'S ACCEPTANCE POLICY AND IS INCORPORATED BY REFERENCE INTO THIS AGREEMENT. IF THERE IS A CONFLICT BETWEEN THE TERMS OF THE CUSTOMER ACCEPTANCE FORM AND THE TERMS OF THIS AGREEMENT, THE TERMS OF THIS AGREEMENT WILL CONTROL. CUSTOMER MUST NOTIFY CENTURYLINK IN WRITING AND SPECIFY ANY PORTIONS OF THE PRODUCT(S) LISTED IN ATTACHMENT 1 THAT ARE UNACCEPTABLE. IF CUSTOMER DOES NOT NOTIFY CENTURYLINK WITHIN 10 BUSINESS DAYS FROM THE INSTALLATION DATE OR DELIVERY DATE, WHICHEVER IS APPLICABLE, PRODUCT(S) WILL BE DEEMED ACCEPTED. ANY PRODUCT INSTALLED BY CENTURYLINK IS CONSIDERED ACCEPTABLE AND BILLABLE IF IT IS INSTALLED AND OPERATES MATERIALLY IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS. CENTURYLINK RESERVES THE RIGHT TO CORRECT ANY PORTION OF A PRODUCT THAT HAS BEEN REJECTED BY CUSTOMER. ANY PORTION OF A PRODUCT THAT HAS NOT BEEN REJECTED BY CUSTOMER AND IS FUNCTIONALLY DIVISIBLE WILL BE DEEMED ACCEPTED AND MAY BE INVOICED SEPARATELY. MOVES AND CHANGES ARE CONSIDERED ACCEPTED WHEN THE DESCRIBED WORK IS MATERIALLY COMPLETED. ANY PORTION OF A PRODUCT THAT IS FOUND TO BE UNACCEPTABLE AFTER THE 10-DAY ACCEPTANCE PERIOD MAY BE REPORTED TO THE CENTURYLINK E911 CALL CENTER AT 1-800-357-0911.

8. Adds; Changes. Any changes to a Product order or installation request, including an increase in quantity, must be by written amendment or by submitting a 911 CPE purchase order ("Purchase Order") to CenturyLink. The amendment or Purchase Order will be signed by authorized representatives of both parties and made a part of this Agreement.

9. Right to Subcontract. It is specifically agreed that CenturyLink may subcontract all or any portion of the work without the prior written consent of Customer. CenturyLink will remain responsible for the work of any subcontractor.

10. Confidentiality.

10.1 Except to the extent required by an open records act or similar law, neither CenturyLink nor Customer will, without the prior written consent of the other party: (a) disclose any of the terms of the Agreement; or (b) disclose or use (except as expressly permitted by, or required to achieve the purposes of, the Agreement) the Confidential Information of the other party. Each party will use reasonable efforts to protect the other's Confidential Information, and will use at least the same efforts to protect such Confidential Information as the party would use to protect its own. CenturyLink's consent may only be given by its Legal Department. A party may disclose Confidential Information if required to do so by a governmental agency, by operation of law, or if necessary in any proceeding to establish rights or obligations under the Agreement. CenturyLink will not be deemed to have accessed, received, or be in the possession of Customer Confidential Information solely by virtue of the fact that Customer transmits, receives, accesses or stores such information through its use of CenturyLink's Services.

10.2 "Confidential Information" means any information that is not generally available to the public, whether of a technical, business, or other nature, and that: (a) the receiving party knows or has reason to know is confidential, proprietary, or trade secret information of the disclosing party; or (b) is of such a nature that the receiving party should reasonably understand that the disclosing party desires to protect the information from disclosure. Confidential Information will not include information that is in the public domain through no breach of the Agreement by the receiving party or is already known or is independently developed by the receiving party.

11. HIPAA. CenturyLink does not require or intend to access Customer data in its performance hereunder, including but not limited to any confidential health related information of Customer's clients, which may include group health plans, that constitutes Protected Health Information ("PHI"), as defined in 45 C.F. R. §160.103 under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA Rules"). To the extent that any exposure to PHI is incidental to CenturyLink's provision of Service and not meant for the purpose of accessing, managing the PHI or creating or manipulating the PHI, such exposure is allowable under 45 CFR 164.502(a)(1)(iii).

12. Limitation of Liability.

12.1 OPERATION OF PUBLIC SAFETY SYSTEMS, CUSTOMER PREMISES SERVICES AND PRODUCT(S) IS THE SOLE RESPONSIBILITY OF CUSTOMER. CENTURYLINK'S SOLE UNDERTAKING IS LIMITED TO PROVIDING THE PRODUCT(S) SOLD AND INSTALLATION AND MAINTENANCE OF THE PRODUCT(S) IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT. THE PROVISION OF PRODUCT(S) SOLD AND SERVICES PERFORMED BY CENTURYLINK TO CUSTOMER WILL NOT BE INTERPRETED, CONSTRUED, OR REGARDED, EITHER EXPRESSLY OR IMPLIED, AS BEING FOR THE BENEFIT OF, OR CREATING ANY CENTURYLINK OBLIGATION TOWARD ANY THIRD PARTY OR LEGAL ENTITY OTHER THAN CUSTOMER. CENTURYLINK'S OBLIGATIONS EXTEND SOLELY TO CUSTOMER.

12.2 CENTURYLINK WILL IN NO EVENT BE LIABLE TO CUSTOMER, OR TO ANY PERSON OR COMPANY USING ANY PRODUCT OR SERVICE SUPPLIED UNDER THESE TERMS AND CONDITIONS OR TO WHOM CUSTOMER FURNISHES A

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PRODUCT OR SERVICE, FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING AS A RESULT OF THIS AGREEMENT. CENTURYLINK'S ENTIRE LIABILITY FOR ANY CLAIM OR LOSS, DAMAGE OR EXPENSE FROM ANY CAUSE WHATSOEVER WILL IN NO EVENT EXCEED THE HIGHER OF THE REPAIR OR REPLACEMENT COST OF THE ITEM WHICH DIRECTLY GIVES RISE TO THE CLAIM.

12.3 Personal Injury; Death; Property Damage. CENTURYLINK, ITS AFFILIATES, AGENTS AND CONTRACTORS (INCLUDING WITHOUT LIMITATION, ANY SERVICE PROVIDER PROVIDING SERVICES ASSOCIATED WITH ACCESS TO 911 EMERGENCY SERVICE) WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY RELATING TO THE USE, LACK OF ACCESS TO OR PROVISION OF, 911 EMERGENCY SERVICE.

13. Disclaimer of Warranties. EXCEPT AS MAY BE SPECIFICALLY SET FORTH IN THIS AGREEMENT, ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS." CENTURYLINK DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ALL WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. NO ADVICE OR INFORMATION GIVEN BY CENTURYLINK, ITS AFFILIATES, AGENTS, OR CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES WILL CREATE A WARRANTY. CenturyLink is not responsible for any Product or Service defects or damages resulting from mishandling, abuse, misuse, accident, electrical power surges or current fluctuations, Force Majeure Events, improper storage, or operation, including use in conjunction with equipment electrically or mechanically incompatible with or of inferior quality to the supplied equipment or failure to maintain the environmental conditions specified by the manufacturer or licensor.

14. Software License. One or more of the Product(s) may be or may contain software. In some cases the Product(s) manufacturer (CenturyLink's vendor) has embedded such software into the hardware as an integral part of the Product(s). All software remains the property and full ownership of the creator, developer, manufacturer, or copywriter, whichever the case may be. If required by creator, developer, manufacturer or copywriter, a license must be agreed to by the end-user (CenturyLink's Customer), to use such software and may contain specific terms and conditions for such use. These specific terms and conditions for use are governed entirely by said creator, developer, manufacturer, or copywriter and will be adhered to by both parties. Upon the requirement of creator, developer, manufacturer or copywriter to execute a software license agreement by end-user, such license must be executed by CenturyLink's Customer as required, and will become a part of this Agreement by reference.

15. Default by Customer. In the event Customer fails or neglects to comply with any term or condition of this Agreement or to pay for services as provided herein, CenturyLink will have the right, after written notice, to cease performance hereunder. This remedy will be in addition to any other remedies, including termination, available to CenturyLink in law or equity. CenturyLink will be entitled to recover reasonable attorneys' fees and costs of collection associated with enforcing its rights hereunder.

16. Governing Law; Dispute Resolution.

16.1 Governing Law; Forum. Colorado state law, without regard to choice-of-law principles, governs all matters arising out of, or relating to, this Agreement. Any legal proceeding relating to this Agreement will be brought in a U.S. District Court, or absent federal jurisdiction, in a state court of competent jurisdiction, in the location of the party to this Agreement not initiating the action, as indicated in the Notices section. But CenturyLink may, at its discretion, initiate proceedings in Denver, Colorado to collect undisputed amounts billed.

16.2 Waiver of Jury Trial and Class Action. Each party, to the extent permitted by law, knowingly, voluntarily, and intentionally waives its right to a jury trial and any right to pursue any claim or action relating to this Agreement on a class or consolidated basis or in a representative capacity.

17. Notices. All notices must be in writing. Notices are deemed given if sent to the addressee specified for a party either (a) by registered or certified U.S. mail, return receipt requested, postage prepaid, three days after such mailing; or (b) by national overnight courier service, next business day; or (c) by facsimile when delivered if duplicate notice is also sent by regular U.S. Mail.

(a) Service Notices. All Customer notices for Service disconnect and termination must be sent via e-mail to: CenturyLink, Attn.: BusinessDisconnects@centurylink.com. Such disconnect and termination is effective 30 days after CenturyLink's receipt of the notice. Customer's notice of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. All Customer notices for other routine operational notices will be provided to its CenturyLink sales representative. Failure to provide disconnect, termination and non-renewal notices in accordance with the terms of this Agreement may result in continued charges, and CenturyLink will not credit charges for such noncompliance.

(b) Legal Notice. All legal notices required to be given under the Agreement will be in writing and provided to CenturyLink at: 931 14th Str., #900, Denver, CO 80202; Fax: 888-778-0054; Attn.: Legal Dept., and to Customer as provided in the Agreement or in its absence, to Customer's address reflected in CenturyLink's records Attn. General Counsel.

18. General. Customer represents that it is not a reseller of any telecommunication services provided under this Agreement as described in the Telecommunications Act of 1996, as amended, or applicable state law and acknowledges it is not entitled to any reseller discounts under any laws. Customer's use of Service must comply with all applicable laws. Customer may not assign the Agreement or any of its rights or obligations under the Agreement without the prior written consent of CenturyLink, which consent will

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not be unreasonably withheld. Customer may not assign to a reseller or a telecommunications carrier under any circumstances. The Agreement is intended solely for CenturyLink and Customer and not to benefit any other person or entity, (e.g., End Users). If any term of the Agreement is held unenforceable, such term will be construed as nearly as possible to reflect the original intent of the parties and the remaining terms will remain in effect. Neither party's failure to insist upon strict performance of any provision of the Agreement will be construed as a waiver of any of its rights hereunder. All terms of the Agreement that should by their nature survive the termination of the Agreement will so survive. Neither party will be liable for any delay or failure to perform its obligations hereunder if such delay or failure is caused by a Force Majeure Event. "Force Majeure Event" means an unforeseeable event beyond the reasonable control of that party, including without limitation: act of God, fire, flood, labor strike, sabotage, fiber cuts, acts of terror, material shortages or unavailability, government laws or regulations, war or civil disorder, or failures of suppliers of goods and services. Except for Tariff or Service modifications initiated by CenturyLink, all amendments to the Agreement must be in writing and signed by the parties' authorized representatives. However, any change in rates, charges, or regulations mandated by the legally constituted authorities will act as a modification of any contract to that extent without further notice. Each party reserves the right at any time to reject any handwritten change to the Agreement.

19. Entire Agreement. This Agreement constitutes the entire agreement between Customer and CenturyLink and supersedes all prior oral or written agreements or understandings relating to this subject matter.

CenturyLink and Customer execute and authorize this Agreement as of the last date shown below. Electronic signatures on this Agreement will be accepted only in the form and manner prescribed by CenturyLink.

Perquimans County

CenturyLink Communications, LLC

Authorized Signature

Authorized Signature

Name Typed or Printed

Name Typed or Printed

Title

Title

Date

Date

ATTACHMENT 1

PRODUCT(S)

Product Description	Part No.	Price/Each	Quantity	Total Price
See Quote 1709051309				830.31
See Quote 1709051311				830.31
Total Price for Product(s)				1,660.62

3. CenturyLink Quote. CenturyLink may provide Customer with Product pricing and any related charges via a CenturyLink issued quote (see CenturyLink Quote No. see above quote number), which is incorporated into the Agreement by this reference.

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ATTACHMENT 2

CONFIDENTIAL INFORMATION

INSTALLATION TERMS AND CONDITIONS

1. **CenturyLink's Responsibilities.** CenturyLink will ensure that the Product(s) set forth in Attachment 1 have been installed according to the manufacturer's specifications.

2. **Time and Materials Charges.** Additional time and materials charges are applicable under the following circumstances:

2.1 Any modifications to building's electrical system required to install listed Product(s) that are not properly performed or provided by Customer;


2.2 Drilling of access holes and provisioning of suitable conduit (if required) from equipment room to dispatch center for cable access that are not properly performed or provided by Customer; or

2.3 Customer requests that CenturyLink connect the Product(s) to voice recorder equipment which was not purchased under this Agreement.

3. **Target Dates.**

3.1 Installation begin date: (estimated) 10-15-17

3.2 Installation complete date: (estimated) 12-31-17

Customer  _____
(Initials)

CenturyLink _____
(Initials)

ATTACHMENT 3

CONFIDENTIAL INFORMATION

CENTURION™ ON-SITE MAINTENANCE SERVICE TERMS AND CONDITIONS

1. **General; Definitions.** Capitalized terms not defined herein are defined in the Agreement.

"Best Effort Network" means any private or public network that cannot sustain Quality of Service (QoS) for time sensitive traffic from one end point to another.

"Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice.

"Center" means the CenturyLink Customer Service Center.

"Covered Hours" means (a) for standard maintenance, 8:00 am to 5:00 pm Local Time, Monday through Friday, excluding CenturyLink-observed holidays; or (b) for premium maintenance, 24 hours per day, 7 days per week, including CenturyLink observed holidays.

"Covered Product" means CPE hardware and software manufactured by a CenturyLink approved vendor and is part of CenturyLink's standard portfolio for which CenturyLink will provide maintenance coverage as described herein.

"CPE" means any customer equipment, software, and/or other materials of Customer used in connection with the Service.

"End of Life" or "EOL" means equipment or software that is no longer available or supported by the manufacturer or producer.

"End of Sale" or "EOS" means new equipment or software that is no longer available for purchase from the manufacturer or producer but support and replacement equipment is available from the manufacturer or producer.

"Engagement" means when the Center confirms with Customer entitlement to support and technician assignment.

"Field Replaceable Unit" means a circuit board, part, or assembly that can be quickly and easily removed and replaced by a technician without having to send the entire product or system to a repair facility.

"Lease" means a separate agreement with a CenturyLink preferred leasing vendor to finance Service.

"Local Time" means the time zone in which Covered Product is located.

"Maintenance Release" means an incremental release of Software that provides maintenance fixes or corrective content and may provide additional Software features.

"MD" means that the Covered Product or Software has been designated by the vendor as no longer supportable by manufacturing, design, and related processes. Covered Product designated as MD is no longer available for sale. Software designated as MD may no longer be available for upgrades or expansion, depending on the current state of the software.

"Non-Standard Products" means hardware or software purchased from CenturyLink that is not part of CenturyLink standard product portfolio and is no longer available for new sale or limited support through the manufacturer.

"Response" means the period of time between (a) when CenturyLink and Customer determine remote diagnostic efforts are inadequate to resolve reported problem, a Field Replaceable Unit is identified for replacement or a Maintenance Release is needed; and (b) when CenturyLink technician arrives at the site of the Covered Product.

"Service" means CenturyLink maintenance of the Covered Product, which may include embedded software, in accordance with the manufacturer's specifications.

"System Integrity" means: (a) CenturyLink is the Customer's channel partner of record for Covered Product; and (b) all system hardware is covered by this Service or other CenturyLink maintenance services.

"Zip-to-Zone Guide" means the matrix used by CenturyLink to determine Service and Service Level Objective availability. Availability information will be provided to Customer upon request.

2. **Service and Scope.** CenturyLink will provide maintenance on the Product(s) listed in Attachment 1 (the "Covered Products.")

3. **Term of Centurion On-Site Maintenance Service.**

3.1 CenturyLink will provide Centurion On-Site maintenance service for 12 (Twelve) months (the "Service Term") beginning upon Customer Acceptance of Product(s).

4. **System Integrity.** To receive Service from CenturyLink, Customer agrees to maintain System Integrity. CenturyLink reserves the right to deny Service if Customer fails to maintain System Integrity including but not limited to adding hardware and software not provided by CenturyLink. CenturyLink may request Customer to provide documentation demonstrating System Integrity.

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5. Service Warranty. CenturyLink warrants that Service will be: (a) provided in a professional manner in accordance with CenturyLink's standard procedures, (b) performed by appropriately knowledgeable and skilled personnel, and (c) conform to the standards generally observed in the industry for similar services.

6. CenturyLink Responsibilities. CenturyLink will perform the following tasks:

- Accept trouble reports 24 hours per day, 7 days per week, including CenturyLink observed holidays
- Perform trouble isolation during Covered Hours
- If CenturyLink and Customer determine an on-site Response is required, CenturyLink will complete Response during Covered Hours (a) for standard maintenance, the next business day provided such determination was made before 3:00 PM; or (b) for premium maintenance, within four hours
- CenturyLink will make a reasonable effort to arrive at Customer's site with all required replacement parts

7. Customer Responsibilities. Customer will perform the following tasks:

- Provide information to assist CenturyLink in determining Service entitlement
- Provide serial numbers and specific location of the Covered Product
- Assist CenturyLink in accessing the Covered Product remotely either by modem or Internet
- Provide 30-day notice to CenturyLink of any changes to the Covered Product
- Provide five-day notice to CenturyLink of any changes to the personnel authorized to contact CenturyLink
- Perform due diligence to protect the Covered Product from abuse and misuse
- Comply with all manufacturer environmental requirements

8. Trouble Reports. Customer will report problems with the Covered Product to Center and CenturyLink will follow then-current methods and procedures to resolve the trouble report. CenturyLink will work each reported problem based on priority as defined in this section.

8.1 Priority 1 (High) – Service Outage: A service outage is the most critical event and is assigned to problems that severely affect service, capacity, billing, and maintenance capabilities. Customer's staff must be available as required by CenturyLink to aid in problem diagnosis and provide remote or on-site access to the Covered Product. Examples of priority one events are:

- Total network element outage
- Any loss of safety or emergency capability (e.g., emergency calls such as 911 in North America)
- Total loss of the ability of the system to provide any required critical major alarms

8.2 Priority 2 (Medium) – Service Affecting Impairment: These are issues that affect system operation, maintenance or administration and require immediate attention. Their priority is lower than a service outage because, while impacted by the service issue, Customer is not inhibited from conducting business. Examples of priority two events are:

- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Failure resulting in dynamic routing, switching capability or transport loss
- System restarts, whether or not the system has recovered or not, and where root cause has not been defined

8.3 Priority 3 (Low) – Service Affecting Intermittent Impairment: These are issues that intermittently affect system operation, maintenance or administration. Due to their transient nature, resolution of these issues may be protracted. Examples of priority three events are:

- Traffic impacting system restarts
- Disruption of billing or accounting capability

8.4 Priority Level 4 – Customer Inquiry: These are issues that require CenturyLink technical assistance such as software application issues that do not impact service or follow-up to all other reported problems.

9. Preventative Maintenance Option. Manufacturer of the Covered Product may provide guidance on methods and procedures that must be completed to protect warranties and extend the useful life of the Covered Product. CenturyLink will provide preventative maintenance information and or guidelines per manufacturer requirements.

10. Service Level Objective (SLO). CenturyLink will make commercially reasonable efforts to (a) complete Engagement within one hour after Customer initiation of a trouble report; or (b) complete Response during Covered Hours (i) for standard maintenance, the next business day provided need for Response was determined before 3:00 PM; or (ii) for premium maintenance, within four hours after determination by Customer and the Center that such Response is required.

11. Remote Access Device. As part of the Service, CenturyLink may install a Remote Access Device ("RAD") at Customer location to allow CenturyLink to remotely diagnose and resolve problems on Covered Product. When connected to the Internet, the RAD initiates contact with the CenturyLink management platform. After authentication, a secure tunnel between the CenturyLink management platform and RAD is established. The RAD cannot accept incoming requests and is coded to only contact the CenturyLink management platform. Customer must return the RAD to CenturyLink within 30 days of termination of the Service. If the RAD is not returned to CenturyLink, Customer will be charged \$500, unless otherwise agreed to by CenturyLink and Customer.

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12. Problem Isolation Billing; Service Exclusions. In the event CenturyLink spends time (a) isolating problems to equipment, software, or LAN/WAN elements that are not part of the Covered Product, or (b) associated with Service exclusions, Customer will pay CenturyLink for such effort at then-current time and material rates. Service exclusions include:

- CPE hardware not listed on O 1
- CPE software not listed on Attachment 1 unless embedded in the Covered Product
- Products missing serial numbers or other identification required by the manufacturer.
- Problems caused by integration with non-CenturyLink provided hardware or software
- Problems associated with Operating Systems not provided by CenturyLink
- Product failure due to manufacturer excluded causes such as accident, abuse or misuse
- Product failure due to non-compliance of electrical or environmental requirements
- Product usage not in accordance to manufacturer specification
- Failure of Customer to follow proper operating procedures
- Servicing not authorized by CenturyLink
- Upgrades of software

13. MD, EOS and EOL Products. CenturyLink will make an annual review of Customer's Covered Product to identify MD, EOS and EOL equipment and software. This Detailed Description excludes MD, EOS and EOL equipment or software from Service. Acceptance of a PO for Service does not bind CenturyLink to the maintenance of MD, EOS or EOL equipment or software under this Detailed Description.

14. Non-Standard Products. CenturyLink may purchase Non-Standard Products on behalf of Customer for the purchasing convenience of Customer. CenturyLink will review Customer's Covered Product to identify Non-Standard Products. Acceptance of a PO for Service does not bind CenturyLink to maintenance of Non-Standard Products. Service for Non-Standard Products is provided at the discretion of CenturyLink and is subject to change without notice. If CenturyLink discontinues support of Non-Standard Products, CenturyLink will either: (a) reimburse customer for Service charges associated with Non-Standard Products if Customer received no benefit, or (b) charge Customer at then-current time and material rates for support of Non-Standard Products. Support of Non-Standard Products is further defined in the Detailed Description for Non-Standard Part Support Service.

15. Non-Disclosed Pre-Existing Issues. Customer must disclose pre-existing issues that have a material impact to the Covered Product and would cause CenturyLink to incur an immediate cost to resolve. CenturyLink reserves the right to charge Customer for corrective action associated with such non-disclosed pre-existing issues within the first 90 days of the coverage period.

16. Voice over Internet Protocol (VoIP) Quality Exclusion. CenturyLink may perform tasks to maintain QoS for VoIP, on behalf of Customer. Nevertheless, CenturyLink makes no warranty on the quality of voice/video transmissions over private or public IP network in this Agreement. Further, CenturyLink does not recommend VoIP deployments over a Best Effort Network. Customer acknowledges that quality issues relative to voice/video transmission may occur on a Best Effort Network. Issues, such as jitter, echo, and dropped calls may occur with varied degrees of frequency depending on network use and latency. Trouble reports that have been isolated and diagnosed as intermittent QoS issues will be billable to Customer at then-current time and material rates.

17. Termination. If, prior to the conclusion of the Service Term, Service is terminated either by Customer for any reason other than Cause or by CenturyLink for Cause, Customer will pay all unpaid billed charges for Service. If Customer is progress billed, Customer will also pay the unpaid balance for Service remaining in the Service Term.

18. Lease Option. Customer may pay for Service pursuant to a Lease. CenturyLink will provide the Service to Customer and receive payment for the Service from the CenturyLink preferred leasing vendor. If Customer fails to execute such Lease or comply with Lease, including without limitation, any requirements for Acceptance of Service, which results in the CenturyLink preferred leasing vendor's refusal to pay CenturyLink in full for Service, Customer agrees to pay CenturyLink in full for Service.

Customer  _____
(Initials)

CenturyLink _____
(Initials)

PUBLIC SAFETY PRODUCT
SALES/INSTALLATION/MAINTENANCE AGREEMENT

ATTACHMENT 4

=====

CONFIDENTIAL INFORMATION

=====

PAYMENT SUMMARY

1. PRODUCTS.

1.1 Product and Installation Pricing Summary.

Description	Charges
Product	\$ 0
Installation	\$ 953.36
Total for Product and Installation	\$ 953.36

1.2 Product Payment Schedule.

Description	Percentage of Total Payment Due	Amount Due
Date of Acceptance	100%	\$ 953.36

2. MAINTENANCE.

2.1 Term. The Service Term for CenturyLink Centurion maintenance service is shown below.

Description	Service Term
Maintenance	One Year

2.2 Maintenance Payment Schedule. Customer will pay the following maintenance charges in accordance with the following payment schedule.

Description	Charges	Billing Schedule
Term Maintenance	\$707.26	100% Billed upon Acceptance

3. SOFTWARE UPGRADE PROGRAM.

3.1 Software Upgrade Program. Customer will pay the following software upgrade program charges in accordance with the following billing schedule.

Term	Charges*	Billing Schedule
[SELECT TERM or N/A]	\$0	100% Billed upon Acceptance

*Any labor required and provided by a vendor or CenturyLink will be billed on a time & material basis at then-current rates and charges.

Customer 
(Initials)

CenturyLink _____
(Initials)

Customer: Perquimans County 911
Quote #: 1709051311
Project Name: ALI Modems for Backup Site
Created On: 9/5/2017
Expiration Date: 11/4/2017
Account Manager: Rob Robinson/b8q5
Sales Engineer: Paul Winstead
Customer Notes:

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Main Site					
Materials					
CISCO1921/K9	C1921 Modular Router, 2 GE, 2 EHWIC slots, 512DRAM, IP Base	\$ -	2	\$ -	
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	\$ -	2	\$ -	
CAB-SS-232FC	RS-232 Cable, DCE Female to Smart Serial, 10 Feet	\$ -	2	\$ -	
ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	\$ -	2	\$ -	
SL-19-IPB-K9	IP Base License for Cisco 1900	\$ -	2	\$ -	
S190UK9-15602T	Cisco 1900 IOS UNIVERSAL	\$ -	2	\$ -	
HWIC-2A/S	2-Port Async/Sync Serial WAN Interface Card	\$ -	2	\$ -	
HWIC-1DSU-56K4	1-port 4-WIRE 56/64 Kbps WAN INTERFACE CARD	\$ -	2	\$ -	
Support					
IUM-CON-SNTP-1921	CTL-MGD--UNASSIGNED-FOTS--M-SPARES--(IQU ITEM REQUIRED FOR FOTS) SNTC-24X7X4 C1921 Modular Router, 2 GE, 2 EHWIC slot	\$ 162.21	2	\$ 324.43	12
ICU-IUM-CON-SNTP-1921	CTL-MGD--CTL-FOTS--UNASSIGNED-SPARES--(IUM ITEM REQUIRED FOR SPARES) CTL-MGD--UNASSIGNED-FOTS--M-SPARES--(IQU ITEM REQUIRED FOR FOTS) SNTC-24X7X4 C1921 Modular Router, 2 GE, 2 EHWIC slot	\$ 14.60	2	\$ 29.20	12
Implementation					
QINTR-CISCO	Integration	\$ 426.68	1	\$ 426.68	
Shipping and Handling					
Shipping & Handling	Shipping & Handling	\$ 50.00	1	\$ 50.00	
Support Services Total				\$353.63	
Implementation Total				\$426.68	
Shipping and Handling Total				\$50.00	

		Grand Total Price to Customer		\$830.31	

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative: Jonathan Nixon

Customer Signature:  Po# 25545

Job Title: Emergency Services Director

Date: 10/27/17

CenturyLink Representative: _____

CenturyLink Signature: _____

Job Title: _____

Date: _____



CenturyLink®
Business

Customer: Perquimans County 911
Quote #: 1709051309
Project Name: ALI Modems for Main Center
Created On: 9/5/2017
Expiration Date: 11/4/2017
Account Manager: Rob Robinson/b8q5
Sales Engineer: Paul Winstead
Customer Notes:

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Main Site					
Materials					
CISCO1921/K9	C1921 Modular Router, 2 GE, 2 EHWIC slots, 512DRAM, IP Base	\$ -	2	\$ -	
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	\$ -	2	\$ -	
CAB-SS-232FC	RS-232 Cable, DCE Female to Smart Serial, 10 Feet	\$ -	2	\$ -	
ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	\$ -	2	\$ -	
SL-19-IPB-K9	IP Base License for Cisco 1900	\$ -	2	\$ -	
S190UK9-15602T	Cisco 1900 IOS UNIVERSAL	\$ -	2	\$ -	
HWIC-2A/S	2-Port Async/Sync Serial WAN Interface Card	\$ -	2	\$ -	
HWIC-1DSU-56K4	1-port 4-WIRE 56/64 KBPS WAN INTERFACE CARD	\$ -	2	\$ -	
Support					
IUM-CON-SNTP-1921	CTL-MGD--UNASSIGNED-FOTS--M-SPARES--(IQU ITEM REQUIRED FOR FOTS) SNTC-24X7X4 C1921 Modular Router, 2 GE, 2 EHWIC slot	\$ 162.21	2	\$ 324.43	12
ICU-IUM-CON-SNTP-1921	CTL-MGD--CTL-FOTS--UNASSIGNED-SPARES--(IUM ITEM REQUIRED FOR SPARES) CTL-MGD--UNASSIGNED-FOTS--M-SPARES--(IQU ITEM REQUIRED FOR FOTS) SNTC-24X7X4 C1921 Modular Router, 2 GE, 2 EHWIC slot	\$ 14.60	2	\$ 29.20	12
Implementation					
QINTR-CISCO	Integration	\$ 426.68	1	\$ 426.68	
Shipping and Handling					
Shipping & Handling	Shipping & Handling	\$ 50.00	1	\$ 50.00	
Support Services Total				\$353.63	
Implementation Total				\$426.68	
Shipping and Handling Total				\$50.00	

				Grand Total Price to Customer	\$830.31

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative: Jonathan Nixon

Customer Signature:  PO# 25545

Job Title: Emergency Services Director

Date: 10/27/17

CenturyLink Representative: _____

CenturyLink Signature: _____

Job Title: _____

Date: _____

QUOTATION

Proposed Work:

Adding 23 analog channels to existing 32 channel NICE NRX. Adding NAS Server for backup archiving and NiceCall Focus III legacy data. Dell 1U NAS, Server 2012, 8GB RAM, RAID 5 3x2TB hard drives, Dual Power Supplies

Quotation Date: April 29, 2016

Prepared By: Todd Williams

Prepared For: Perquimans County EMS

Attn: Jonathan Nixon

Address: 159 Creek Dr.
Hertford NC 27944

Phone: 252-331-9817

nixon@perquimansnc.gov

Install Location Contact:
same

Phone:

Email:

Part Number	h/w,s/w lic	Quantity	Description	Price	Total
System Specifications					
EOS-NAS	h/w,s/w	1	Dell Power Vault NX NAS, 2012 Server, RAID 5, 6 TB Hard Drives, 8GB RAM, Dual Power Supply Configuration,	\$3,776.00	\$3,776.00
PS-NR-ANALOG-24CH	h/w	1	Analog board package for up to 24 channels	\$2,000.00	\$2,000.00
PS-INFORM-PROF-1CH-UPG-20	lic	23	Audio Recording License, including Inform Professional application support	\$440.00	\$10,120.00
T3AMS1MS1MS9S-10FT	hw	1	25 Pair Amphenol Cable, 10 ft	\$140.00	\$140.00
PS-MAINT-NICE-IND-ST		1	NICE Software Assurance First Year	\$840.00	\$840.00
Sub Total:					\$16,876.00
Professional Services					
Install	svc	1	Installation during normal business hours	\$2,278.00	\$2,278.00
APP	svc	1	Extended one year warranty (3x5)	1,265.00	\$1,265.00
Services Sub Total:					\$3,543.00
				Shipping:	\$100.00
QUOTATION TOTAL:					\$20,519.00

By signing below, you are authorizing purchase for materials and/or services quoted herein. Your signature authorizes Edge One Solutions, Inc. to proceed with your order and invoice accordingly. Please provide a copy of your company's purchase order along with the signed quotation and fax to 919-554-9257 or email to twilliams@edgesolutions.com.

Terms:

Payment Terms: Upon Installation

Delivery: CFR - Factory

Validity of quotation: 30 Days

Estimated Delivery: 4 Weeks ARO

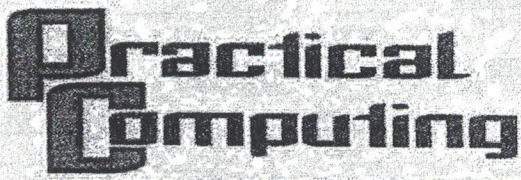
(Delivery is contingent upon stock availability at the time of order placement)

Approved by:

Approved Date:

Purchase Order Number:

\$ 20,519.00 TOTAL
- \$ 16,960.00 Paid FY 16-17
\$ 3,543.00 Remaining Balance for FY 17-18



NETWORK AND PC SALES, SERVICE & INTEGRATION

201 E. Elizabeth Street • Elizabeth City, NC 27909

Telephone: 252-338-9876

www.practicalcomputing.biz

May 16, 2016

To Whom It May Concern:

Practical Computing proposes to assist Perquimans County 911 Communications with IT support and project management for implementation of their backup PSAP with Chowan County. Experience from past projects suggests a budget of \$3750 will be satisfactory to complete the job. Below is a list of responsibilities for Perquimans County 911 Communications and Practical Computing.

Practical Computing will provide the following:

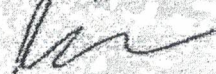
- Represent the county to vendors involved in the project as it pertains to the 911 phone system, CAD, and the call recorders and any replication between the sites.
- Attend conference calls regarding the above topics.
- Plan connectivity between the main and backup 911 center.
- Provide onsite support as necessary to facilitate these vendors
- Setup virtual remote workstations for CAD, hosted on the backup site server.
- Implement backup system.

Perquimans County 911 Communications will provide the following:

- Access to all Perquimans 911 Equipment
- Coordinated access to Chowan 911 site
- Attend conference calls when necessary

Our strategy is to replicate our CAD server using a product called Neverfail (Already purchased). The workstations will be virtualized desktops and will be implemented using Microsoft's Hyper-V technology. This will reduce the total cost of ownership and will provide an autonomous system at the remote end, eliminating the potential for conflicting software and management functions between both counties.

Sincerely,


Jesse Stallings
Lead Technician
Practical Computing

\$ 3,750.00 TOTAL
- \$ 1,250.00 Paid FY 16-17
\$ 2,500.00 Remaining Balance for FY 17-18

A "Common Sense" Approach to Computing

911 Funding Committee Report

David Bone

b) Polk County Funding Reconsideration

(vote required)

North Carolina 911 Board

PSAP Name: POLK COUNTY COMMUNICATIONS

Contact Name: JAMES MCGUINN

Contact Address: P.O. BOX 308

City: COLUMBUS

Zip: 28722

Contact Email: jmcguinn@polknc.org

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 are due by July 31 2017. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

June 30, 2017 Emergency Telephone System Fund Balance: \$220,153.00

	FY2018 (2017-2018) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2018 (2017-2018) Requested Increase Amount Recurring MONTHLY Cost	FY2018 (2017-2018) Requested Increase Amount Recurring ANNUAL Cost
Expenditure			
Phone Systems - Furniture			
Selective Rtnng/ALI Prov 9-1-1 trk line charges		78.00	
Basic line charge only **One administrative line per call-taking position		169.06	
MPLS-Fiber used for backup PSAPs connections		152.00	
911 telephone equipment (CPE, etc.)		685.00	
Furniture: Cabinets, tables, desks which hold 911 equipment			
TOTAL	\$0.00	\$1,084.06	\$0.00

	FY2018 (2017-2018) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2018 (2017-2018) Requested Increase Amount Recurring MONTHLY Cost	FY2018 (2017-2018) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE			
CAD (modules that are part of the call-taking process only)			
GIS (to create and display the base map showing street centerlines and address, address point layer)			
Voice Logging Recorder			
Time Synchronization			
Dispatch Protocols (Law, Fire, Medical)	163,652.00		11,432.00
ALI Database software	25,350.00		
Software Licensing		449.00	
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)			9,500.00
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)			

Automated digital voice dispatching software			
TOTAL	\$189,002.00	\$449.00	\$20,932.00

	FY2018 (2017-2018) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2018 (2017-2018) Requested Increase Amount Recurring MONTHLY Cost	FY2018 (2017-2018) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE			
CAD server			
GIS server			
911 Phone server			
Voice logging server			
Monitors			
Computer Workstations			
Time Synchronization			
UPS	22,000.00		
Generator			
Call Detail Record Printer (automatically captures incoming 911 telephone call data)			
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)			
Fax Modem (for rip & run)			
Printers (CAD, CDR, Reports, etc.)			
Radio Console Dispatch Workstations			
Radio Console Ethernet Switch			
Radio Console Access Router			
Back Up Storage Equipment for 911 Data Base Systems			
Paging Interface With Computer Aided Dispatch (CAD) system			
Alpha / Numeric Pager Tone Generator			
Radio Consolette **as defined in Approved Use of Funds List			
Hardware Maintenance			21,540.00
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.			
TOTAL	\$22,000.00	\$0.00	\$21,540.00

List expenditures to be applied to fund balance and submit quotes or invoices for review.:

	Expense Amount
V-Viper CPE	\$96,385.00
911 trunk line charge	\$2,334.00
Extended ALI Format	\$1,545.00

Total From Fund Balance **\$100,264.00**

Total remaining Fund balance: **\$119,889.00**

Items below this cell are to be completed by 911 Board Staff	
APPROVED FY2018 FUNDING	\$196,511.51
FY2018 Anticipated Capital Expenditures	\$211,002.00
Dispatch Protocols	\$163,652
Software License	25,350

Time Sync	22,000	
FY2018 Anticipated Monthly Recurring Increase		\$18,396.72
Selective Routing	\$ 78.00	
Basic Line Charge	169.06	
MPLS-Fiber	152.00	
Software License	449.00	
Telephone Equip	685.00	
FY2018 Anticipated Annual Recurring		\$42,472.00
Dispatch Protocols	\$ 11,432.00	
Paging Software	9,500.00	
Hardware Maintenance	21,540.00	
Requested FY2018 Funding		\$468,382.23
Maximum 20% carry forward amount:		\$40,225.00
<u>10% Carry Forward</u>		<u>\$20,113.00</u>
Staff Recommended FY2018 Funding		\$368,606.23

Additional Expense Explanation

State Required Backup PSAP

- \$78.00 monthly - Selective Rtnng/ALI Prov 9-1-1 trk line charges
- \$169.06 monthly - administrative phone lines (bill included shows a prorated charge from previous month. Amount show here is only expected monthly recurring charge.)
- \$152.00 monthly - Fiber for backup PSAP connection
- \$685.00 monthly - V-Viper CPE
- \$449.00 monthly - Software Licensing
- \$21,540.00 Annually – Hardware maintenance contract

Total \$1533.06 additional monthly for the backup PSAP

State approved dispatch capability enhancement

- \$9,500.00 annually - Southern Software PSAware
- \$163,652.00 one time cost - Priority Dispatch ProQA & AQUA Software (Law, Fire, Medical)
- \$11,432.00 annually - maintenance ProQA & AQUA Software (Law, Fire, Medical)

Total \$163,652.00 one time cost \$20,932.00 additional annually

Stored Emergency Power Supply System – State required 09 NCAC 06C .0210 “6) A Stored Emergency Power Supply System (SEPSS) shall be provided for telecommunications equipment, two-way radio systems, computer systems, and other electronic equipment determined to be essential to the operation of the PSAP.”

- \$22,000.00 - New APC 16kVA UPS System (This is probably low. I am being told this will be a very complex installation. IT is doing a load study to determine the size SEPSS needed so we can get quotes and I will have to get quotes on instillation.)

Total \$22,000.00 one time cost

Create new SQL Address database and Apps

- Design to training - \$24,350.00
- Onsite Training - \$1,000.00

Total \$25,350.00 one time cost

Lines I thought may need additional explanation

Line 19 – Truck billing MRC 6@ \$13= 78 AT&T traffic study showed we needed 6 911 trucks

Line 20 – based on first bill total basic line charge for 3 admin lines will be 169.06 per month

Line 22 – V-Viper with UPS plus extended ALI charge



eGIS Associates, Inc.

eGIS Associates, Inc.
2712 Wilding Green Lane, Suite100
Dacula, Georgia 30019, USA
Phone: +1 678-710-9710
Fax: +1 770-963-3026
www.egisassociates.com

April 3, 2017

David Weisgerber, GISP
Polk County GIS
40 Courthouse Street
Columbus, NC 28722

Proposal to create new SQL Address database and Apps

Dear Mr. Weisgerber:

eGIS Associates, Inc. (eGIS) is pleased to provide the Polk County NC (County) with this proposal and letter form agreement to provide database conversion and development services. Our team has over 100 years of combined experience providing geospatial and IT related products and services.

General Project Overview

The County has an existing Microsoft Access Database used to store address information within the County. This database is used by multiple departs and includes several queries, forms, reports and integration with other systems such as GIS. The County is seeking the assistance of an experienced professional GIS/IT firm to convert the existing address database from Access to SQL Server. This will include developing applications will allow new addresses to be added, existing address records to be updated, integration with ArcGIS Desktop, Server and Online, integration with 911 dispatch software and report generation capability.

Mr. Tripp Corbin, GISP will serve as the Project Manager and primary administrative contact for this project. He will oversee the project ensuring that proper resources are allocated to completing the project in a timely and accurate manner. Mr. Corbin will be assisted by Mr. Joshua Knight, who will serve as the Assist Project Manager and Quality Control Review. They will utilize eGIS team members as required to complete the project. This may include: Tim Gaunt, GISP, Jason Kandrick, MCSA, and Eric Pimpler. Resumes can be provided upon request.

During this project eGIS will perform the following tasks:

- Evaluate existing database, forms, queries and reports
- Review existing workflows
- Design new SQL database
- Convert data from existing Access database to SQL Server
- Optimize SQL database for peak performance
- Design and develop browser based data input, search and reporting applications
- Design and develop ArcGIS for Desktop Add-in for integration of the SQL Database into editing sessions
- Project Management
- Quality Control
- Option for On Call Technical Support (1 yr.)

Project Manage Method

eGIS uses the Agile Project Management method for developing GIS-based solutions. Agile is a highly flexible and interactive method that requires empowered individuals from eGIS and the County to work together to provide input throughout the entire course of the project. Deliverables are submitted in stages allowing for review, comment and testing by eGIS and the Town as the solution is developed. This ensures both the County and eGIS remain on scope and have the same expectations throughout the project from start to finish.

Project Scope

eGIS proposes using a phased approach to this project. This will allow the project to be broken down into more manageable parts with specific deliverables. It also allows for better communication, control of expectations and adjustments to changes in needs or requirements.

Phase 1: Design New Addressing SQL Database

eGIS will develop a new SQL database design. This will include:

1. Review of existing database schema, queries and reports.
2. Review existing addressing workflows for updating, searching, displaying, and use. This will include a one day on-sight assessment with County staff.
3. Coordinate with County Dispatch software vendor, Southern Software, to ensure database design will be compatible with their solution.
4. Develop Database design requirements based on information obtained during review of existing database, review of workflows, dispatch requirements and functionality needs identified by County GIS coordinator/manager.
5. Produce basic database schema

The County will need to ensure eGIS has access to all current data which will be imported into or integrated with the new Addressing SQL Database. eGIS will coordinate scheduling of the on-site visit to assess existing workflows for a date and time mutually convenient to both parties.

Upon completion of this Phase, eGIS will deliver to the County:

- Document outlining database requirements and information obtained from the review of existing workflows
- Schematic of new Addressing database schema

Phase 2: Data conversion

Once the new database design has been approved by the County, eGIS will load the data currently stored in the existing access database into the new schema. This will be loaded directly into the SQL instance running on the County's servers. eGIS will do this remotely at a time that will be least impactful to the County's daily operations.

eGIS will work closely with the County's GIS staff during this phase to ensure all data is successfully moved into the new SQL database. This will include several online meetings to review current data, establish editing protocols for updating data until the browsers apps are developed in later phases, and review of the data once converted.

The County will need to provide eGIS with remote access to the SQL Server, ArcGIS Server, and access database. eGIS will coordinate with the County's GIS and IT staff on the best method for granting this access.

Upon completion of this phase, eGIS will deliver to the County:

1. New Address Database installed on County's SQL Server populated with data from existing Access Address Database
2. Method for maintaining the data until Browser apps which allow for editing are developed

Phase 3: Design, Development and Installation of Browser Apps

eGIS will use the information gathered in Phase 1 to develop a proposed storyboard for the browser based application which will allow users to edit, search and generate pre-canned reports using the new address SQL database. It is expected that this application will be used on desktops, laptops or tablets with medium to large screens.

The storyboard will outline the basic functionality and workflows which will be used by the new browser based application. The storyboard will be presented to the County for review and comment. This will allow the County to determine the final functionality which will be included in the app and how that functionality will work. Once the story board has been approved by both parties, then no further changes to overall functionality will be made without written consent of the County and eGIS.

Upon approval of the storyboard, eGIS will develop a live application incorporating the functionality and workflows approved in the story board. eGIS will provide initial testing of the new application to ensure that basic functionality works as expected. Then the County will be provided with information to access the application. The County will then need to test the application and provide feedback to eGIS within a two-week timeframe. Once eGIS has received the feedback from the County, we will incorporate any requested changes or fixes to the existing functionality and deliver the final version of the application.

eGIS will need remote access to all servers required to complete this Phase. This will include but is not limited to: the Database server and webserver.

Upon completion of this phase, eGIS will deliver to the County:

1. Browser based application which allows for editing and searching of address information along with generation of pre-canned reports.

Phase 4: Design, Develop and Implement ArcMap Add-in

eGIS will develop an Add-in for ArcMap which will allow the integration of the address database with GIS layers during a standard edit session. The goal of the Add-in is to make the creation of address points easier by allowing the new SQL Address database to be queried automatically. The same method outlined in Phase 3 will be used to develop this Add-in.

The County will need to provide eGIS with remote access to an ArcMap instance with a connection to the new SQL Address database and the County's GIS database for testing.

Upon completion of this phase eGIS will deliver the developed Add-in to the County.

Phase 5: Design, Develop and Implement Address Sharing Browser App

eGIS will design, develop and implement a browser based application which will allow for the searching, printing and reporting of address data from the new SQL address database. This will include a map which will show the location of addresses queried. The map data used will be served via ArcGIS Online.

It is expected this application will be based on the application developed in Phase 3. This will allow the reuse of code, making development of this application more efficient and easier to maintain in the future. eGIS will develop this application using the same method outlined for Phase 3.

The County will need to provide remote access to all

Phase 6: Training

eGIS will provide a total of 8 hours of training to up to 3 County staff members on the use of all applications developed during this project. This training will be provided remotely using GoToTraining. The sessions will be recorded. A copy of the recorded sessions will be provided to the County for use to train others.

Fee, Invoice and Payment

The County agrees to pay eGIS a total fee of twenty-four thousand three hundred and fifty dollars (\$24,350.00) to provide the services outlined in this proposal plus any optional or additional services requested by the County. This fee is broken down by phase below.

Phase 1: Design New Addressing SQL Database - \$4,500.00
Phase 2: Data conversion - \$2,000.00
Phase 3: Design, Development and Installation of Browser Apps - \$10,500.00
Phase 4: Design, Develop and Implement ArcMap Add-in - \$4,000.00
Phase 5: Design, Develop and Implement Address Sharing Browser App - \$1,550.00
Phase 6: Training - \$1,800.00

Invoices will be issued monthly based on an estimated percent complete of the phases worked on during that month plus any optional or additional services requested by the County. Payment of a properly prepared invoice shall be made within thirty (30) calendar days of receipt. Any invoice that exceeds 30 days from date of invoice will be charged a late fee equal to 1.5 percent of the outstanding invoiced balance per month.

Optional 1: Onsite Training

_____ ***Initial***

The County may elect to include onsite training as an option. If the County elects onsite training, an additional fee for expenses will be as follows:

- Flight/Mileage - \$450.00
- Hotel - \$300.00
- Meals - \$100.00
- Rental Car - \$150.00

Total Additional Expense = \$1,000.00

Optional 2: Support & Rent-a-Tech

_____ **Initial**

If the Town elects to make use of this service, it agrees to pay eGIS a hourly fee determined by the level of employee that performs the requested service, plus the cost of all reimbursable expenses such as travel, shipping and reproduction cost multiplied by a factor of 1.1. Below is a list of current hourly rates for employee positions anticipated for this project.

- GIS Project Manager - \$90.00
- ArcGIS Server Specialist - \$115.00
- GIS Professional/Instructor - \$110.00
- GIS Application Developer \$150.00
- GIS Analyst - \$75.00
- GIS Technician - \$60.00

The County may pre-purchase Support and Rent-a-Tech hours. Pre-purchased hours will be discounted off the hourly rate for the person that performs the requested service as outlined below.

- Pre-purchase 10 Support or Rent-a-Tech hours – 10% Discount off Hourly Rate
- Pre-purchase 15 or more Support or Rent-a-Tech hours – 15% Discount off Hourly Rate

Pre-purchase discounts only apply to hourly rates for those providing the requested services. Pre-purchase hour discounts do not apply to travel or other expenses associated with providing Support or Rent-a-Tech services. Pre-purchase hours are valid for two years from date payment is received.

Invoices will be issued monthly for none Pre-purchased hours as described above. Payment of a properly prepared invoice shall be made within thirty (30) calendar days of receipt. Any invoice that exceeds 30 days from date of invoice will be charged a late fee equal to 1.5 percent of the outstanding invoiced balance per month.

Schedule

eGIS believes it can complete this project in a four-month period depending on the needs and timeframe of the County. The schedule will largely be determined by the availability of County staff to provide set up remote access and to review deliverables for the various phases.

Duration & Termination

This Agreement is for a term of Twelve (12) months year starting on the date of execution of the agreement. The support task, if chosen, will automatically renew at the end of the one (1) year period unless the County provides written notification to discontinue the agreement at least one month prior to the automatic date of renewal.

This Agreement may be terminated by either party by providing two (2) week written notice. In the event of such termination, the County shall pay eGIS for the Services accomplished up to the date of termination.

Circumstances Beyond Control of eGIS

The performance by eGIS of any obligation hereunder shall be excused if such failure is caused by any event or circumstance beyond its reasonable control.

Disclaimer

eGIS shall not be liable for any indirect, special, consequential, incidental or other damage arising out of the use of data or software. In no event shall eGIS' liability for damages hereunder, if any, exceed the total amount paid to eGIS by the County for the specific data or software element in question.

Confidentiality

Any confidential data or project information will not be used or distributed outside the scope of this project. eGIS will not will not divulge any confidential information to any person or entity unless written approval is granted by County.

Insurance

At the request of County, eGIS will provide proof of insurance and/or certificate of insurance for General Liability and Worker's Compensation.

Governing Law

This AGREEMENT shall be governed by and construed in accordance with the laws of the State of North Carolina.

Regulatory Compliance

eGIS shall comply with all federal, state and local statutes, ordinances and regulations, and shall obtain all permits that are applicable to the Agreement. Each party hereby certifies that it has complied with the Immigration Reform and Control Act of 1986 (IRCA), D.L. 99-603, by registering with the Department of Homeland Security eVerify system and verifying information for all new employees and executing and causing any of its subcontractors to execute any affidavits required by law and/or all affidavits necessary for the County to comply with SAVE requirements.

Agreement Authorization

If this Agreement is acceptable, please print, execute with an authorized signature and provide an original copy to our office. Should you have any questions, please feel free to contact me directly. We appreciate this opportunity to serve Polk County North Carolina.

Thank you for your business.

Very truly yours,



Tripp Corbin, MCP, CFM, GISP
Chief Executive Officer
eGIS Associates, Inc.

This agreement is entered into on this _____ Day of _____, 2017.

Polk County, North Carolina

Signature

Name (Printed or Typed)

Title

[Proposal to create new SQL Address database and Apps]

[Submitted April 3, 2017]



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Polk County E911 Communications, NC

Contact: James McGuinn

Date: 3/17/2017

SOFTWARE (ANNUAL SUBSCRIPTION)

PSAware for over 200 Devices - Site

1 Year

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$9,500.00

CUSTOMER'S SIGNATURE

DATE

3/17/17

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

Proposal of software is valid for (60) days from date of proposal.

Proposal of software is valid for (60) days from date of proposal.

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

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.

Contact information for Public Safety Representative:

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

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

windstream.

HIGH-SPEED INTERNET
UNLIMITED PHONE
DIGITAL TV



Visit us at
windstream.com

Thank you
for your business.

Windstream provides online billing at www.windstreamonline.com
Your PIN is 563894953.

Account number 062962115 Telephone number 828-863-2211 Invoice date July 20, 2017

Please call Windstream Communications toll free or visit our website.
For Sales/Billing/Account Changes: 1-800-600-5050
For Repair/Technical Support: 1-800-600-5050
Website www.windstream.com

POLK COUNTY GREEN CREEK-BACK UP
8645 S NC 9TH HWY
COLUMBUS NC 28722-9653

Service At-A-Glance

Previous Bill	\$.00
Payments/Adjustments thru 07/17	\$.00
Amount Previously Due	\$.00
Current Charges Due - 08/08/17	\$233.20
Total Amount Due	\$233.20

Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at www.windstream.com/terms, or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

On-line: For easy payments 24 hours a day, visit www.windstreamonline.com.
In person: To find a retail store location near you, visit www.windstream.com/support.
By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call the number above.

Detach and return this payment slip with your check payable to WINDSTREAM NORTH CAROLINA, LLC.

windstream.

ATTN: SUPPORT SERVICES
1720 GALLERIA BLVD
CHARLOTTE, NC 28270

Address Service Requested

Account number 062962115 Telephone number 828-863-2211 Due date August 08, 2017
Amount Due \$233.20

Payment enclosed

\$

777 062962115 0

☐ Check here for address changes noted on reverse side.

7776017564 PRESORT 19664 1 SR 0.500 P3C82



POLK COUNTY GREEN CREEK-BACK UP
8645 S NC 9TH HWY
COLUMBUS NC 28722-9653

WINDSTREAM
PO BOX 9001908
LOUISVILLE, KY 40290-1908



7000777000000006296211521707190000002332051

Go Paperless Today!

Why go Paperless?

1. Convenience - Windstream offers the convenience of online bill pay and auto draft through Windstream Online.
2. Accessibility - Receiving your bills via the Internet allows you to check your statements instantly from anywhere. So, no more worrying about the ability to make your payments on time if you are out of town!
3. Environment - Reduce your footprint by eliminating your paper bills. By signing up for paperless billing, you will be contributing to the reduction of paper usage, saving millions of trees, reduction of greenhouse gases, decrease in waste water production, and saving gasoline due to less delivery of paper bills.

Make your life easier while helping to save the Earth by signing up for paperless billing today!

Go to www.windstreamonline.com to register today!

SPEND LESS TIME PAYING YOUR BILL!

Windstream offers automatic payment options to make paying your bill easier. Set up AUTO PAY using your bank account. This allows your Windstream payments to be drawn directly from your preferred bank account.

- No more stamps
- No more checks to write
- No more worrying about late payments

It's free and you can still receive your paper bill or go green with paperless billing. Register today at www.windstreamonline.com or call Windstream Customer Service.

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

Informacion importante para los clientes que pagan por cheque

Windstream puede convertir sus pagos por cheque a una transaccion electronica automatica de debito (ACH en ingles). La transaccion del debito aparecera en su estado de cuenta del banco, aunque no se presentara su cheque a su institucion financiera ni se le devolvera a usted. Esta transaccion electronica automatica de debito no le inscribira a usted en ningun proceso de debito automatico de Windstream y solamente ocurrira cada vez que se reciba un cheque. Cualquier reentrega debida a fondos insuficientes tambien podra ocurrir electronicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente seran seguras y el pago por cheque constituye la aceptacion de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.

For a complete description of fees and taxes included on your bill, please visit www.windstream.com/billinfo

Keep this portion for your records.

Return this portion with your payment.

Change of Address Effective Date ____ / ____ / ____

Name _____

Attention _____

New Address _____ Apt/Suite# _____

City _____ State _____ Zip _____

Business Phone _____ Home Phone _____

Windstream representatives are happy to answer your questions or concerns related to billing or service. To contact us, please call the number located at the top of page one. To view customer service hours by state and answers to FAQs, visit www.windstream.com/support.

WSM-133964

windstream.



Account number
062962115

Telephone number
828-863-2211

Invoice date
July 20, 2017



SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

WINDSTREAM	224.73	
WINDSTREAM COMMUNICATIONS	8.45	
CURRENT CHARGES DUE 08/08/17		233.20

WINDSTREAM DETAIL OF CURRENT CHARGES

Service from 07/19/17 to 08/18/17
Toll charge inquiries call 1-800-600-5050

SERVICES

3	EXTENDED AREA SERVICE	2.94	
3	CALL FORWARD	.00	
1	COMMUNITY CALLER	.00	
3	NON-PUBLISHED SERVICE	.00	
2	ADDITIONAL LINE WITH BUNDLE	60.00	
1	UNLIMITED VOICE BUNDLE	60.00	
1	NC COMMUNITY CALLER-AUTO-RES	.00	
1	NC FREQUENT CALLER FLAT RATE	.00	
	TOTAL SERVICES		122.94

DISCOUNTS AND PROMOTIONS

12 MONTH TERM BUNDLE DISCOUNT	10.00 CR	
TOTAL DISCOUNTS		10.00 CR

SURCHARGES AND OTHER FEES

ACCESS CHARGE PER FCC ORDER	23.13	
ACCESS RECOVERY CHARGE MLC	13.89	
911 SERVICE	1.80	
FEDERAL UNIVERSAL SERVICE FEE	7.00	
SPCL SURCHRG TELECOM RELAY SVC	.30	
TOTAL SURCHARGES AND OTHER FEES		46.12

OTHER CHARGES AND CREDITS

ACCESS CHARGE ADJUSTMENT From 07/05/17 to 07/18/17	10.80	
BASIC SERVICE ADJUSTMENT From 07/05/17 to 07/18/17	59.54	
HIGH-SPEED SERVICE ADJUSTMENT From 07/05/17 to 07/18/17	4.67 CR	
TOTAL OTHER CHARGES AND CREDITS		65.67

TOTAL WINDSTREAM CHARGES		224.73
---------------------------------	--	--------

WINDSTREAM COMMUNICATIONS DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-800-600-5050

SURCHARGES AND OTHER FEES

INTERSTATE SERVICE FEE	4.97	
FEDERAL UNIVERSAL SERVICE FEE	2.60	
REGULATORY ASSESSMENT SURCHRG	.88	
TOTAL SURCHARGES AND OTHER FEES		8.45

TOTAL WINDSTREAM COMMUNICATIONS CHARGES		8.45
--	--	------

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS	1-800-600-5050
---------------------------	----------------

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS	1-800-600-5050
---------------------------	----------------

Your Local carrier is*:

WINDSTREAM NORTH CAROLINA, LLC	1-800-600-5050
--------------------------------	----------------

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

REGULATORY PRESENTATION OF CURRENT CHARGES

The following summary presents your current charges by service type as defined by your state regulatory agency. Totals for each service type include applicable surcharges, fees and taxes.

BASIC LOCAL SERVICE	237.30
HIGH-SPEED INTERNET	14.67 CR
TOLL SERVICE	8.45
NON-REGULATED SERVICE	2.10

TOTAL	233.18
--------------	---------------

IMPORTANT INFORMATION

BASIC SERVICE charges listed above are Regulated. Non-payment of these charges could result in disconnection of those services and may be subject to collection actions.

TOLL SERVICE charges listed above are Regulated. Non-payment of these charges could result in disconnection of those services and may be subject to collection actions, but will not result in the disconnection of basic local service.

Non-payment of the NON-REGULATED charges listed above may result in the disconnection of these services and may be subject to collection actions, but will not result in the disconnection of BASIC or TOLL (Regulated) SERVICE.

WINDSTREAM CUSTOMER MESSAGE

Windstream long-distance service is subject to Windstream Terms and Conditions. A complete listing is available at www.windstream.com.

Windstream continues to work to provide the highest level of service and support to our Customers. Part of this service commitment includes providing Customers with the opportunity to have third party services charged to their Windstream telephone bill as a convenience. While many Customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their Windstream bill each month and contact the company if they are unsure about a charge on their Windstream bill. And, in order to provide our Customers with a greater level of control and an additional layer of account protection, Windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for Windstream-related services to which you subscribe (i.e. Dish, TechHelp, etc.), but will prevent unrelated services from appearing on your Windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account, please call a Windstream representative at the phone number found at the top right hand corner of your statement.

Windstream Online payments must be made by 4:00 pm eastern time in order to post for the current day.



windstream.

Account number
062962115

Telephone number
828-863-2211

Page 4 of 4
Invoice date
July 20, 2017

WINDSTREAM CUSTOMER MESSAGE (cont'd)

Thank you for choosing the Windstream Business Voice Bundle which includes: A business access line, unlimited long-distance calling, and a feature package of Caller ID, Call Forward, Repeat Dialing, 3-way Calling, Call Return, Call Waiting, and Caller ID on Call Waiting. The bundle also includes the option of Rotary Hunt, Rotary Hunt Voice mail and Voice Mail.

While this is a special money saving bundle, you may purchase basic local exchange service and any optional telephone feature on file in a schedule or tariff with the commission separately at the price posted on either the company's web site, or on file with the commission. Standard tariff rates are subject to the terms and conditions contained within the applicable tariffs. Failure to remit the total due for your Windstream Business Voice Bundle may result in disconnection of your bundle. You may revert to basic local service only by payment of past due amounts for basic local service.

For terms and conditions regarding your service please visit
smallbusiness.windstream.com/terms.

AN IMPORTANT MESSAGE ABOUT CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

The protection of your customer privacy is of utmost importance to the employees and management of Windstream Communications. Please take a few minutes to read the important message about your customer proprietary network information, or CPNI.

Your CPNI as defined by the FCC includes the types of telecommunications services you currently purchase from Windstream, the frequency with which you use them and all related billing information that identifies those services. CPNI does not include your telephone number, your name or your address. We are required to protect the confidentiality of your CPNI under federal law.

Please understand that Windstream will never sell, trade or share your CPNI with anyone outside Windstream and its authorized affiliates, except where required by law or to protect or enforce Windstream's rights or property (e.g., to collect unpaid amounts owed to Windstream by the 'customer'). However, unless you direct us otherwise, your CPNI may be shared with Windstream's authorized agents for billing and provisioning and among Windstream's operating companies for marketing purposes, including the marketing of satellite television and Broadband Internet access. To allow Windstream to use your CPNI, no further action is required.

As a Windstream customer, you can restrict our use of your CPNI for the purpose of marketing additional products and services to you by calling Windstream at the number on page one of your bill or visiting a local Windstream retail store location. Please note that you must submit a separate request for each telephone number for which you receive a separate Windstream bill.

Your decision to permit or restrict our use of your CPNI will remain in effect until you decide to change it - which you can do at any time without charge. Permitting or restricting our use of your CPNI will not affect the provisioning of any Windstream product or service to which you currently subscribe, nor will it eliminate marketing contacts which do not use your CPNI. Further, Windstream will continue to use your CPNI to initiate, render, bill and collect for telecommunications services and to protect the carrier's rights or property, e.g., to prevent fraud, even if you choose to restrict our use of your CPNI.

Thank you for choosing Windstream Communications. We sincerely appreciate your business and respect your privacy.

If not paid on time, a late payment collection fee of \$12.00 will apply to any past due Internet balance.

A late payment charge at the rate of 1 percent per month will apply to any balance unpaid 5 days after the due date.

A \$25.00 fee will be charged on all returned checks.

RE: Billing

MILES, JULIE C <jm8700@att.com>

Mon 6/5/2017 12:13 PM

To:

ELLENBERG, GREG <ge1849@att.com>;

James McGuinn;

...

Cc:

GRIEDER-MCCARTY, LAURIE <LG3825@att.com>;

...

You replied on 6/5/2017 12:39 PM.

Additional charges for Extended ALI format:

\$190 per month, \$1545 onetime

Julie Miles

Service Consultant

AT&T Global Ordering

AT&T Services

1 888 460-2430 Ext 4075665

jm8700@att.com

"This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited."

From: ELLENBERG, GREG

Sent: Monday, June 05, 2017 11:39 AM

To: jmcguinn@polknc.org

Cc: GRIEDER-MCCARTY, LAURIE <LG3825@att.com>; MILES, JULIE C <jm8700@att.com>

Subject: Billing

Trunk Billing

MRC - 4@\$13 ea=\$52.00

NRC - 4@\$389 ea=\$1,556.00

V-Viper with UPS's added

MRC = \$495.00

NRC = \$96,385.00

Addition of Qty (1) CIM module for additional 911 trunks = NO CHARGE

Let me know if you need anything else.

Greg Ellenberg

Public Safety Applications Specialist III
AT&T Public Safety

m 864.320.9130 | ge1849@att.com

MOBILIZING YOUR WORLD

This e-mail and any files transmitted with it are the property of AT&T, are confidential, and are intended solely for the use of the individual or entity to whom this e-mail is addressed. If you are not one of the names recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited.



QUOTE

110 Regent Street, Suite 500
Salt Lake City, UT 84111
USA
www.prioritydispatch.net
Prepared By: Tim Martin
Phone: (800) 363-9127 Ext. 113
Email: tim.martin@prioritydispatch.net

Agency/Licensed User: Polk County E911 Government
Agency ID#: 22510
Quote #: Q-07203
Date: 3/3/2017
Offer Valid Through: 6/30/2017
Payment Terms: Net 30
Currency: USD

Bill To:
Polk County E911 Government
James McGuinn
,
United States

Ship To:
Polk County E911 Government
James McGuinn
,
United States

Line	Product Name	Qty	Unit Price	Amount
1	ProQA Medical/Fire/Police Software Licenses Automated calltaking software	3	11,250.00	33,750.00
2	ProQA Medical/Fire/Police Backup Software Licenses Offsite, backup location software	3	5,625.00	16,875.00
3	XLerator Client Server Suite Client server software application suite	1	2,500.00	2,500.00
4	AQUA Case Review Software for EMD/EFD/EPD Quality Assurance (case review) software base engine and discipline module	2	4,500.00	9,000.00
5	MPDS Backup Cardset License Licensed manual protocol set for backup	3	495.00	1,485.00
6	MPDS Quality Assurance Guide Quality Assurance Guide for training and case review only	3	45.00	135.00
7	FPDS Backup Cardset License Licensed manual protocol set for backup	3	495.00	1,485.00
8	FPDS Quality Assurance Guide Quality Assurance Guide for training and case review only	3	45.00	135.00
9	PPDS Backup Cardset License Licensed manual protocol set for backup	6	495.00	2,970.00
10	PPDS Quality Assurance Guide Quality Assurance Guide for training and case review only	3	45.00	135.00
11	Software Installation and Configuration On-site technical assistance for software installation and configuration for IT personnel	2	1,500.00	3,000.00
12	Protocol Training and Certification for EMD/EFD/EPD (Host) Materials, tuition and certification	18	1,020.00	18,360.00
13	Active Assailant Course Registrations	18	99.00	1,782.00
14	ProQA Software Training for EMD/EFD/EPD (one 8 hour course) 2 or more disciplines require 8 hours of training	3	1,500.00	4,500.00
15	AQUA Software Training 8-hour course	1	1,500.00	1,500.00
16	Implementation Support Package for EMD/EFD/EPD Implementation support and quality management program development	1	60,000.00	60,000.00

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

Line	Product Name	Qty	Unit Price	Amount
17	Trip Charge/Travel Expenses Travel expense	1	6,000.00	6,000.00
18	Annual Maintenance/Extended Service Plan for Three Disciplines - P License renewal, service and support	1	11,432.00	11,432.00
19	Shipping & Handling	1	40.00	40.00

Subtotal	USD 175,084.00
Estimated Tax	
Total	USD 175,084.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Credit Card #:		Expiration Date:	

TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer.

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



James McGuinn, Interim Director / TAC / Telecommunicator
Polk County E911 Communications
40 Courthouse Street, Columbus, NC 28722
jmcguinn@polknc.org
(828) 894-0188

James,

Following is proposal for the server environment for the backup Communications site. Our proposal includes the server hardware / software, and the labor to setup the site. There are \$54,346.16 in one-time costs, and \$449.00 per month on ongoing costs for software licensing. If you prefer, we can convert the monthly licensing to annual pricing.

<u>Server Environment Project</u>	<u>Qty</u>	<u>Cost</u>	<u>One-time</u>	<u>Monthly</u>
ESX Server hardware (8 TB RAID, 96 GB RAM, etc.)	1	11,977.00	11,977.00	
VMWare Essentials Plus w/ 3 yrs VMware support	1	6,987.16	6,987.16	
Replication Software w/ updates	10	30.00		300.00
Management / AD server	1	4,995.00	4,995.00	
Network Switch (data)	1	897.00	897.00	
Fiber Transceivers	2	149.00	298.00	
Serial / Ethernet server (ALI)	1	299.00	299.00	
Battery Backup (rack)	1	3,997.00	3,997.00	
4-post Rack (Full Height - Enclosed)	1	1,998.00	1,998.00	
4-port KVM - Rack mountable	1	398.00	398.00	
Firewall - HW / Licensing / Management	1	149.00		149.00
Labor (delivery / setup / project labor)	100	225.00	22,500.00	
			<u>54,346.16</u>	<u>449.00</u>

Purpose / scope of project - the purpose of this project is to deliver a backup site where Polk Communications can bring critical network services online quickly and operate in case the Columbus datacenter is offline for any reason.

- All critical CAD functions - CAD SQL database, CAD with Mapping Display System, Silent Dispatch -- will be replicated and available at the backup location.

Note - phone / radio operations are outside of the scope of this project.

- In the event of an unexpected outage in main datacenter, the backup site can be brought online within 60 minutes with virtually no loss in data.



- SUI will facilitate quarterly failover and recovery testing to the backup datacenter allowing CAD operators to test live calls at the backup location.
- SUI will monitor the backup location 24/7 for any issues and remediate as necessary as part of our ongoing support agreement

This project estimate Assumes the following:

- Clean power at the backup location - via utility / generator backup – proper surge protection is in place
- Server room is secure and clean
- PC911 provides all workstation hardware / software

Project completion - Project will be deemed complete upon successfully testing of failover of CAD server resources.

Maintenance and support – All ongoing maintenance and support will be provided under our current support agreement. Our current agreement will be adjusted to include support for the backup server environment. Client understands that certain components of the project require future renewals to remain under vendor support.

Please let me know if you have any question at all.

Thank you for your trust and consideration.

Kevin P. Smith

Solutions Unlimited, LLC

kevin@suisc.com

(864) 599-8678 x1001

911 Maintenance Agreement

To: Bruce Yelton / Polk Communications **From:** Kevin P. Smith

Phone: 828-894-6129 **Date:** September 5th, 2017

Re: 2017 – 2018 Backup Datacenter Support **CC:**
Agreement

Following is the maintenance agreement for the “911” computer systems for the period from July 1, 2017 to June 30, 2018.

Qty	Months	Items Covered with Description	Monthly
1	12	ESX Host Support (ESX / VSAN) - 24x7 coverage (PSAP)	275.00
1	12	ESX Virtual Center Management Server - 8x5 coverage (PSAP)	\$100.00
1	12	Sophos UTM / Firewall remote management (24/7 coverage) - 5 users (PSAP)	\$75.00
3	12	CAD Laptop/ workstations – 24x7 - Coverage (PSAP)	\$40.00
1	12	Dell Switch - Communications - 24/7 coverage (PSAP)	\$50.00
2	12	VMWare Site to Site Replication Appliances (VM) - monitoring / management / remediation (PSAP)	137.50
10	12	Vmware replication Licensing (per VM)	\$30.00
1	12	Active Directory Server (VM) server (24/7 coverage) (PSAP)	\$100.00
1	12	Management Server (physical) (PSAP)	\$100.00
4	1	Quarterly DR testing (Quarterly) - DR "bubble" test, setup, support during, and cleanup (PSAP)	\$900.00
Annual Contract for Communications			\$21,540.00

Support Services Agreement - Client authorizes SUL to furnish all service work necessary to maintain the computers and network equipment specified above. Said services will include support for network operating systems software, computer operating systems software, and application software listed

above. The scope of this agreement is to maintain the current environment as it relates to “911” operations. Support will be provided via email, telephone and via remote support, with onsite support being provided as deemed necessary by SUI after consultation with the Polk County IT Director.

Approval/Maintenance of Hardware & Software - Prior to the effective date of this contract, SUI will perform an onsite survey of all existing hardware and software. We will examine each computer system, perform preventive maintenance, and take a detailed inventory all hardware and software. Once accepted, any change to the configuration (hardware and/or software) must be approved to be included in this agreement. SUI will provide an inventory/configuration document for all systems covered under this service agreement. SUI will also provide a list of any recommended changes and/or upgrades to optimize the current environment.

Hardware Coverage - Hardware replacement is **excluded** from this agreement, however SUI agrees to provide limited hardware support to the extent of assisting in diagnosing hardware issues, and coordinating repairs with the appropriate hardware vendor. All hardware replacement, repair, and procurement costs are the responsibility of the client.

Software Coverage - SUI agrees to provide software support by maintaining the existing software environment in terms of supporting basic CAD operations. SUI will make necessary repairs to existing operating systems and application software settings on listed workstations and servers to restore current functionality. This includes reloading of current applications and/or operating systems, installing software/service packs/patches as needed to remedy software problems.

Quarterly Evaluations - We will also perform quarterly tests of server fail-over functionality, battery backups, and perform test restorations of data from backup media. We will provide written documentation of all test results and list of any suggested remediation.

Service Exclusions - Client understands that services covered under this agreement are aimed specifically at supporting 911 CAD operations. Client understands that other county departments may share certain 911 resources (i.e. SQL Database Server, Active Directory Server, DNS Servers, DHCP server, Profile Server, file shares, etc.). Further, client understands that any support services provided for the benefit of departments outside of Communications will be billed at our standard hourly rates. Following is a list of service specifically **not** covered under this agreement:

1. Active Directory “AD” management (i.e. schema changes, creating/managing users, passwords, rights, etc.) for users/resources outside of Communications. We will support the availability of AD for other departments, but any recovery / restoration / management for users/resources outside of the Communications department is not covered under this agreement.
2. Backup / mirroring of client data not included in the automated backup / mirroring processes (i.e. data which internal IT staff / users place outside of protected areas). We are available to add any data to the nightly backup and server mirroring processes, but we request that any such additions be documented via email and approved by your management.
3. Backup tape rotation. We will configure nightly tape backups and monitor backup logs, and we will alert Polk County IT staff of failed backup jobs and/or missed tape rotations. However, client assumes all responsibility of swapping tapes, and the replacement of tapes which may become faulty.
4. Network configuration modifications required to accommodate access by other departments; except for issues that are necessary for normal 911 operations.

Service Limitations - Client understands that this agreement does not include service or repairs to covered items caused by:

- a. Elective software changes or upgrades of non-defective hardware (i.e. Client electing to upgrade Operating Systems, application software, memory, hard drive upgrades, etc.)
- b. Use of supplies and consumables, or such items not designed for use with items included under this contract (i.e. ribbons, print heads, toners, batteries, etc.)
- c. Force Majeure events beyond SUI's reasonable control, including but not limited to Acts of God, government regulation, labor strikes, natural disasters, and national emergency.
- d. Accidents, natural disasters (lightning, flood, electrical surges/brown-outs, etc.), improper use of equipment, and/or damage due to transportation by client.
- e. Work performed by personnel other than SUI employees or subcontractors, or other such causes beyond SUI's control; or changes made (or problems caused by any changes made) to the listed hardware / software by anyone other than SUI personnel.

Note: Authorized Polk IT staffs are excluded from this section in that they will handle the day-to-day issues related to the CAD desktop computers, and make user account changes (add/update/password resets, etc.) in Active Directory. All changes must be documented via the current email system or similar. **However, changes to the CAD servers' hardware and/or software, and to the Active Directory schema must be implemented by SUI staff to be covered under this agreement.**

- f. Data Protection and Recovery of data. SUI will provide "best effort" support to restore CAD related data from client supplied drives and tape media as may be needed. However, client understands and agrees that SUI will not be liable for the inability to restore such data, or for the cost of any third-party data recovery services which may be required.

Client Responsibilities - Client understands that the following are deemed to be the client's responsibility:

- a. Incorporating any data Protection methods necessary (i.e. tape backups, mirror hard drives, etc.) to preserve clients' data against possible loss/corruption. **Client understands that SUI will perform periodic audits of backup integrity and provide notification of any failures; however client will be responsible the safe storage and transportation of all backup media, and for all physical labor to move media between storage and backup server required for the daily backup process.**
- b. Following procedures external to the products for reconstruction of lost or altered files, data, or programs.
- c. Security of proprietary and confidential information (including changing passwords, etc.).
- d. Client is solely responsible to have on hand (and purchase if necessary) all copies of software media, documentation and licenses.
- e. Replacement of hardware and software deemed to have reached excessive age or is unsuitable for its current use. Hardware may be provided by client or purchased from SUI. Labor from SUI will be provided at the discounted rates listed below.

Labor Rates:

Standard Labor rates: \$95.00 per man-hour (workstation); \$130.00 per man-hour (server/router/network); \$60.00 per hour travel charge. *Standard labor rates apply to all “elective” services and any services not covered under this agreement.*

Response Times/Service Level Agreement:

Server support Policy: Available 24-hours with a 4-hour onsite response time for server outages.

In the unlikely event, all 911 servers become unavailable, we guarantee to have basic functionality restored (911 CAD operations only) within 24 hours of arriving onsite—

. If any required hardware or software is not available, we will restore functionality within 24 hours of having the needed hardware or software onsite. All non-emergency repairs to bring the system to 100% functionality will be scheduled during regular business hours and will be completed as soon as possible depending on mutual schedules.

Workstation support Policy: As long as at least two (2) workstations are operational for CAD use (i.e. Sothern Software’s CAD is functioning), onsite workstation support will be limited to normal business hours — 8:30 AM to 5:00 PM, Monday through Friday. If less than two (2) workstations are available, then workstation support will be provided similar to Server support listed above, on an as needed basis after consulting with the Polk IT Director and/or the Communications Director.

Non-urgent service outside these hours will be billed at the rates listed above. We will attempt to resolve all issues via email, phone or remote support. If the issue cannot be resolved remotely, then we will schedule onsite support as needed after consulting the Polk IT Director.

Methods of contact: - All non-urgent support issues should be directed to your internal IT staff via email to itsupport@polknc.org or phone at (828) 894-6129.

Urgent after-hours support requests are to be coordinated through the Communications Director and/or the IT Director who are authorized to contact us directly as needed. If neither are available, then the shift supervisor may call our office at (864) 599-8678 to be directed to our on-call technician 24/7.

Note: Calls to our mobile numbers, and residential numbers are to be reserved for department head use, or when all other methods of contact have been exhausted. **All calls to our staff should be directed first to our office number - (864) 599-8678.** If voicemail is reached, please leave a message and wait at least 15 minutes before trying again to give our staff time to return the call.

Limitation of Warranty/Liability - Client agrees that SUI shall not be held liable under any circumstances for any loss or damage, direct, consequential, or incidental arising out of the inability to utilize software/hardware as desired. In no event shall SUI be held liable for any loss of use, revenue, or anticipatory profit due to delays in completion of service work performed by SUI. Client understands that SUI makes no guarantees, beyond those stipulated in writing, as to satisfaction or as to the usability of any and all service work performed on or after the date of this contract. THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE. NO OTHER WARRANTY, EITHER WRITTEN OR ORAL, IS EXPRESS OR IMPLIED.

Remedies, Refunds and Credits: No cash refunds will be given for payments once received. If this contract is terminated in the middle of a billing cycle, at the client’s option, we will extend this agreement to the end of that billing cycle and bill for the partial period; or give an account credit for

any unused monies. Client agrees that SUI will not be liable for failure or delays in the performance of its obligations hereunder due to causes beyond its control. THE REMEDIES PROVIDED HEREIN ARE CLIENTS' SOLE AND EXCLUSIVE REMEDIES.

Modification of contract - Any and all modifications (adding/deleting services/equipment) to this contract must be approved in writing by authorized representatives of both parties before the changes will become effective. If client wishes to modify the current environment, then said modifications will be considered project work and will be billed at the discounted rates listed herein. Client understands and agrees that any unauthorized modifications (made by anyone other than SUI staff), which subsequently require our service, may result in additional charges.

Contract Term - SUI agrees to provide services to client under this agreement for a period of 12 months. After which, SUI reserves the right to renegotiate the terms of this Agreement. SUI further understands that Client may non-renew this Agreement at the end of each year without prejudice. Client understands that SUI may terminate this agreement in the event Client does not abide by the terms and scope of this agreement with a 30-day written notice.

Renewal Cost - We estimate the cost of this agreement to increase 10% per year with a guaranteed maximum of a 15% per year increase. This assumes that there are no material changes to the items covered under this agreement.

Commencement - Client understands that this Agreement is valid for a period of one (1) year and shall commence upon: acceptance of this Agreement by both parties, receipt of first prepayment to SUI as set forth herein, and completion of evaluation service call by SUI on each system as set forth herein.

This instrument has been preaudited in the manner required by The
Local Government Budget and Fiscal Control Act.

Sandra Hughes

Governmental Unit Finance Officer (printed)

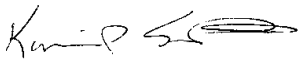
Signature

Bruce Yelton

IT Director, Polk County Local Government

Signature

Solutions Unlimited



Signature

Kevin P. Smith

Authorized Rep (Please Print)

President

Title

Wednesday, September 06, 2017

Date

Budger Price - New UPS system

Pete Moore <Pete.Moore@natpow.com>

Mon 7/24/2017 4:17 PM

Inbox

To:

James McGuinn;

...

Hello James,

Here is the budget price we discussed.

If you get your budget approved and need a formal quote let me know. I will perform a complete site walk thru and evaluation. Then provide you with a formal quote.

New APC 16kVA UPS System

Extended runtime for more than 4 hours at full load

Communications cards for remote monitoring

Remote Monitoring Panel

Trunkey installation and project management by National Power engineer: Assumes a fairly straight forward install

North Carolina Licensed Professional Engineer:

Providing consulting services

Electrical One-line Drawing

New Equipment Layout Drawing

NC Electrical Permit

Electrical Contractor Licensed to perform work in NC

Factory Start-up by APC technician

One full year On-Site support - Parts, Labor and travel on system and batteries by APC

Total Budget: \$22,000

Does not include any taxes

Pete Moore

Area Manager

919-272-5009

Pete.Moore@natpow.com

Grant Committee Report

Slayton Stewart

2018B Grant Award

Recommendations

(vote required)

North Carolina 911 Board Grant Application

General Information

Project Title

Beaufort County Regional Initiative for VIPER interoperability & VHF paging

Grant Fiscal Year – 2018B

Project Director

Victor Williams

Project Contact

Victor Williams

Project Contact Title

Beaufort County Sheriff's Office 9-1-1 Director

Address

210 North Market St.

Washington, NC 27889

Phone

Cell (252)402-5123 Office (252)946-7111

Email

vwilliams@co.beaufort.nc.us

Three types of grants are available, as described below. In the box following these descriptions, please select the Grant Type which most appropriately fits your request.

- **Consolidation** - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 143B-1406(e) and costs not authorized under G.S. 143B-1406(e) to include construction costs.
- **Individual PSAP Enhancement/Replacement** - the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
- **Regional Initiative Enhancement/Replacement** - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs or a primary PSAP with approved secondary PSAPs. Costs of relocation of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Grant Type Regional Initiative Enhancement/Replacement

PSAP Name Beaufort County 911

- 1. *Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal staff for the applicant PSAP?***

YES

- 2. *Has the applicant PSAP implemented a plan and secured the means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan)?***

NO

- 3. *If the answer to #2 above is NO, please explain in detail why the plan has not been implemented?***

I received the approval for my plan from Tina Bone on 08/23/16 on 2/15/17 I met with David Dodd & briefly with Tina Bone at the NC 9-1-1 Board Office to discuss changes to my plan and departed the meeting with the understanding that my backup server could go in the Court House. David Dodd later contacted me and believed the location on the backup server wouldn't work. After lots of research we now have a plan in the hands of the 9-1-1 staff to place our backup server in a hosted solution. I anticipate the plan to be implemented within 60 days of recite of invoices from Marsha Tapler.

- 4. *Has the North Carolina 911 Board been notified that backup plan has not been implemented?***

Yes

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

5. Please outline project goals and objectives.

Its our goal to complete VIPER radio implementation throughout the following disciplines within our county Fire, EMS & Law. Were also reinforcing a tower in Ponzer to complete our VHF paging project. Our objective is to ptovide interoperblity among our responders and responders across the state of NC and to have paging caplities from our backup center.

6. Please provide an implementation strategy and work plan, including a timeline.

Will contract with Motorola to program and install all radios. NC VIPER will install channel upgrade in Bath, NC tower and disperse the equipment from Bath, NC to the other locations. Motorola will be contracting the tower reinforcement through an existing contract. All implementation should be complete in less than 12 months.

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

The interface and compatibility will be good seeing how Motorola has had the lead on the VIPER project since its conception. I don't anticipate any issues.

Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §143b-1407(b) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

8. Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

Beaufort County is ranked a Tier 1 county. Our Sheriff & Commissioners have worked hard to assist on meeting the needs of our 9-1-1 center and our emergency responders. Our 9-1-1 Center and Emergency Responders serve a population base of approximately 50,000 which in compasses 827 sq. miles with the Pamlico river splitting the county down the middle. There are two bridges on the west end of the county and a ferry on the east end of the county. This creates quite a challenge serving two large land masses in the same county only accessible from the west end. We also have two US Highways traveling through our county US264 & US17. Both corridor's move a high amount of traffic through our county. Our 9-1-1 center and emergency responders are committed and strive every day to provide the service in our county and to those traveling through our county at the very highest level possible.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

- 1) Reinforcing the Ponzer tower – High priority to complete our simulcast project to provide acceptable paging coverage within our county for emergency responders. Consequences will result on extremely poor paging capabilities.
- 2) VIPER Radios for Interoperability – The completion of the interoperability with in our county is a high priority to allow us to have a system that we can reach from across the state. This will be a huge benefit to allow our responder to communicate on the same network. The consequences will be that or responder will be on 3 different networks without a backup for radio.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

Beaufort County Strategic Tecnology Plan

Component	Replace or New Implementation Date	Reason for Replacement or addition	Complete Date
9-1-1 Phone	May 2017	expected life exceeded	May 2017 VESTA
Console Radio	ASAP	Gold Elite End of Life & Service	8 weeks Motorola 7500
Recorder	May 2017	expected life exceeded	May 2017 Eventide
VIPER Interoperability	ASAP	Several Units unequipped	
Paging VHF Fire/EMS	ASAP	Paging less than 60% efficient	Contract awarded Currently being
Installed by Motorola			
Emergency Medical Dispatch	Done	Improve quality of service	January 2016
Emergency Fire Dispatch	Done	Improve Quality of service	October 2017

Improve Server Room

ASAP

Clean up all wiring & remove all unnecessary items stored in room room to be dedicated to 9-1-1 operational equipment only

98% complete
Once Century Link removes all unnecessary wiring

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

We're requesting a 100% Grant funding. We couldn't use the fund balance for the tower or the VIPER radios upgrades.

Regional Initiative Enhancement/Replacement

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Click or tap here to enter text.

13. Identify intended collaborative efforts between participating PSAPs.

Click or tap here to enter text.

14. Identify how resource sharing will take place.

Click or tap here to enter text.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

Click or tap here to enter text.

NOTE: The following section on “Consolidation Project Plan” is ONLY required if your type of grant is a “Consolidation”. If your project IS NOT a Consolidation, proceed to question # 23 to complete the grant application.

16. Indicate how a consolidation would take place and improve service

Click or tap here to enter text.

17. Indicate how the consolidated PSAP should be organized and staffed

Click or tap here to enter text.

18. Indicate what services the consolidated PSAP should perform

Click or tap here to enter text.

19. Indicate how consolidated PSAP policies should be made and changed

Click or tap here to enter text.

20. Indicate how the consolidated PSAP should be funded exclusive of grant funding

Click or tap here to enter text.

21. Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

Click or tap here to enter text.

22. Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

A red geometric graphic consisting of several overlapping triangles and polygons, creating a layered, mountain-like effect. The colors range from a light pink to a darker red.

FINANCIAL DATA

23. Current 911 Fund Balance

\$576,251.00

24. Estimated June 30, 2017 911 Fund Balance

\$414,883.00

25. Amount Requested

\$4,255,967.50

26. Total Project Cost

\$4,255,967.50

Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2016 PSAP budget.

27. List planned expenditures

Motorola QU0000404830 800 VIPER Radios, Antenas, Parts, & Instlation	\$3,295,967.25
Motorola QU0000404912 DVRS units parts & installation	\$ 570,875.25
Motorola Tower Reinforcement	\$ 89,125.00
Motorola VIPER Channel upgrade for Bath VIPER tower	\$ 300,000.00

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

800 VIPER radios will be installed in each piece of emergency equipment that currently does not have VIPER capabilities to insure we have clear communications with all responders from our primary PSAP and any other location for backup purposes.

DVRS units will allow the ability for units to communicate into structures these units will repeat the radio transmission through ambulance, Fire Truck & Law Enforcement vehicles.

Tower reinforcement will allow us to complete a 2.7M project to provide paging capabilities for Fire & EMS.

VIPER Channel upgrade will allow us to increase the number of channels needed to add the Fire Service to the VIPER system. (Refer to email provided)

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

The tower will not have any recurring expenses.

The VIPER Radio project will not have any recurring cost that the PSAP will be responsible for.



Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

Will provide copies of documents to the 9-1-1 Board when the equipment is ordered, Will provide copies of documents when equipment is received, Will provide copies of documents for when the project is complete and meets set requirements.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

The tower will the responsibility of Motorola to insure it meets parameters set forth to achieve the loading requirement.

The radios will be accepted by the PSAP Director whom will oversee each install and insure the work is complete.

32. Identify how data will be collected and presented

The PASP Director will have documents on the tower completion from Motorola.

The Viper radios will have a final approval documents.

All document can be emailed to 9-1-1 Board Staff when each are complete.



Quote Number: QU0000404912

Effective: 07 DEC 2018

Effective To: 08 JAN 2018

Bill-To:

BEAUFORT COUNTY
210 N MARKET ST
WASHINGTON, NC 27889
United States

Ultimate Destination:

BEAUFORT COUNTY
210 N MARKET ST
WASHINGTON, NC 27889
United States

Attention:

Name: Vic Williams
Email: vwilliams@co.beaufort.nc.us
Phone: 252-946-0101

Sales Contact:

Name: Kristin Donovan
Email: Kristin.Donovan@motorolasolutions.com
Phone: 9107778555

Contract Number: NC STATE NON ARIBA -725G

Freight terms: FOB Destination

Payment terms: Net 30 Due

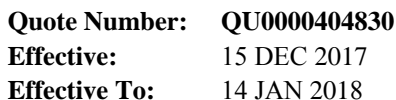
Item	Quantity	Nomenclature	Description	Your price	Extended Price
1	33	TT2046A	700MHZ DVR TRANSPORTABLE IN-BAND APPLICATION A	\$13,463.00	\$444,279.00
1a	33	TT05715AA	DVR/VRX FOR USE WITH SINGLE BAND APX MOBILE	-	-
1b	33	TT06075AA	ADD: STANDARD 120VAC POWER SUPPLY F	-	-
1c	33	TT06069AA	ADD: STANDARD ORANGE TRANSPORTABLE	-	-
2	33	HAF4016A	UNITY GAIN ANTENNA QUARTERWAVE 762-870MHZ - ROOF MOUNT	\$17.25	\$569.25
3	33	DDN9011A	BATTERY BACK UP FOR TRANSPORTABLE DVR MODELS	\$3,241.00	\$106,953.00
4	33	DDN1577A	MAINTENANCE MANUAL PROGRAMMING SOFTWARE & CABLE KIT FOR APX DVRs	\$578.00	\$19,074.00

Total Quote in USD

\$570,875.25

PO Issued to Motorola Solutions Inc. must:

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



BEAUFORT COUNTY
210 N MARKET ST
WASHINGTON, NC 27889
United States

Name: Vic Williams
Email: vwilliams@co.beaufort.nc.us
Phone: 252-946-0101

Name: Kristin Donovan
Email: kristin.donovan@motorolasolutions.com
Phone: 910-777-8555

Contract Number: NC STATE NON ARIBA -725G
Freight terms: FOB Destination
Payment terms: Net 30 Due

Item	Quantity	Nomenclature	Description	List price	Your price	Extended Price
1	102	H98UCF9PW6BN	APX6000 700/800 MODEL 2.5 PORTABLE	\$6,736.00	\$5,074.50	\$517,599.00
1a	102	H885BK	ADD: 3 YEAR SERVICE FROM THE START LITE			
1b	102	QA02756AA	ADD: 9600 TRUNKING OR 3600 DIGITAL TRUNKING			
1c	102	QA01648AA	ADD: ADVANCED SYSTEM KEY - HARDWARE KEY			
1d	102	H869BZ	ENH: MULTIKEY			
1e	102	Q806BM	ADD: ASTRO DIGITAL CAI OPERATION			
1f	102	H38BT	ADD: SMARTZONE OPERATION			
2	102	NNTN8860A	CHARGER, SINGLE-UNIT, IMPRES 2, 3A, 115VAC, US/NA	\$150.00	\$112.50	\$11,475.00
(Notes)Desktop Charger						
3	102	RLN6554A	APX WIRELESS RSM W/ DUC US/NA/JP/TW	\$300.00	\$225.00	\$22,950.00
(Notes)Bluetooth Kit						
4	102	NNTN7624B	IMPRES VEHICULAR CHARGER (FULL KIT)	\$429.00	\$321.75	\$32,818.50
(Notes)Vehicular Charger						
5	3978	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$3,978.00
(Notes)Programming						
6	7650	SVC03SVC0124D	SUBSCRIBER INSTALL - CUST LOCATION	\$1.00	\$1.00	\$7,650.00
(Notes)Veh. Charger Install						
7	262	H98UCF9PW6BN	APX6000 700/800 MODEL 2.5 PORTABLE	\$7,711.00	\$5,805.75	\$1,521,106.50
7a	262	H885BK	ADD: 3 YEAR SERVICE FROM THE START LITE			
7b	262	QA02756AA	ADD: 9600 TRUNKING OR 3600 DIGITAL TRUNKING			
7c	262	QA01648AA	ADD: ADVANCED SYSTEM KEY - HARDWARE KEY			
7d	262	H869BZ	ENH: MULTIKEY			
7e	262	Q806BM	ADD: ASTRO DIGITAL CAI OPERATION			
7f	262	QA01427AB	ALT: IMPACT GREEN HOUSING			
7g	262	H499JX	ENH: SUBMERSIBLE (DELTA T)			
7h	262	QA02006AA	ENH: APX6000XE RUGGED RADIO			
7i	262	H38BT	ADD: SMARTZONE OPERATION			
8	262	NNTN8860A	CHARGER, SINGLE-UNIT, IMPRES 2, 3A, 115VAC, US/NA	\$150.00	\$112.50	\$29,475.00
(Notes)Desktop Charger						

Item	Quantity	Nomenclature	Description	List price	Your price	Extended Price
9	262	HMN4101B	IMPRES RSM NO DSPLY W JACK, NO CHNL	\$330.00	\$247.50	\$64,845.00
(Notes)Remote Sperker Mike						
10	262	NNTN7624B	IMPRES VEHICULAR CHARGER (FULL KIT)	\$429.00	\$321.75	\$84,298.50
(Notes)Vehicular Charger						
11	5421	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$10,218.00
(Notes)programming						
12	10425	SVC03SVC0124D	SUBSCRIBER INSTALL - CUST LOCATION	\$1.00	\$1.00	\$19,650.00
(Notes)Vehicular Install						
13	171	M22URS9PW1AN	APX4500 7/800	\$4,764.00	\$3,643.25	\$622,995.75
13a	171	W969BM	ADD: MULTIKEY			
13b	171	G174AF	ADD: ANT 3DB LOW-PROFILE 762-870			
13c	171	W22BA	ADD: STD PALM MICROPHONE APEX			
13d	171	G67CF	ADD:REMOTE MOUNT MID POWER			
13e	171	QA01648AA	ADD: ADVANCED SYSTEM KEY - HARDWARE KEY			
13f	171	G24AX	INT: 3 YEAR SERVICE FROM THE START LITE			
13g	171	QA02756AD	ADD: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM			
13h	171	GA00804AA	ADD: APX O2 CONTROL HEAD			
13i	171	G444AH	ADD: APX CONTROL HEAD SOFTWARE	-	-	-
13j	171	B18CR	ADD: AUXILARY SPKR 7.5 WATT			
13k	171	GA00235AA	ADD: NO GPS ANTENNA NEEDED			
13l	171	GA00631AA	ADD:DVRS MSU ACTIVATION	-	-	-
14	171	RLN6551B	LONG RANGE WRLS MOBILE BT W/ VC	\$500.00	\$375.00	\$64,125.00
(Notes)Bluetooth Wireless Kit						
15	6669	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$6,669.00
(Notes)programming						
16	25650	SVC03SVC0124D	SUBSCRIBER INSTALL - CUST LOCATION	\$1.00	\$1.00	\$25,650.00
17	32	M30URS9PW1AN	7/800 SINGLE BAND APX7500	\$6,488.00	\$4,908.00	\$157,056.00
17a	32	G78AR	ADD: 3 YEAR SERVICE FROM THE START LITE			
17b	32	W969BG	ADD: MULTIPLE KEY ENCRYPTION OPERATION			
17c	32	G89AC	ADD: NO RF ANTENNA NEEDED	-	-	-
17d	32	W382AM	ADD: CONTROL STATION DESK GCAI MIC			
17e	32	GA00235AA	ADD: NO GPS ANTENNA NEEDED	-	-	-
17f	32	G806BE	ADD: ASTRO DIGITAL CAI OPERATION			
17g	32	G66AM	ADD: DASH MOUNT			
17h	32	G51AT	ENH: SMARTZONE OPERATION APX			
17i	32	G142AD	ADD: NO SPEAKER NEEDED	-	-	-
17j	32	G91AE	ADD: CONTROL STATION POWER SUPPLY			
17k	32	W665BF	ADD: CONTROL STATION OPERATION			
17l	32	QA01648AA	ADD: ADVANCED SYSTEM KEY - HARDWARE KEY			
17m	32	GA00804AA	ADD: APX O2 CONTROL HEAD (Grey)			
17n	32	G444AE	ADD: APX CONTROL HEAD SOFTWARE	-	-	-
18	1248	SVC03SVC0115D	SUBSCRIBER PROGRAMMING	\$1.00	\$1.00	\$1,248.00
(Notes)Programming						

Item	Quantity	Nomenclature	Description	List price	Your price	Extended Price
19	92160	SVC03SVC0124D	SUBSCRIBER INSTALL - CUST LOCATION	\$1.00	\$1.00	\$92,160.00
(Notes)Antenna System and Install						

Total Quote in USD

\$3,295,967.25

THIS QUOTE IS BASED ON THE FOLLOWING:

1 This quotation is provided to you for information purposes only and is not intended to be an offer or a binding proposal.

If you wish to purchase the quoted products, Motorola Solutions, Inc. ("Motorola") will be pleased to provide you with our standard terms and conditions of sale (which will include the capitalized provisions below), or alternatively, receive your purchase order which will be acknowledged.

Thank you for your consideration of Motorola products.

- 2 Quotes are exclusive of all installation and programming charges (unless expressly stated) and all applicable taxes.
- 3 Purchaser will be responsible for shipping costs, which will be added to the invoice.
- 4 Prices quoted are valid for thirty(30) days from the date of this quote.
- 5 Unless otherwise stated, payment will be due within thirty days after invoice. Invoicing will occur concurrently with shipping.

MOTOROLA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO THE ORDERED PRODUCTS, EXPRESS OR IMPLIED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

MOTOROLA'S TOTAL LIABILITY ARISING FROM THE ORDERED PRODUCTS WILL BE LIMITED TO THE PURCHASE PRICE OF THE PRODUCTS WITH RESPECT TO WHICH LOSSES OR DAMAGES ARE CLAIMED. IN NO EVENT WILL MOTOROLA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Taylor, Richard

From: Allison, Joseph R. <Joseph.Allison@ncdps.gov>
Sent: Tuesday, September 5, 2017 2:22 PM
To: Victor Williams
Cc: Casey, Max L. (SHP); Hoggard, David E (SHP)
Subject: RE: Beaufort county site usage analysis

Hey Vic, sorry for the delay in getting this back to you.

I looked at the numbers today for sites in your affiliation display and where you had SO units affiliated today. My recommendations for upgrades to the infrastructure, to handle bringing Fire over, are as follows:

Bath – needs 2 additional channels, currently 5 channels of Quantar base stations
Bayboro- needs 1 additional channel, currently 5 channels of Quantar base stations
Chocowinity – good as is, if start having issues after bringing them on, we may need to add 1 channel. Currently 7 channels of Quantar base stations
Greenville- needs 1 additional channel, currently 8 channels of Quantar base stations.
Ponzor – needs 1 additional channel, currently 5 channels of Quantar base stations.
All other sites in access profile are good as they currently are configured.

Due to the fact that you can no longer buy Quantar stations to add capacity, I would recommend, Beaufort County replace the Quantars at the Bath site with a 7 channel GTR setup. This would allow us to take the Quantars being replaced and distribute them to the other sites that need the additional capacity. The cost to the county would be the price of the 7 channel GTR site and possibly 2 antennas, if we had to switch the site to 700 MHz to help with licensing, and the antennas would not do 700 MHz. This is what we have done with several counties in the state, it cuts cost for them and allows us to increase capacity of Quantar sites.

As for price, that would have to come from your vendor. VIPER would install the equipment and maintain it after the purchase.

Auth/Major J. A. Melvin

Thank you,

Joe Allison
Network Specialist/Zone Manager
NC Department of Public Safety
NCSHP/ VIPER
3318 Garner Road
Raleigh, NC 27610
(919)948-7891 office
(919)610-5051 cell
jallison@ncshp.org

From: Victor Williams [mailto:vwilliams@co.beaufort.nc.us]
Sent: Wednesday, August 30, 2017 7:46 AM

To: Allison, Joseph R .

Subject: Beaufort county site usage analysis

Joe,

Great to catch up with you this morning. Can you send me a report on the usage of the Beaufort County VIPER sites. I want to look at adding fire to VIPER and to determine if there would be additional channels needed for this. Thank you.

Victor Williams

Director of Communications & 911 Services

Beaufort County Sheriff's Office

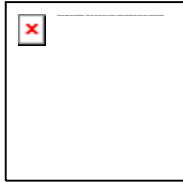
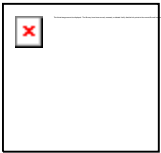
NC N.E.N.A. East Region Representative

[210 North Market Street](#)

[Washington, NC 27889](#)

Office [252-946-7111](#)

Mobile [252-402-5123](#)



"E-mail correspondence sent to and from this address may be subject to the provisions of G.S. 132-1, the North Carolina Public Records Law, and may be subject to monitoring and disclosed to third parties, including law enforcement personnel, by an authorized state official."

Taylor, Richard

From: Kristin Donovan <kristin.donovan@motorolasolutions.com>
Sent: Friday, December 15, 2017 4:00 PM
To: Victor Williams
Subject: Re: FW: Beaufort county site usage analysis

Vic,

I apologize I'm out of the office this afternoon sitting in a Christmas performance right now. I can tell you we recently priced something very similar for another county and if you need a budgetary figure to put in you can use \$300k which would cover the GTR's and antenna systems if needed. We should be below that number but until I have Robbie work up a full equipment list that is a safe number to use.

On Fri, Dec 15, 2017 at 3:08 PM, Victor Williams <vwilliams@co.beaufort.nc.us> wrote:

This is what they say we need to do.

From: Allison, Joseph R . [mailto:Joseph.Allison@ncdps.gov]
Sent: Tuesday, September 5, 2017 14:22
To: Victor Williams <vwilliams@co.beaufort.nc.us>
Cc: Casey, Max L. <Max.Casey@ncdps.gov>; Hoggard, David E . <David.Hoggard@ncdps.gov>
Subject: RE: Beaufort county site usage analysis

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Joe Allison

Network Specialist/Zone Manager

NC Department of Public Safety

NCSHP/ VIPER

[3318 Garner Road](#)

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Victor Williams

Director of Communications & 911 Services

Beaufort County Sheriff's Office

NC N.E.N.A. East Region Representative

210 North Market Street

Washington, NC 27889

Office [252-946-7111](tel:252-946-7111)

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--

Kristin Donovan

Senior Account Manager

Motorola Solutions, Inc.

C: 910.777.8555

F: 910.939.1500

E: Kristin.Donovan@motorolasolutions.com

W: <http://www.motorolasolutions.com>

[Click Here for Law Enforcement](#)

[Click Here for Fire](#)



INSTALLATION AGREEMENT

(PLEASE PRINT)

SIC CODE: _____

CRC USE ONLY

GCC SEQ # _____

FINANCIAL APPROVAL _____

LOG CREDIT ISSUED _____

PROCESSOR'S INIT _____

DATE: _____

CUSTOMER/AGREEMENT

ORDER #:

CUSTOMER NAME: **Beaufort County**

DIVISION: **T4E**

ATTN: _____

CUSTOMER #: **1000715584**

BILLING ADDRESS: **210 N Market St**

BILL TO

EQUIP AT

TAG #: **0001**

TAG #: **0001**

CITY / STATE / ZIP: **Washington, NC, 27889**

CUSTOMER CONTACT: **Vic Williams**

CUSTOMER PHONE #: **252-402-5123**

☒ BILL DIRECT

☐ SEE BELOW

☐ BWE

FIXED EQUIP. INSTALLATION LOCATION & DESCRIPTION

ARE PHONE LINES REQUIRED?

☐ Yes ☐ No

SVC03SVC0107D Tower Modifications for Ponzer

MOBILE EQUIPMENT

INSTALLATION LOCATION & DESCRIPTION

☐ AT CUSTOMER'S
LOCATION

☐ AT SERVICE
CENTER

☐ NEW
EQUIPMENT

☐ EXISTING
EQUIPMENT

VEHICLE INFORMATION

☐ STANDARD SEDAN

QUANTITY _____

☐ PICK-UP TRUCK

QUANTITY _____

☐ HEAVY DUTY TRUCK

QUANTITY _____

☐ POSITIVE GROUND

QUANTITY _____

☐ OTHER

QUANTITY _____

ANTENNA & TOWER INFORMATION-MOUNTING STRUCTURE, LOCATION

REPEATER ANTENNA SITE INFORMATION

1 ☐ ROOF

☐ NORMAL

4 ☐ ANTENNA TO BE

MOUNTED ON

IF CUSTOMER OWNED REPEATER/ANTENNA SITE GIVE

LOCATION AND NUMBER _____

2 ☐ GROUND

☐ SAND

☐ STONE/ROCK

EXISTISNG STRUCTURE

IF COMMUNITY REPEATER

GIVE NUMBER AND LOCATION _____

3 ☐ OTHER

☐ OTHER

5 ☐ TYPE _____

EQUIPMENT

INSTALLATION

\$ **89,125.00**

TAXES

TOTAL

\$ _____

THE ABOVE INSTALLATION AMOUNT IS
SUBJECT TO STATE AND LOCAL TAXING
JURISDICTIONS, TO BE VERIFIED BY
MOTOROLA.

TAX EXEMPT:

☐ YES, ATTACHED EXEMPT

CERTIFICATE

☐ NO

SPLIT SUBCONTRACT:

☐ YES

(PLEASE SPECIFY SVC CTR
NAME(S) EQUIPMENT AND DOLLARS)

SERVICE CENTER:

DO092 Internal

Carrie LaBasso

704-302-5412

704-302-5412

MOTOROLA SERVICE REPRESENTATIVE SIGNATURE

TELEPHONE #

MOBILE #

THE CURRENT REVISION OF MOTOROLA'S SERVICE TERMS AND CONDITIONS, A COPY OF WHICH IS ATTACHED TO THIS SERVICE AGREEMENT,
IS INCORPORATED HEREIN BY THIS REFERENCE.

AUTHORIZED CUSTOMER SIGNATURE/P.O. #

TITLE

DATE

STIC 330E REV. (8/02)

Service Terms and Conditions

Motorola, Inc., through its Commercial, Government, and Industrial Solutions Sector ("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 agrees to provide to Customer either (1) maintenance, support and/or other services under a Motorola Service Agreement, or (2) installation services under a Motorola Installation Agreement.

Section 2 DEFINITIONS AND INTERPRETATION

"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 will take precedence over any cover page, and the cover page will take precedence over any attachments, unless the cover page or attachment specifically states otherwise. "Equipment" means the communication equipment that is specified in the attachments or is subsequently added to this Agreement. "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 will become binding only when accepted in writing by Motorola. The term of this Agreement will begin 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 attachment. At Customer's request, Motorola may also provide additional services at Motorola's then-applicable rates for such 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 such 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 such Equipment will terminate at the end of the month in which Motorola receives such 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 opinion, be properly or economically serviced for any reason including excessive wear, unavailability of parts, the state of technology, or practical infeasibility, Motorola may modify the scope of Services related to such Equipment, remove such Equipment from the Agreement, or increase the price to Service such Equipment.

4.7. Customer must promptly notify Motorola directly 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; 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, magnetic tapes, etc.; 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 such 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 such 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 specifically 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 agrees to reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or assessments 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 following completion of those Services. 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.

Service Terms and Conditions, continued

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

This limitation of liability provision shall apply notwithstanding any contrary provision in this Agreement. 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 the previous twelve (12) months of Service provided under this Agreement. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT TO THE FULL EXTENT SUCH DAMAGES MAY BE DISCLAIMED BY LAW, 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.** Except for money due upon an open account, no action may be brought for a breach of this Agreement more than one (1) year after the accrual of such cause of action. This limitation of liability will survive the expiration or termination of this Agreement.

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 inadvertent omission of the reference to this Agreement shall not affect its applicability. In no event shall either party be bound by any terms contained in a Customer purchase order, acknowledgement, or other writings unless: (i) such purchase order, acknowledgement, or other writings specifically refer to this Agreement; (ii) clearly indicate the intention of both parties to override and modify this Agreement; and (iii) such purchase order, acknowledgement, or other writings are 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 such information or data to any person, or use such information or data itself for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section will survive the expiration or termination of this Agreement.

13.2. Unless otherwise agreed in writing, no commercial, financial 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 such 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 shall be modified as necessary to conform to such 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 such property, and return it to Motorola upon request. Such 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 governed and 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 such as strikes, material shortages, or acts of God that are beyond that party's reasonable control.

17.5. Motorola may assign its rights and obligations, and may subcontract any portion of its performance, under this Agreement.

17.6. **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.

17.7. 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 such services on a time and materials basis at Motorola's then effective hourly rates.

Beaufort County Emergency Agency's 05/25/17

[illegible]

2015-2016 Budget Request - **REVISED 4-8-16**

E911

Account #	Explanation or Detail For Budget Line Items 294325	Line Item Amount	Total for Line Item	Previous Budget Year	2016-2017 Request	2016-2017 Received				
	Priority Dispatch National Q Service	\$25,000					NOT FUNDABLE BY 911			
.519500	CCS Cleaning & Maintenance Contract	\$5,200					Delayed untill 2017-2018			
Implemental Funct.	ANI/ALI Maintenance Contract	\$52,500	\$82,700	\$57,350	\$82,700		Complete			
.532100 Telephone	Phone lines and long distance (975-7551, 943-2251, 946-8090, 975-2052, 948-8090)	\$58,000								
	Wireless 911 Fee	\$2,208	\$60,208	\$80,080	\$60,208					
.535200 Hardware	Gately Communications Addition	\$28,513					NEW CONSOLE POSITION			
Maintenance	Gately Motorola MCC5500 4 Position	\$282,353					WAS DEPLOYED TO EXPLORE MC7500			
	Gately Airbus Vesta 911 Call Processing System	\$200,000					Complete INSTALLED AT \$126,845			
	EIS Data Systems Computer for New Console	\$2,278					Complete			
	EIS Date System 27" Monitors for Additional Space	\$1,913					Complete			
	MarketSpace Solutions 5 Swing Arms for 27" Monitors	\$1,116					Complete			
	Carolina Recording Systems	\$44,530					Complete Installed AT \$34539			
	EIS Data Systems HP ProLiant DL360 Gen9 Server Spillman	\$1,989					Complete			
	EIS Data Systems Windows Server Configuration & Licensing	\$676					Complete			
	Spillman Unix to Windows Server Migration	\$5,236					Complete			
	ESI Upgrade Primary PSAP to Conform with Back Up PSAP	\$94,178	\$662,782	\$0	\$1,510,382		Awaiting on invoice approval from Marsha			
.538000 Software	Emergency Fire Dispatch (EFD)	\$75,870					In Progress			
Maintenance	Spillman ProQA Fire Interface	\$5,662					Complete			
	Spillman Maintenance	\$11,290					Complete			
	Spillman Server UNIX to Windows	\$7,900					Complete			
	Sungard Contract	\$14,188	\$114,910	\$10,469	\$114,193		Complete			
.539500 Training		\$0	\$0	\$0	\$0					
.540000 Furniture		\$0	\$0	\$0	\$0					
	Totals		\$920,600	\$147,899	\$1,767,483					

North Carolina 911 Board Grant Application

General Information

Project Title

Franklin County Radio Upgrade/ Expansion

Grant Fiscal Year – 2018B

Project Director

Franklin County Emergency Communications Director

Project Contact

Christy Shearin

Project Contact Title

Franklin County Emergency Communications Director

Address

287 T Kemp Rd Louisburg NC 27549

Phone

(919) 340-4377

Email

cshearin@franklincountync.us

Three types of grants are available, as described below. In the box following these descriptions, please select the Grant Type which most appropriately fits your request.

- **Consolidation** - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 143B-1406(e) and costs not authorized under G.S. 143B-1406(e) to include construction costs.
- **Individual PSAP Enhancement/Replacement** - the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
- **Regional Initiative Enhancement/Replacement** - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs or a primary PSAP with approved secondary PSAPs. Costs of relocation of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Grant Type *Individual PSAP Enhancement/Replacement*

PSAP Name *Franklin County Communications Center*

1. *Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal staff for the applicant PSAP?*

YES

2. *Has the applicant PSAP implemented a plan and secured the means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan)?*

YES

3. *If the answer to #2 above is NO, please explain in detail why the plan has not been implemented?*

Click or tap here to add text

4. Has the North Carolina 911 Board been notified that backup plan has not been implemented?

[Select]

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

5. Please outline project goals and objectives.

The project goal is to secure funding to allow Franklin County Emergency Communications to upgrade its current radio dispatch console system into the current manufacturer's dispatch console platform and to enhance the system by adding additional channel capacity to address the increasing demand on the system. Additionally, Franklin County has partnered with Halifax County through a signed Memorandum of Understanding, to establish an alternate (backup) facility for Franklin County in Halifax County's new Primary PSAP. This upgrade/expansion will lay the foundation to further our interoperability and backup capabilities between the Franklin County PSAP and the Halifax County PSAP during outages. The County currently has six (6) positions of Harris' Maestro dispatch console system. The Maestro console has been discontinued by the manufacturer, and the County is not able to purchase any new positions in the event of a needed replacement for expansion of the Center, or for back-up purposes. Additionally, the support for the Maestro software will end on November 30, 2019 and hardware spares will be sold on a first come, first-serve basis as supplies last. Harris' current dispatch console platform called Symphony, provides users with modern and robust hardware along with a new generation of flexible software with improved GUI (graphical user interface) and configuration for today's dispatch requirements. Upgrading to Symphony eliminates the County's exposure to operating discontinued equipment and will also provide the County a dispatch solution that will be expandable in the future. In order to upgrade the PSAP positions to the Symphony dispatch console system, the County must also upgrade the CEB system equipment (NSC) to support the newer platform. This involves upgrading the system to the current SR10.A.3 version. The SR10.A.3 upgrade also provides the County with the opportunity to incorporate geographically redundant Distributed Control Points (DCP) in the dispatch system. This DCP feature eliminates a current single point of failure inherent in the existing Franklin County system. Franklin County has lost dispatch capabilities due to this single point of failure in the past and strives to eliminate this weakness within this proposed project. The County currently has a four (4) channel VHF P25 Digital Trunked Simulcast System that consists of six (6) sites. Due to increasing call volume, the demand on the system has increased which has resulted in an increased number of instances where users and consoles are being queued. Queuing of the consoles is a great concern due to the fact that emergency calls cannot be dispatched in a timely manner when this occurs. As part of this project, additional frequencies will be licensed and added to the system to increase the capacity. Additionally, the system and terminal units will be upgraded to P25 Phase 2 to also increase system capacity. At the conclusion of this project, the system will have ten (10) working channels which will significantly reduce and likely eliminate the queuing occurrences. Also included in this project is the incorporation of the Youngsville site into the existing Microwave system. The Youngsville site was initially connected via an Ethernet fiber line which has proven to be unreliable. The City of Youngsville and its surrounding area is growing rapidly due to its close proximity to Wake County. It is vital that the Youngsville site have a stable connection into the radio system to ensure communication capabilities in order to provide public safety services to our citizens and visitors.

6. Please provide an implementation strategy and work plan, including a timeline.

The implementation strategy is to install the equipment as quickly as possible while minimizing system down time and interruption to ongoing operations. A Kickoff Meeting will be scheduled where project managers will be identified, any issues and additional implementation details will be discussed.

The following is preliminary Project Schedule:

Week 1:

- Following the Kickoff Meeting, coordination and licensing for the new system frequencies will begin, and equipment and material will be ordered
- Project Managers will begin planning the system's configuration and implementation details.
- Weekly planning meetings will be held.

Week 16:

- Frequency coordination complete and application filed with the FCC.
- Equipment received at Vendor site

Week 18:

- Site equipment staged at Vendor site.

Week 19-23:

- System Equipment will be transported to the sites and installed.
- System turn-on and testing/optimization will occur.
- System is live and warranty period begins.

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

The existing dispatch console equipment called Harris Maestro is discontinued and no longer being supported by the manufacturer. The Maestro platform communicates with the existing Harris software platform identified as PR9.C.

The new dispatch console equipment called Symphony will not communicate with the existing Harris PR9.C system software. With the current SR10.A.3 software platform in place, the Symphony Dispatch Consoles will interface properly throughout the County radio system.

Once the system is upgraded to P25 Phase 2, all of the user terminals (mobile radios, portable radios, base stations) will require the addition of a feature to be compatible with the system.

The current Microwave system utilizes Aviat technology. This new link will incorporate the Youngsville site into the ring to ensure stability and redundancy regarding the radio system.

Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §143b-1407(b) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

8. Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

Franklin County is one of North Carolina's 80 rural counties as defined by the North Carolina Rural Economic Development Center. Rural counties are defined as having a population of no more than 250 per square mile. This definition has been incorporated in legislation adopted by the North Carolina General Assembly. Franklin County has a population density of 123 people per square mile.

Franklin County's continued dependency on agriculture and low population density statistics from the Census supports the designation of a rural county as set forth by the North Carolina Rural Economic Development Center. There are 494 square miles in Franklin County and only 123 people per square mile. There are 961 employer establishments in Franklin County. Franklin County's population is 64,705 with 16% of those living below poverty level, based on Census data. The population increased by 6.9% since 2010. The median household income for Franklin County is \$41,696 and employment levels dropped by 0.6% in 2015.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

The Upgrade portion is a priority due to the discontinuation of the dispatch consoles currently in use by the PSAP. This has rendered Franklin County incapable of expanding, repairing, and/or replacing the existing dispatch consoles. In order to eliminate the use of discontinued equipment and the possibility of irreparable equipment that would prevent the PSAP from dispatching emergency responders to those in need, the dispatch consoles must be upgraded to the current dispatch platform called Symphony. Symphony dispatch consoles will not function on the software platform that is currently operating in the radio system which necessitates an upgrade to the software platform. As part of the upgrade to the radio system software platform, Franklin County has the opportunity to address a single point of failure that exists in the radio system today by implementing geographically redundant Distributed Control Points. Currently, the Franklin County radio system has a single Control Point that routes the radio transmissions throughout the system and has two (2) Network Switching Centers (NSC) that are separated geographically which connect the dispatch consoles to the Control Point. In the event of a failure of the Control Point (which has previously occurred), the radio transmissions from the consoles will not route through the system to the emergency responders. Implementation of the geographically redundant Distributed Control Points will eliminate this single point of failure and improve the survivability of the radio system. Additionally, when needed we could add additional Distributed Control Points as needed for connectivity, interoperability, and backup purposes with Halifax County.

The Expansion portion is a priority due to increased demand occurring daily on the system. The Franklin County Radio System is currently used to dispatch twelve (12) Fire Departments which are mostly volunteer departments, Forestry Service, three (3) volunteer Rescue Squads, County EMS, six (6) local police departments, Sheriff's Office, and Public Works. Currently, the Franklin County Radio System utilizes four (4) channels, one (1) control channel and three (3) working channels which means only 3 units/consoles can transmit at the same time. Due to increasing call volume, there is more demand than available resources on the system. When all three (3) working channels are in use, the

next unit or console that attempts to transmit is queued until a channel becomes available. In the event that a console is queued, emergency calls cannot be dispatched in a timely manner. The expansion will include licensing and adding two (2) additional channels and associated equipment to each site. Additionally, the expansion includes upgrading the system and terminal units to P25 Phase 2. P25 Phase 2 doubles the number of talk paths per working channel therefore increasing capacity. This expansion will result in ten (10) working channels which will ensure there are available resources to meet the demand.

The incorporation of the Youngsville site into the existing Microwave ring is a priority due to the instability of the current connection via Ethernet fiber. The instability of this connection has caused missed audio and communication failures in this area which endangers the responders and inhibits dispatch capabilities to the responders in that area.

None of the priorities discussed above can be met with current 911 funding levels or other funding. Franklin County is receiving \$276,116 in FY 2017 in support of the PSAP. Franklin County received \$393,027.64 in FY 2016 and as of June 30, 2016 the fund balance is \$486,689.40. Franklin County's FY 2017 fund balance is \$461,489 and the approved FY2018 funding is \$261,244. On December 8, 2017, the NC 911 Board approved a funding reconsideration request that addresses a portion of this project. The approved funding reconsideration provides an additional \$1,178,092.89. This additional funding along with \$160,196.11 of our fund balance will be utilized to cover the eligible expenditures of this project. The eligible expenditures of this project include: Hardware and Software for 2 Harris SR10A.3 High Availability Geographically Redundant NSC Cores (\$956,742); Upgrade existing Cisco Routers and Switches (\$15,000); 6 Symphony dispatch console positions (\$290,502); and Installation costs (\$76,045). These expenditures total \$1,338,289. This distribution must be expended on the legislated eligible costs. These funds cannot be used to improve critical communication infrastructure (radio systems). The Franklin County budget does not have the financial capacity to fund the remaining portions of the project.

In the event that this project is not funded, Franklin County will move forward with upgrading the above eligible expenditures that have been funded via the NC 911 Board. However, Franklin County will have to continue to operate as-is, lacking adequate resources to dispatch emergency responders to those in need in a timely manner if the remaining cost of this project is not funded.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

Franklin County Emergency Communications keeps all systems under support and maintenance and strives to maintain a hardware replacement cycle as recommended by the NC 911 Board (see table below).

System	Plan	Notes
CAD System	Replace Hardware every 3 years/Maintain support agreements	The CAD Server was replaced in 2016. 4 of the 6 workstations were replaced in 2016. Software was last updated in March 2017.
Logging Recorder	Replace this year (FY2018)	The logging recorder was installed in 2012 and is need of replacement.
Phone Systems	Replace Servers/Workstations/Upgrade software this year (FY2018)	The phone workstations were upgraded in 2014. The servers are in need of being replaced.
Furniture	Replace/Add new	The current furniture was installed in 2012. At such time the workstations begin to deteriorate and/or the 911 center is relocated to another location, then the furniture will be replaced.
Radio Consoles/System	Replace/Upgrade	The radio consoles have been discontinued therefore they need to be replaced. Additionally, the radio console software currently runs on Windows Vista which is no longer supported by Microsoft. In order to replace the radio consoles with the newer console system, the entire radio system requires an upgrade in order for them to be compatible. Additionally, more capacity (channels) for the radio system are needed to accommodate growth.
UPS/Generator	Replace Batteries this year (FY2018)	The UPS system is under a maintenance contract. The batteries are replaced every three (3) years as recommended by the manufacturer. The batteries were replaced in 2014 and are budgeted to be replaced in the upcoming fiscal year (FY2018). The Generator was installed in 2012 and is under a maintenance contract.

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

Franklin County is requesting \$1,204,482 to cover the remaining cost of the project. This funding will be utilized to cover: New Site Equipment to upgrade to Distributed Control Points (\$366,750); Add two (2) new MASTR V stations to all six sites (\$493,752); Microwave Link with Ring Topology for the Youngsville Site (\$286,782); Installation Costs (\$37,455); Phase 2 Upgrades for Radios (\$232,000); and Consultant cost (\$50,000). These expenditures total \$1,204,482. Franklin County cannot complete the upgrade and add additional capacity without a Grant Award. There are currently no other sources of revenue available for this project.

The approved funding reconsideration and \$160,196.11 of Franklin County's fund balance will be utilized to cover the eligible expenditures contained in this project.

Regional Initiative Enhancement/Replacement

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Click or tap here to enter text.

13. Identify intended collaborative efforts between participating PSAPs.

Click or tap here to enter text.

14. Identify how resource sharing will take place.

Click or tap here to enter text.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

Click or tap here to enter text.

NOTE: The following section on “Consolidation Project Plan” is ONLY required if your type of grant is a “Consolidation”. If your project IS NOT a Consolidation, proceed to question # 23 to complete the grant application.

16. Indicate how a consolidation would take place and improve service

Click or tap here to enter text.

17. Indicate how the consolidated PSAP should be organized and staffed

Click or tap here to enter text.

18. Indicate what services the consolidated PSAP should perform

Click or tap here to enter text.

19. Indicate how consolidated PSAP policies should be made and changed

Click or tap here to enter text.

20. Indicate how the consolidated PSAP should be funded exclusive of grant funding

Click or tap here to enter text.

21. Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

Click or tap here to enter text.

22. Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

Click or tap here to enter text.



FINANCIAL DATA

23. Current 911 Fund Balance

\$486,689.40

24. Estimated June 30, 2017 911 Fund Balance

\$461,489

25. Amount Requested

\$1,204,482

26. Total Project Cost

\$2,492,771

Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2016 PSAP budget.

27. List planned expenditures

Network Switching Center (NSC) Equipment

Hardware and Software for two (2) High Availability Geographically Redundant NSC, SR 10A.3	\$956,742	(Covered by 911 Funds)
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Symphony Dispatch Console

Six (6) Symphony Dispatch Console positions, including hardware and licensing	\$290,502	(Covered by 911 Funds)
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Site Equipment

New Site Equipment to upgrade to Distributed Control Points (DCP)	\$366,750	
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Upgrade existing Cisco Routers and Switches to operate with the new NSC SR10A.3	\$15,000	(Covered by 911 Funds)
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Add two (2) new MASTR V stations to all six (6) sites	\$493,752	
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P25 Phase 2 Licenses for Infrastructure	Included	
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Microwave Link with Ring Topology

New Aviat 6 GHz 1+0 microwave link from Youngsville to 911 Center	\$286,782	
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Services

Installation, Optimization, Project Management; First Year 24x7x365 service	\$113,500	
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\$76,045 (Covered by
911 Funds)

\$37,455

Terminal Equipment

P25 Phase 2 Licenses for Terminal Equipment

\$232,000

Consultant Services

Consultant Services - Tusa Consulting

\$50,000

Total Funded via 911 Funds \$1,338,289

Total Grant Request (minus Discount) \$1,204,482

Total \$2,542,771

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

These expenditures are necessary to upgrade the console system due to the discontinuation of the current console system and impending lack of support and replacement parts. The Symphony console system will not function on the current software platform in the radio system. Additionally, the current console system operates utilizing Windows Vista as the operating system, which is no longer supported by Microsoft. These expenditures will upgrade the software platform in the radio system in order to allow for the upgrade of the console system and allow for the implementation of the Distributed Control Points (DCP) to eliminate the current single point of failure that exists today, thus improving the survivability of the radio system.

The requested grant funding for expenditures are necessary to expand the current radio system capacity. Due to increasing call volume, additional channels are needed to meet the demand to reduce queueing and eliminate delays in dispatching emergency calls. The expansion will include adding two (2) new MASTR V stations to all six (6) sites and also implement P25 Phase 2 technology resulting in ten (10) working channels to ensure the radio system has the resources to meet the increasing demand.

The expenditures relating to the Microwave Link with Ring Technology will incorporate the Youngsville site into the existing Microwave ring, rather than utilizing the Ethernet Fiber link that exists today. This will address stability issues that have been occurring with the Ethernet Fiber link and ensure that responders in the area served by the Youngsville site have stable communications to receive calls and provide emergency assistance to citizens in that area.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

This project will have ongoing expenses through the life of the system. The portions of the system that may be eligible, or become eligible to be funded through revenue received from the NC 911 Board, will be sustained accordingly. Other costs that are not eligible will be sustained through County revenue outside of 911 Grant Program funding.

Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

The Project Team will be established at the Kickoff meeting and will consist primarily of the Emergency Communications Director, Emergency Communications Operation Manager, Vendor Representatives, Chairman of the Franklin County Emergency Communications Advisory Board, and Franklin County's Consultant, Tusa Consulting. During the Kickoff meeting, any issues and additional implementation details will be discussed and a Project timeline will be established. The Project Team will hold weekly planning/update meetings during the course of the Project.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

The Project Team, along with other stakeholders, will conduct evaluations at intervals established during the Kickoff meeting while establishing the Project Timeline based upon the milestones that are deemed appropriate.

Acceptance items will include items such as:

- Meeting or exceeding industry accepted parameters of performance,
- Field testing from various sites within the area covered by the radio system,
- Verification of radio console functionality and alarm reporting,
- Training of personnel on operation of new radio consoles,
- Verification of the Microwave Ring functionality,
- Once the system has been in operation for a designated period of time, the system will be tested in the "live" environment utilizing various stake holders to provide insight whether any adjustments or further optimization needs to occur prior to completion,
- Other performance criteria may be developed to address specific concerns as needed.

32. Identify how data will be collected and presented

The Emergency Communications Director will serve as the Project Manager on behalf of Franklin County. The Project Manager will be responsible for maintaining all documentation related to this Project to include documentation of weekly meetings, accounts payable documentation, photo documentation of installations, schedule, design issues, testing outcomes, etc.

VIDA[®]-based C3 Maestro^{IP} End-of-Life Notification

Bulletin: 2014SFM019

Date: October 9, 2014

Attention C3 Maestro^{IP} Dispatch Console users!

The last day to order VIDA-based C3 Maestro^{IP} hardware and software from the Harris PSpC Customer Care Center will be November 30, 2014.**

Replacing the C3 Maestro^{IP} is the award-winning, innovative **Symphony[™] Dispatch Console** platform.



Harris' Symphony Console was designed for simple, efficient dispatch operation. Features include an innovative, reliable, hardware platform that is compact, silent, and easy to install and maintain.

This hardware is highly integrated with a dynamic user interface featuring patented Baton[™] technology that simplifies workflow by putting the features dispatchers use most where they need them.

This completely customizable user interface allows individual dispatchers to work in a manner that makes sense to them. The Baton provides a heads-up display of radio system status and controls to the dispatcher directly on their main CAD interface, using the same mouse and keyboard. For more information on Symphony, visit <http://symphonyconsole.com>.

For C3 Maestro^{IP} customers running pre-SR10 systems, the V^{IP} Dispatch Console is available. The V^{IP} Console provides easy access to basic and enhanced dispatch functionality in a simple, intuitive design. For more information on the V^{IP} dispatch solutions visit <http://pspc.harris.com/DSandC/VIPDispatchConsole.aspx>.

Not sure which dispatch platform is right for you?

Contact the Harris Product Management team for a **FREE** evaluation of your system!
Email Symphony@Harris.com to schedule your dispatch system consultation today!

*** The obsolescence of certain key vendor components is driving this continued migration from the VIDA-based C3 Maestro^{IP} related products. VIDA-based C3 Maestro^{IP} hardware spares are available and will be sold on a first-come, first-serve basis as supplies last. VIDA-based C3 Maestro^{IP} software will also continue to be supported and we will address code error resolution for the next five (5) years, ending November 30, 2019. Harris will honor all specific customer contractual obligations that differ with the dates and requirements set forth in this Notice.*



Harris P25 Simulcast Trunking System Upgrade

June 2, 2017





Project Summary

Radio Communications Company (RCC) is pleased to provide Franklin County this proposal for upgrades to the County's Harris P25 simulcast trunked radio system.

The County's system is approximately 5 years old, and as modern radio systems are based on an IT platform, regular upgrades are vital to maintaining and improving the system over its lifetime.

Several highlights of the current system configuration that are relevant to this proposal are:

- The Network Switching Center (NSC) cores are currently at the PR9C release version. The proposed release version is SR10A.3, which will allow the County to realize a number of important advantages and improvements noted later in this proposal.
- System currently has a Single Control Point – having a single control point for the system's simulcast function allows a single point of failure, which the County has experienced in the past.
- Maestro consoles at the 911 Center – this dispatch console model is no longer sold, thus no additional Maestro console positions can be deployed. Further, the PR9C release version does not support the current generation of dispatch consoles, Symphony.
- Geographically diverse system core – the system currently has two (2) geographically diverse cores, located at two different tower sites, which provides important operational redundancy. This is critical for a public safety system and will continue in the proposed upgrade.
- System currently has four (4) MASTR V stations at each of the six (6) sites. This provides only three (3) talk paths. Higher system activity levels combined with ongoing interference issues means more queuing of radio calls. Adding two (2) more MASTR V stations per site should alleviate this.
- System currently operates in P25 Phase 1 mode. Adding P25 Phase 2 mode to the system means adding double the number of talk paths (from the current three (3) to ten (10) with two (2) additional MASTR V stations per site).

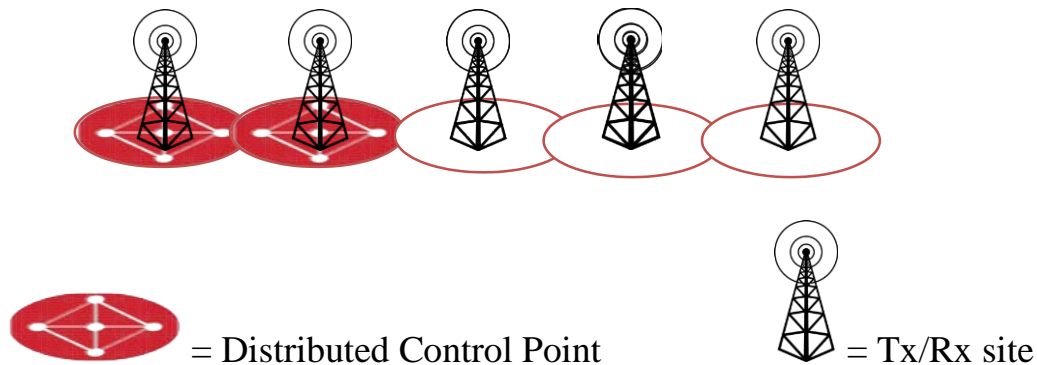
- System currently uses a T1 service to connect the Youngsville site to the 911 Center. A new microwave link is proposed to replace the T1 to improve QoS. The link is an Aviat Eclipse 1+0 licensed 6 GHz radio system and includes system realignment to create a ring topology within the entire Franklin County microwave system, adding security and redundancy.

This proposal provides Franklin County the opportunity to implement several vital improvements to the radio system –

- Distributed Control Points (DCP) for the simulcast control of the system
- New Symphony dispatch consoles
- New SR10.A.3 NSCs
- New Channels per site
- P25 Phase 2 added to the infrastructure
- P25 Phase 2 added to the user radios
- New Microwave Link and creating a ring topology

Distributed Control Point

Utilizing redundant Distributed Control Points (DCP) will provide the County geographically redundant capabilities, eliminating the current single point of failure.



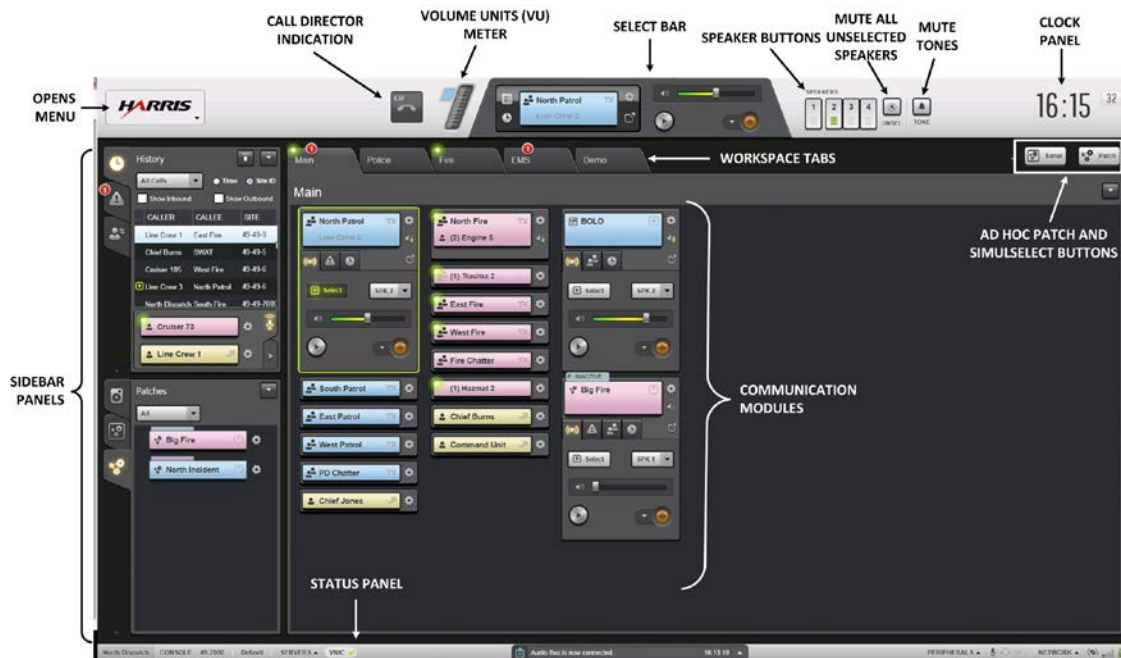
Symphony Dispatch Consoles

The Symphony dispatch console platform provides a state of the art hardware and software interface for telecommunicators to more effectively perform their jobs. The hardware platform eliminates the traditional off-the-shelf PCs, and replaces the outdated audio cards and Enhanced Cabling Enclosures (ECE) of the County's current Maestro consoles.

The new Symphony hardware provides silent operation with no moving parts and solid state drives, with a full complement of connections to operator position peripherals and direct interface to the radio system.



Symphony's modern graphical user interface (GUI) provides tele communicators the information they need in a customizable format to meet their unique requirements.

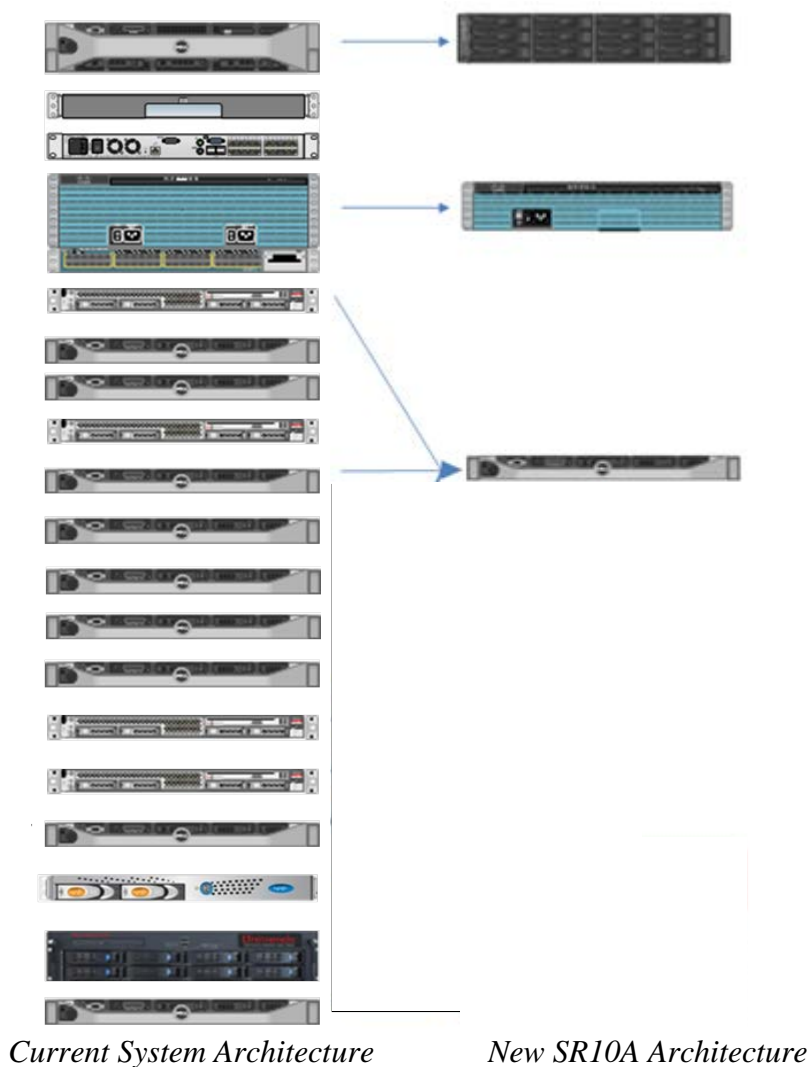


In order to realize these enhancements, the County will have to upgrade the system's cores to the current SR10A.3 release version. There are additional benefits to the County by upgrading to the new SR10A.3 cores.

Additional Benefits of SR10A.3 Upgrade

There are additional benefits to the County by upgrading to the new SR10A.3 cores.

Following the continuing best practices in the IT industry, the new SR10A.3 cores will use virtualization to greatly reduce the number of “boxes” in the system. This results in less cost for physical hardware and fewer points of failure in the overall system. Below is an example diagram to illustrate.



The new cores will also include Harris' BeOn PTT application. BeOn is directly interfaced into the P25 radio system that gives public safety users access to the functions of their Land Mobile Radio (LMR) network - on standard smartphones. Traditional radio users now have an affordable option to extend their Push-to-Talk (PTT) communications far beyond the boundaries of their radio system. BeOn provides a powerful convergence of narrowband and broadband radio technologies, keeping you connected to your LMR anywhere you have a cellular data signal, WiFi or other data connectivity.



New Aviat Microwave Link

The Aviat Eclipse IRU 600 is an all-indoor microwave radio that delivers mission critical communications for mobile operators, public safety agencies, governments, and utilities.

The IRU 600 delivers superior RF performance and flexible configuration options, and supports hybrid TDM and native Ethernet/IP transport (no emulation) and strong security features.

The Eclipse IRU 600 is uniquely designed, built and supported all within the USA. Aviat's nationwide presence includes Corporate Headquarters and R&D center, and manufacturing.



We welcome the opportunity to discuss this proposal with you and look forward to working together in this important endeavor.



Equipment and Services Overview and Pricing

The following overview describes the equipment and services RCC will provide Franklin County for the SR10A.3 upgrade as described in this proposal.

Network Switching Center (NSC) Equipment

Hardware and Software for two (2) High Availability Geographically Redundant NSC cores, SR10A.3	\$956,742
Includes new capabilities to utilize DCPs, Symphony consoles, and BeOn	

Symphony Dispatch Consoles

Six (6) Symphony Dispatch Console positions, including hardware and licensing	\$290,502
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Site Equipment

New site equipment to upgrade to Distributed Control Points (DCP)	\$366,750
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Upgrade existing Cisco routers and switches to operate with the new SR10A.3 NSC cores	\$15,000
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Add two (2) new MASTR V stations to all six (6) sites	\$493,752
---	------------------

P25 Phase 2 Licenses for Infrastructure	Included
---	-----------------

Microwave Link with Ring Topology

New Aviat 6 GHz 1+0 microwave link from Youngsville to 911 Center, including the following:	\$286,782
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- Aviat Eclipse IRU 600 radios
- 6' Dish antennas
- All installation hardware
- All engineering, configuration, testing, and frequency coordination
- Modification to existing microwave system to reconfigure for a ring topology
- Installation and final tests, spare parts, and 5 years of warranty and emergency services

Services

Installation, optimization, project management, first year 24x7x365 service for Harris infrastructure (NSCs, Symphony consoles, site equipment)	\$113,500
---	------------------

Phase 2 Upgrades for Radios	\$232,000
------------------------------------	------------------

P25 Phase 2 TDMA Feature Upgrade for Harris and EFJ radios including installation and testing. Based on 800 total radios.

Subtotal	\$2,755,028.00
-----------------	-----------------------

Discount	-\$262,257.00
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Total	\$2,492,771.00
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All prices plus tax, if applicable



Proposed Schedule

Following receipt of an order, RCC and Franklin County will schedule a Kickoff Meeting, where project managers will be identified, any issues and additional implementation details will be discussed. This should be scheduled as soon as possible after a purchase order.

Following is a preliminary Project Schedule to be considered.

Week 1

Following the Kickoff Meeting, coordination and licensing for the new system frequencies will begin, and equipment and material will be ordered.

Program managers will begin planning the system's configuration and implementation details.

Weekly planning meetings will be held.

Weeks 16

Frequency coordination complete and application filed with the FCC.

Equipment received at RCC.

Weeks 18

Site equipment staged at RCC.

Weeks 19-23

System Equipment will be transported to the sites and installed.

System turn-on and testing/optimization will occur.

System is live and warranty period begins.



RADIO COMMUNICATIONS COMPANY

8035 Chapel Hill Road
Cary, North Carolina 27513
P. O. Box 68, Cary, North Carolina 27512
(919) 467-2421 • Fax (919) 467-6548

Payment Terms

This proposal includes equipment that will be specially ordered and supplied to specification for Franklin County. As a result, RCC respectfully submits the following Payment Terms:

25% upon issuance of Purchase Order

25% upon receipt of equipment by RCC

25% upon completion of staging and testing at RCC

15% upon installation

10% upon final deployment

North Carolina 911 Board Grant Application

The 2018B Grant Application has been created in Microsoft Word for ease of completion. An NCID IS NOT required for downloading, completing or submitting this application.

It is recommended that you download this application into Microsoft Word so that you may be able to enter, cut, paste and edit as needed. **This application is NOT compatible with iPad, Apple products or apps. It requires 'Active X Interaction'.** There are no character limitations to the amount of data you can enter into a free text screen; once the visible field is full the data will begin to scroll. Do not submit an application until you are sure that you will not need to change it. After an application is completed and submitted, it may NOT be modified by the applicant. If there are questions after the submission, the applicant will be required to contact and work with 911 Board staff to accomplish those modifications. All attachments submitted must be in either MS Word, MS Excel or Adobe pdf format and reference which question (ie: number) the attachment accompanies.

This is a competitive grant process. After the "General Information", there are 25 questions that must be answered by all applicants plus an additional 7 questions that must be completed for those agencies seeking a consolidation grant. Each of the 32 questions are weighted differently and scored. Scoring is based on the content of the answer to the question asked. Scoring is not based on the length of the answer. Applicants are reminded that the 2018 grant priorities established by the 911 Board are 1) consolidation of two or more primary PSAPs, and 2) regional initiatives providing backup among multiple PSAPs.

Once completed, the application along with any accompanying documents must be emailed to 911comments@its.nc.gov . Applications will only be accepted via email. Any application received from the U.S. Postal Service, fax or other media will not be accepted. The deadline for filing is midnight, Friday December 15, 2017. If you have any questions, please contact Richard Taylor at Richard.taylor@nc.gov or by phone at 919-754-6624.

General Information

Project Title

Grant Fiscal Year – 2018B

Project Director

Project Contact

Project Contact Title

Address

Phone Mobile: 252-678-3788 | Office: 252-583-1991

Email joynerh@halifaxnc.com

Three types of grants are available, as described below. In the box following these descriptions, please select the Grant Type which most appropriately fits your request.

- **Consolidation** - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 143B-1406(e) and costs not authorized under G.S. 143B-1406(e) to include construction costs.
- **Individual PSAP Enhancement/Replacement** - the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
- **Regional Initiative Enhancement/Replacement** - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs or a primary PSAP with approved secondary PSAPs. Costs of relocation of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Grant Type *Regional Initiative Enhancement/Replacement*

PSAP Name *Halifax County Central Communications*

1. ***Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal staff for the applicant PSAP?***

YES

2. ***Has the applicant PSAP implemented a plan and secured the means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan)?***

YES

3. ***If the answer to #2 above is NO, please explain in detail why the plan has not been implemented?***

Click or tap here to add text

4. Has the North Carolina 911 Board been notified that backup plan has not been implemented?

No

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

5. Please outline project goals and objectives.

Halifax County was the recipient of a grant award from the NC911 Board last year for relocating its Primary PSAP to include a Regional incentive for surrounding counties. The funding secured was to build a new facility to serve as Halifax County's Primary PSAP and support surrounding county's that were limited in resources and funding for obtaining and sustaining a long-term backup operation.

At the time of the 2016 application Halifax County had verbal commitment from both Warren and Northampton County for the regional initiative. The grant award of two million dollars was less than the original fund request of 8.9 million for this project, as it was stated that no written MOA's were in place at the time of the grant application for the regional incentive.

From the date of the grant award to Halifax County for building its new primary facility, Halifax County has worked with both Warren and Northampton County representatives and respective county management offices to complete the required Memorandums of Agreement (MOA) for meeting the requirements for securing these funds for moving forward.

The securing of these agreements has been challenging as changes within Warren County's governing body required new leadership in the County Manager's Office as well as with their Legal division due to an unexpected death of the County's attorney. Recently, Halifax County received its signed MOA from Warren County, which is included as an attachment with this application.

Northampton County, after several deadlines, was committed verbally but not able to provide a signed MOA for moving forward with the regional incentive for their backup operations. However, Halifax County was able to partner with Franklin County for their PSAP to join this initiative. Franklin County has also provided its signed MOA to add to this application for soliciting additional grant funding for improving this Regional enhancement. Franklin County's signed agreement will also be submitted as an attachment with this application.

Project Goals:

The new 12,280 square foot facility proposed for this project will be configured with eighteen system furniture positions in the primary emergency communications center. Six of these positions to act as Halifax County's primary system positions, six to serve as Franklin County's back-up system positions, three to serve as Warren County's back-up system positions, and the additional three to be used and routinely tested by Halifax, Franklin and Warren County for training purposes and overflow operations during high periods of incoming call volume, significant events or severe weather.

Halifax County is currently procuring a six-position system that will be reconfigured for this project from a stand-alone system to a VESTA geo-diverse and redundant solution operational in both the primary and the backup facility. New answering positions and back room equipment will be added.

While Halifax will occupy the new facility as the County's primary PSAP, the facility will serve as a regional backup center for Franklin and Warren County, as well as the additional space to be open as an invitation for adjacent counties that still need a long-term backup plan/operation.

As the planning efforts and commitments are formalized, the participating counties will define their

contribution, support and/or inter-local agreements. At this planning stage, Halifax is leading the grant application process to procure an adequate facility as well as planning efforts to address regional backup needs to meet the backup requirements. The new facility would have sufficient space in the equipment room and the required support areas to allow adjacent PSAPs to join and conduct their backup operations.

Halifax County understands that this grant is a one-time allocation and is prepared to work with Franklin and Warren County to fund the ongoing costs to sustain this site as a regional backup operation, as well as Halifax County's funding for enhancing its Primary PSAP operations.

6. Please provide an implementation strategy and work plan, including a timeline.

The implementation strategy for relocating the Halifax County PSAP is based on continuity of operations.

The work plan will focus on coordination, monitoring and control of the multiple concurrent schedules for the facilities, technology and operational components of the process. The Master Schedule combines all project component schedules (facilities construction/ renovation, technology and operations) as a single dynamic document for tracking activities, tasks, responsibilities, dependencies and milestone achievements through completion. The longest schedules will be the construction of the Halifax County primary PSAP. Working backwards from projected completion, all other schedules will be aligned within the longer schedule with tasks and activities working toward completion within the overall master schedule.

Initial planning will include the definition of needs for the primary PSAP, regional and secondary backup sites, serving as the basis for detailed design and implementation effort for the relocated primary PSAP. In order to allow continuation of current operations within the existing Halifax County PSAP, it is proposed to evaluate County owned sites for viability to construct the new PSAP facility as a new, free-standing facility. Preliminary programming activities will coincide with the site evaluation to determine the space, access and risk mitigation needs of the Halifax County PSAP. During this critical planning phase Halifax County will continue negotiating participation governance with adjacent counties for use of and access to the regional backup component of the new facility. Once a site is selected, formal programming is completed, and regional participation documented and formalized, along with required permitting and other planning activities, design will be finalized for the facility and technology.

Plans for transitioning operations will also be finalized and will include specific focus on continuity of operations. Construction then begins on the combined new PSAP facility and regional backup center. The Construction Schedule, shown below, depicts the sequence and durations of the proposed project phasing.

The radio system upgrades will occur concurrently with the facility transitions. The build-out requires complete connectivity to the primary and backup sites, so that build-out can occur without interruption to service and will allow access and control of the system from both PSAPs regardless of primary PSAP location at time of cutover.

All other equipment and systems upgrades, or replacement schedules will be coordinated with the facilities transitions to ensure cutover or service transition occurs when operations are completely operational at the current (future internal County backup) or relocated primary PSAP. This will be dependent upon the vendor installation or upgrade schedules aligning with the overall master schedule. All contingencies and dependencies will be monitored and controlled by professional project management and the County project team.

There are many interwoven components in this complex project. Some must be completed serially, while others can take place in parallel. Taking component activities at a high-level, the steps involved are as follows:

- Complete engineering of radio system and facility design
- Finalize and acquire new radio sites, if needed
- Implement equipment additions needed at existing radio sites
- Construct PSAP facility
- Implement parallel 9-1-1 routing and customer premise equipment (CPE) at PSAP facility

- Install radio equipment at new PSAP
- Implement CAD equipment at new PSAP
- Test and validate all equipment implemented for infrastructure
- Move dispatching operations commence operations
- Test and validate all equipment implemented for infrastructure
- Test all connectivity
- Transition primary dispatching operations

The facility design and construction phases, tasks and activities are critical to the success of the Halifax County PSAP relocation and backup plan. The following details the five key steps to this process:

Step 1 - Planning/Schematic Design

A collaborative design process starts with a full day of interactive work – called a Design Charrette. This initial design activity requires the input of stakeholders so that all ideas, concerns and challenges can be addressed and, where significant, incorporated. At the day's conclusion the County is provided with a three-dimensional spatial diagram of both the site and building. This process builds consensus, excitement and momentum that pay dividends to the project throughout.

Collaboration is required during each phase of the design process to seek information on processes and protocol that will shape the space uses. A two-way interchange with the County's Building Team will become a regular and reoccurring part of the effort.

Once the program is confirmed, the architect and project team will develop several plan iterations. The team will then validate and revise if needed the initial estimates of probable construction costs and revisit the schedule for design and construction as needed.

Step 2 - Design Development

Detailed drawings are then prepared to illustrate the proposed design. The site plans will show the building, all proposed utilities, site features, and all areas of pavement. The floor plans will show all the room arrangements in the correct size and shape. Exterior elevations will show the materials of the walls, roof, and openings. Outline specifications will be prepared listing the major materials and systems. More detailed Structural, Mechanical, and Electrical systems drawings will be created to describe those systems.

Based on these drawings, a more detailed estimate of probable costs is developed. The Building Team will review every element to make sure it is understood and to identify where adjustments to the drawings are needed to conform to the revised project estimate.

Step 3 - Construction Documents

Detailed drawings and specifications are finalized from which contractors will bid and, in turn, build the project. These drawings and specifications become the essential part of the construction contract, and will also be utilized for all agency approval submissions. When construction documents are complete, the County will be ready to bid the documents and award the general contract.

Construction documents include: plans, sections, details, annotations, dimensions, and schedules. Each discipline will prepare several sheets to describe their systems. The architect, consultant and County contact will meet throughout the Construction Documents phase with the Building Team to keep the group abreast of the progress of the documents, seek input, and confirm the final decisions. A final estimate of construction costs will be provided.

Step 4 - Bidding / Negotiation

The project team will assist the County in preparation of the bidding documents. The bidding documents will be made available to qualified contractors and subcontractors, who within a given period of time, reply with their bids. The Project Team will answer questions during bidding, issue addenda, and assist in contract negotiations.

Step 5 - Construction

During the construction period, the Project Team will provide observations of construction, coordination of construction issues, shop drawing review, payment requisition reviews, and other typical construction phase

services.

Design and Construction Schedule

#	Task	% Complete	Duration (wks)	Date
1	Start Date			9/4/2018
2	Design Phase (Schematic)	20%	6	10/16/2018
3	Owner Review/Accept ²		1	10/23/2018
4	Design Phase (Design Development)	50%	6	11/27/2018
5	Owner Review/Accept ²		1	12/4/2018
6	Begin Site Approvals		-	12/6/2018
7	Design Phase (Construction Documents)	100%	8	1/22/2019
8	Owner Review/Accept		1	1/29/2019
9	Bidding (Site/Building)		4	2/26/2019
10	Owner Review/Award/Contract ²		1	3/5/2019
11	Receive Site/Building Permit		12	3/6/2019
12	Construction - start	0%	3	3/27/2019
13	Phase 1 Completion - ready for T&T	67%	45.33333	2/7/2020
14	Construction - complete³	100%	68	7/15/2020
15	Cutover/Training		12	10/7/2020
16	Operation		4	11/4/2020
Notes:				
	1 - Not adjusted for holidays			
	2 - Concurrent reviews			
	3 - Construction duration 480 days (+/- 16 months)			

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

The County does not expect any interface or compatibility issues between any of its existing hardware/software and any new systems or applications that will need to be procured for the replacement center.

Part of the procurement process for Halifax and partnered Counties, for all new systems, will be to complete a thorough needs assessment for each and every technology. This assessment will look at the existing environment, identify the functionality needed by the stakeholders and functionality needed by the new center and determine how new technology can be integrated and interfaced with the equipment that is in place now for all PSAPs involved in this project.

Since the Counties are already satisfied with a number of current vendors that are already providing their current solutions, it is anticipated that a number of systems will simply need to be expanded, upgraded, or both.

These critical systems include, but are not limited to, CAD, 9-1-1 answering equipment, radio dispatch consoles and logging recorder.

This project would replace outdated technology and equipment and provide an opportunity for the Counties to provide enhanced functionality and capabilities to the regional incentive and the local emergency response agencies that was not available in the old system.

It is expected that the following systems will be interfaced or integrated:

9-1-1 Answering Equipment – The current six positions for Halifax stand-alone VESTA system will be added to and reconfigured to a VESTA geo-diverse and redundant solution. The same for Warren County, as well as Franklin's County's BETA NG911 telephony system.

CAD System – The current software vendor may be used; software licenses will be migrated and the system will be expanded to include the required new positions. In addition, new virtual server environment with multiple nodes using a Neverfail application will be added to provide a geo-diverse and redundant CAD solution.

Logging Recorder – A new recorder will be added and interfaced with Halifax County's existing forty channel recorder. The recorders will be integrated allowing remote client applications to search and review recordings from a single location. Each recorder will have a Backup Manager and Remote Monitoring system running in the background that reports back to a centralized client/server.

Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §143b-1407(b) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

8. Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

Halifax, Franklin and Warren County are of North Carolina's 80 rural counties as defined by the North Carolina Rural Economic Development Center. Rural counties are defined as having a population density of no more than 250 people per square mile. This definition of rural has been incorporated in legislation adopted by the N.C. General Assembly. Halifax County has a population density of only 72 people per square mile.

Additionally, Halifax, Franklin and Warren County are of the most economically distressed counties in North Carolina and are ranked among the 40 Tier 1 Counties in North Carolina by the North Carolina Department of Commerce. The North Carolina Department of Commerce annually ranks the state's 100 counties based on economic well-being and assigns each a Tier designation. The 40 most distressed counties are designated as Tier 1, the next 40 as Tier 2 and the 20 least distressed as Tier 3. This designation supports the rural designation. Not only are the counties rural by population density, but it is economically distressed and does not have the resources necessary to fund an adequate back-up scenario to continue to provide robust and efficient emergency communications.

Halifax County's continued dependency on agriculture and low population density statistics from the Census supports the designation of a rural county as set forth by the North Carolina Rural Economic Development Center. Halifax County is predominantly rural with agriculture being the predominant industry. There are 731 square miles in Halifax County and only 72 people per square mile. There are only 965 employer business establishments in Halifax County. Halifax County's population (2015) is 52,423 with 26% of those people living below the poverty level, based on Census data.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

Many PSAPs in the State have had challenges establishing an effective backup plan in compliance with Rule 09 NCAC 06C.0280(a)(4) because they do not have the means to implement the plans they consider.

This enhancement will provide an adequate environment and space for Warren and Franklin County, as well as other adjacent counties to use for backup operations. Adjacent counties who are interested in participating in a backup scenario using this new facility proposed for this Project will be required to enter into a MOA/Inter-local agreement for sharing of resources and funding for ongoing costs for operations.

The priorities discussed above can be met with current 911 funding levels or other funding sources. Halifax, Franklin and Warren County receive annual distributions that must be expended on the legislated eligible costs. These funds cannot be used to improve critical communication infrastructure (radio systems) or to address space needs. Franklin and Warren Counties general funds for PSAP operations are lacking the financial capacity for an adequate backup facility. This funding resource will allow for these counties to have a long-term backup operation and space for training of personnel, with shared resources for operations and personnel support.

Consequences of Not Receiving Funding:

From the grant awarded last year, Halifax County will continue in its efforts for relocating its primary PSAP to include space for Franklin and Warren County. The consequence of not receiving this funding will impact the regional initiative for Franklin and Warren County by limiting the amount of building space for consoles, the equipment, software and resources needed to operate as a fully functional back-up PSAP.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

The PSAP keeps all systems under support and maintenance and tries to have a three-year hardware replacement cycle as suggested by the NC9-1-1 Board. However, this three-year cycle is not always feasible because of budget constraints so the actual replacement typically occurs somewhere between five and seven years.

The goal of the PSAP is to use three years as a baseline for workstation replacements, five years for servers and seven years for network equipment.

Under the current technology plan the following systems/equipment are in need of replacement:

- Radio Dispatch Consoles
- System Furniture
- CAD Workstations/CAD software update

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

Please reference the Halifax County proposed budget in Attachment 1 to view the complete assignment of

current funds. The financially distressed status of the county further illustrates the great difficulty it would take to fund such a project.

The current and anticipated 911 fund balance will continue to be applied to eligible costs, but are insufficient and ineligible to cover PSAP replacement and related improvements to the radio system or facility construction/renovation. Halifax County has a 911 fund balance of \$484,995.93. To date, some of this fund balance is becoming encumbered to GEO diverse the 911 telephone system that would be reconfigured and used toward the goals of this project.

The current and anticipated revenue from 911 funds and general funds for Halifax, Franklin and Warren County are not sufficient to support the grant request without a significant and unrealistic tax increase or bond issuance. Funding for additional expenditures would require additional revenue acquisition. Due to the current economic state of the Counties, this level of revenue acquisition is not fiscally, nor politically possible.

The only potential funding that could be accessible to the Counties would be Federal grant funding from the Department of Homeland Security for communications related funds. The funds available through these federal grant programs are limited and unlikely in the face of the current economic climate.

The Counties are requesting the full cost of the project since all other funding is tied up in the continued operation of emergency communications in each respective County. If the Halifax County were to receive a grant award for an amount less than the full request, a phased implementation approach would be used to maximize the use of the grant funds and accomplish smaller objectives toward the goal of a replacement PSAP and adequate backup facility.

Regional Initiative Enhancement/Replacement

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Currently, Halifax County E-911 supports both Franklin County E-911 and Warren County E-911 operations with each having an approved back-up plan by the NC911 Board for short-term operations and support.

Due to the size of Halifax County's E-911 operations, Franklin County E-911 serves as Halifax County's backup for receiving of their 911 calls during outages or unexpected events.

Attached to this application are the MOAs between each of the participating PSAPs. These MOA's will be transitioned into Inter-local agreements to further detail expectations and operating standards moving forward with the regional initiative.

13. Identify intended collaborative efforts between participating PSAPs.

Administrative roles from Halifax, Franklin and Warren County are all aware that this project will require local, state and federal funding resources to secure the long-term objectives of this application.

Halifax County will lead this incentive with putting together a committee with representation from Halifax, Franklin and Warren Counties. This committee will work together on objectives and resources to ensure effective and efficient operations.

14. Identify how resource sharing will take place.

Resource sharing will take place both from an operational and financial stand point.

The unification of CAD systems for each County will provide a CAD-to-CAD solution, GIS/Mapping and Record Management System. It will also provide radio consoles and connectivity with each County to provide short and long term radio

communications during regularly scheduled or unexpected events that interrupts communications.

The telephone system will be another resource for sharing as the telephone system will be GEO diversified by Halifax and Warren County, with Franklin County completing its BETA version of NG911.

Resource sharing will also take place by the cross-training of each agencies personnel as all systems will be unified in operational retention and usage.

Halifax, Franklin and Warren County understand that this regional incentive will require ongoing financial resources for daily operations and sustainability of communications equipment and building maintenance.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

The regional initiative will give Franklin and Warren County a long-term backup plan for relocation should a planned or unexpected event remove them from their primary PSAPs. The distance between their primary PSAP locations and the regional center should provide enough distance to ensure redundancy should one center become inoperable due to a downed power, telephone or technical line.

This initiative will allow Halifax, Franklin and Warren County to work together, sharing resources, equipment, software, and provide cross training opportunities for increasing personnel support should one county need more assistance than another.

Halifax, Franklin and Warren County will work together moving forward for creating a comprehensive communication plan for primary and secondary PSAP operations.

NOTE: The following section on “Consolidation Project Plan” is ONLY required if your type of grant is a “Consolidation”. If your project IS NOT a Consolidation, proceed to question # 23 to complete the grant application.

16. Indicate how a consolidation would take place and improve service

Click or tap here to enter text.

17. Indicate how the consolidated PSAP should be organized and staffed

Click or tap here to enter text.

18. Indicate what services the consolidated PSAP should perform

Click or tap here to enter text.

19. Indicate how consolidated PSAP policies should be made and changed

Click or tap here to enter text.

20. Indicate how the consolidated PSAP should be funded exclusive of grant funding

Click or tap here to enter text.

21. Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

Click or tap here to enter text.

22. Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

FINANCIAL DATA

23. Current 911 Fund Balance

\$484,995.93

24. Estimated June 30, 2017 911 Fund Balance

Due to outstanding projects being completed for Halifax County it is undetermined what the fund balance will be. As it stands, Halifax County is due to receive roughly \$380,000.00 for FY17-18

25. Amount Requested

\$9,610,328.00

26. Total Project Cost

\$9,610,328.00

Description	Qty	Units	Unit Cost	Sub Total	Total
Construction					
Building	12280	sf	\$350	\$4,298,000	
Site	2.0	ac	\$250,000	\$500,000	
FF&E (not consoles)	12280	ea	\$10	\$122,800	
subtotal					\$4,920,800
Communications					
Access					
Control/Security/Camera	1	ea	\$75,000	\$75,000	
Audio Visual Systems	1	ea	\$125,000	\$125,000	
Cabling Infrastructure	1	ea	\$100,000	\$100,000	
CAD System	12	ea	\$12,000	\$144,000	
IT Equipment	1	ea	\$250,000	\$250,000	
Logging Recorder	1	ea	\$40,000	\$40,000	
Radio Consoles	18	ea	\$65,000	\$1,170,000	
Radio System Connectivity	1	ea	\$50,000	\$50,000	
Site Connectivity	1	ea	\$150,000	\$150,000	
System Furniture (consoles)	18	ea	\$20,000	\$360,000	

Telephony (Admin)	1	ea	\$30,000	\$30,000
Telephony (E-911)	10	ea	\$50,000	\$500,000
Tower	1	ea	\$125,000	\$125,000
subtotal				\$3,119,000
Soft Costs				
A/E Design Fees	9%	%	\$4,920,800	\$442,872
Tech & Telecomm Fees	6%	%	\$3,119,000	\$200,000
Permitting (1/2%)	0.5%	ea	\$4,798,000	\$23,990
Geotech/Survey	1	ea	\$10,000	\$10,000
Utility Connections	1	ea	\$20,000	\$20,000
subtotal				\$696,862
total				\$8,736,662
Contingency	10%			\$873,666
total				\$9,610,328

Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2016 PSAP budget.

27. List planned expenditures

Construction line items:

The following list of items were all provided by Becker Morgan Group, Inc.

Building: This includes all costs associated with building construction including: foundations, structural systems, vertical enclosure, openings, roof. Interior items include partition, glazing, door/frames, finishes on floors, walls, and ceilings, plumbing and light fixtures. Systems serving the spaces include: heating, air and ventilation, power, data, and plumbing. Emergency condition systems include: generator, UPS, fire suppression, lightning protection, emergency lighting and power. Special features may include enhanced design to mitigate local hazards (wind, seismic, etc.) or for occupant safety (blast or bullet resistance, etc.). Building design requirements are covered by NFPA 1221 and NC State Building Code 2012.

NFPA 1221

- Communications center must be separated from other portions of the building (not used for communications) by 2-hour fire barriers.
- HVAC systems shall be independent systems that serve only the communications center. Backup HVAC systems shall be provided. HVAC systems shall be designed so that the communications center is capable of uninterrupted operation with the largest single HVAC unit or component out of service.
- The communications center and spaces adjoining the communications center shall be provided with an automatic fire detection, alarm, and notification system.
- Windows (if provided) shall be rated for bullet resistance or shall not be publicly visible.
- Means shall be provided to prevent unauthorized vehicles from approaching the building housing the communications center to a distance of no less than 82 ft (25 m).
- Two independent and reliable power sources (including from a generator) are required.
- Communications centers shall have lightning protection.
- Communications centers that provide emergency dispatching protocols shall have at least two telecommunicators on duty at all times.

NC State Building Code

- Business: Group B.
- Type 2B (noncombustible) construction.
- Separation from existing buildings of 10 feet or greater.
- Accessibility to handicapped required.
- Energy efficiency per Chapter 5 of Energy Conservation Code.
- Structural loads: soil, snow, wind, rain, flood, seismic, structural members.

- Deemed “Essential Facility” and assigned Category 4 Importance Factors, Exposure Category B.

Site: This includes all costs associated with preparing the site to accept the public safety communications building. The work includes clearing vegetation, soil stripping, excavation, foundation prep, installation of utilities (power, data, water, sewer, gas, etc.), grading, drainage, backfill, topsoil and landscaping. Site structures may include access roads, parking lots, walkways and accessibility features, curb and gutter, security fencing or other ant-terrorism measures, site lighting, stormwater drainage management and outfall. Special systems may include construction of external communication systems infrastructure such as tower foundations and underground conduit, and provision for site specific items such as sewage lift stations, potable water or secondary power.

FF&E: The abbreviation means “Furniture, Fixtures and Equipment” and includes all movable furniture, fixtures, or other equipment that have no permanent connection to the structure of a building or utilities, except for the telecommunicator consoles. FF&E includes: desks, chairs, shelving, other seating, file storage and appliances. Also included are decorative items such as: artwork or indoor plants. While FF&E usually includes all personal computers, monitors, printers and other electronics, for an emergency communications center, these costs are generally carried in the technology budget. FF&E does not include fixed items such as whiteboards, countertops or cabinets.

Communications Technology line items:

The following list of equipment were all provided by Federal Engineering based on the following:

The new primary PSAP for Halifax County will be configured with six system furniture positions in the emergency communications center (ECC), and the regional incentive for Franklin to have six system furniture positions, Warren County to have three system furniture positions, with three additional system furniture positions for overflow, or anticipated growth for either agency. The facility will have sufficient space in the equipment room and the required support areas to allow adjacent PSAPs to conduct their backup operations here. The three additional positions will also be used and routinely tested by the County for training purposes and overflow operations during high periods of incoming call volume, significant events or severe weather.

Access Control/Security/Camera: These systems will provide the security needed for a public safety communications facility. Security door card readers, door intercom, motion sensors, electronic door switches, CCTV, network video recorder, cameras (8) and two video/intercom workstations allowing remote access control from within the building. Camera Monitoring System – 8 HD camera systems with motion recording and event/time search features.

Audio Visual Systems: Turnkey audio-visual package that includes HD video and audio distribution, touchscreen control panels, wall mounted displays, cable/OTA tuners, matrix switchers, transmitters, amplifiers, receivers, video wall processor, in ceiling speakers, hand-held control application for various locations in the new building including the ECC, training rooms, conference rooms and support/management administrative offices.

Cabling Infrastructure: Provides for CAT6 wiring throughout building, CATV, data management racks, wire managers, under floor cable trays, overhead raceways/ladders, patch panels, patch cables and fiber connections to the various critical system voice and data networks.

Computer Aided Dispatch (CAD): The County is currently using a TriTech VisionCAD solution for computer aided dispatch. The County is satisfied with the vendor, however, moving forward would like to replace their CAD application to match that of Franklin and Warren County to Southern Software Solutions, which is being funded via a separate project for Halifax County’s backup operations.

IT Equipment: New server and workstation hardware will be needed for the CAD system. The configuration will utilize a virtual server environment using multiple nodes. The network architecture will provide a high availability solution that includes geographical hardware diversity, connectivity and real-time data replication. Sufficient network connectivity will be required between the primary and secondary site which will be the back-up center. The system will be designed to take advantage of existing current fail-over and other back up technologies that enable continued operation notwithstanding single or multiple component failure. The

upgraded hardware will be sized appropriately to meet performance criteria, accommodate any future workload increases and store sufficient event/unit history. The microwave system will be used to provide real-time connectivity between the primary and secondary servers and the tertiary server at the back-up center.

Logging Recorder: The existing center currently uses a twenty-four channel Revcord logging recorder solution. A new forty channel recorder will be needed for the new primary center. The two recorders will be integrated allowing remote client applications to search and review recordings from a single location. Each recorder will have a Backup Manager and Remote Monitoring system running in the background that reports back to a centralized client/server.

Master Clock: A new master clock solution will be needed at the primary center. The clock will be used to provide a uniform and consistent time for all the different integrated technologies required such as, but not limited to, the CAD system, 9-1-1 answering positions, logging recorder and radio dispatch consoles.

Radio Consoles: The existing center is currently using MCC5500 radio consoles that were initially installed in 2007 and need to be replaced. New radio consoles will need to be installed at both the primary and the back-up centers.

Radio System Connectivity: The new primary center will need new radio control stations, cabling and antennas that will allow the PSAP to communicate with the various VHF base stations used by the County. These control stations are used to radio dispatch field units on dispatch and operational channels.

Site Connectivity: Microwave 4.9 Ghz point to point connectivity between the primary and the back-up center for geo-diverse technology solutions used by, but not limited to, 9-1-1 host sites, CAD tertiary node and the logging recorder. This connectivity is required to provide real time geo-diverse back-up for some of the critical systems.

System Furniture Consoles: The current center is using Xybix sit-to-stand furniture that was originally installed in 2007 and needs to be replaced. New sit-to-stand technical dispatch system furniture that is ergonomically friendly will be needed in both the primary and the back-up centers. Intensive use chairs are also included.

Telephony (Admin): A VoIP administrative phone system that will be required at the primary center for management, administrative and support offices and locations outside the ECC. The system will include auto attendant, intercom, voicemail, call forwarding, 3-way conferencing, and other typical phone system functionality.

Telephony (9-1-1 Answering Positions): The County is currently using an Airbus DS Vesta 911 Telephone system.

The system will be reconfigured from a stand-alone system to a VESTA geo-diverse and redundant solution. New answering positions and back room equipment will need to be added. The new system will be operational in both the primary and the back-up center. Side A will be installed at the primary center and Side B will be installed at the back-up center. The microwave system will be used to provide real-time connectivity between the two sides.

Tower: 100' self-supporting tower used to install control station and back-up radio antennas and microwave system between the primary and the back-up center.

Soft Costs Line items:

There are other costs, often overlooked, that should be considered and include when applicable.

A/E Design Fees: The Architect and Engineering team will provide the design, construction documents and construction phase services for the building and site work. The team usually includes the following disciplines: architecture, civil engineering, structural engineering, and mechanical/electrical/plumbing

engineering. It may also include cost estimating, landscape architecture, interior design and fire protection engineering. For complex projects special consultants may be required for acoustics, security, roofing or scheduling. These fees are often expressed as a percentage of the site and building construction costs.

Tech & Telecomm Fees: The services of the public safety communications consultant are included here. This consultant will manage all aspects of technology and telecommunications from needs analysis to systems selection, procurement, implementation, operator training, startup and system cut-over. These fees are generally a function of total project duration.

Permitting: The costs charged by site/building permitting agencies to issue permits for construction vary widely between jurisdictions. Most are based on the project's site and building construction value but may also include fees for review. Certain jurisdiction may waive fees for public institutions.

Geotech/Survey: Prior to the design of the emergency communications center's foundation, paved areas and storm water management basins a geotechnical engineer should be engaged to perform subsurface investigations. Such investigations are carried using digging and drilling methods and yield important information about the soil's ability to bear weight and drain properly. In certain locations, drilling is performed to yield seismic data. Likewise, a survey of the property is vital to the design work of the civil engineer with regards to boundary, easements, restrictions, existing structures, topography and vegetation. Both services are typical contracted by the land owner. Fees generally rise with acreage. A cost allowance is recommended.

Utility Connections: Jurisdictions and utility providers handle the extension and connection of utilities differently. Power providers will generally extend primary service to a site located transformer. Natural gas and data providers will often extend service to the building face. Water and sewer is often brought to within 5 or 10 feet of the building. Fees may be charged to connect to a municipal water and sewer system, for example, but standards do not exist. A cost allowance is recommended.

Basis for construction cost determinations:

The sum of the data gathering and analysis phase has yielded an Initial Space Program, dated 12/15/2017, an estimate of probable construction costs prepared by Becker Morgan Group.

Initial Space Program

Allocations for each space were determined by a number of methods including: industry standards for office and meeting activities; our experience in design of public safety and other public buildings; code prescriptions for occupied areas and staff counts derived from Federal Engineering regarding telecommunicator positions. We used staffing numbers to produce requirements for support spaces such as break and toilet rooms and rules-of-thumb to determine the mechanical, electrical and data room sizes. Where logical, we develop shared spaces including training, meeting, storage and circulation.

The facility shall be composed of two separate functions. The Emergency Communications Center (ECC) will house the 9-1-1 call taking and dispatching operations and the associated support spaces. Those spaces include data, mechanical, electrical, toilets, break area, storage and administrative offices. The second function is the Regional Training Center (RTC) and back-up. The RTC will provide a backup 9-1-1 location to Franklin and Warren County, as well as space for adjacent counties to onboard. Further, the RTC can be used as a large meeting place for agencies during an emergency. The RTC will include the backup/training space as well technology support spaces, offices, toilets, bunks, and storage. There are space savings in locating both the ECC and RTC functions in a single building, as the RTC will rely on much of the same technology that powers the ECC.

The applicable codes and standards require physical separation and security of the ECC. Proper space utilization necessitates clustering of ECC operations and ECC support spaces while allowing access and circulation for the adjacent RTC spaces. These same codes and standards require a building structure that is more robust than a typical public building (deemed "Essential Facility"). Walls, windows and the roof must withstand exceptional stresses from both natural and human-caused events – from high winds to terrorist threats. These requirements impact orientation within the building of critical systems and operations as well as configuration of the building volume, with respect to site position, access and possible expansion.

The space needs analysis (following page) indicates that approximately 12,280 square feet of space is needed. This includes about 9446 square feet of program space (net floor area) and 2834 square feet for structure, exterior and interior walls and non-programmed space such as corridors. The amount of non-programmed space is equal to 30% of the gross square footage and is typical for buildings of this type and size during the early planning period.

Space Titles	Staff #	Unit SF	Qty	Total SF	Req'd	Comments
Emergency Communications Center				3,506		
Public Entry						
Waiting/Lobby		120	1	120	x	
Administration						
911 Director	1	192	1	192	x	inside comm ctr w/ mtg
+ workstations		100	1	100	x	inside 911 Dir
911 Ass't Director	1	168	1	168	x	future
CAD/GIS	1	144	1	144	x	future
Training	1	144	1	144	x	future
IT	1	120	1	120	x	future
Shift Supervisors (2)	2	200	1	200		
Office Supply Storage		80	1	80	x	
Work Area - copy/fax/print		120	1	120	x	
Operation						
911 Telecomm	6	250	6	1500	x	5 TC + 1 super
Report/Office		120	1	120		
Quiet/Isolation		100	1	100	x	
Lockers (private)		144	1	144	x	assume 24 lockers half height
Toilets (M/F private)		60	2	120	x	
Other						
Kitchen/Break		240	1	240	x	
Vending		50	0	0	x	included above
Cleaning & maintenance storage		64	1	64	x	same as jan
Janitors closet		64	1	64		
Day Care		200	1	200		
Exercise		150	1	150	x	
Regional Training Center				4,790		
Administration						
EM Coordinator	1	144	1	144	x	
EMS Director	1	144	1	144	x	
Training/Backup 911						
Meeting - Large		750	1	750	x	20 - 25 p
Regional Backup 911	9	200	9	1875	x	9 positions
Regional Training	3	200	3	625	x	3 positions
Conference		192	1	192	x	
Supplies		120	1	120		
Training tables/chairs		200	1	200	x	
A/V equipment		100	1	100	x	
ARES		80	1	80		amateur radio
Toilets						
Toilets (M/F)		120	2	240	x	
Showers (M/F)		60	2	120	x	
Other						
Bunk - Female		200	1	200	x	4p ea
Bunk - Male		200	1	200	x	4p ea
Building Systems				1,150		
Servers						
Telephony (9-1-1)		20	2	40	x	
Telephony (Admin)		20	1	20	x	
Security/Access Control		20	1	20	x	
Audio Visual		20	1	20	x	
Data Management		20	2	40	x	
IT/CAD		20	4	80	x	
Logging Recorder		20	1	20	x	
Radio Consoles		20	1	20	x	
Radio Connectivity		20	2	40	x	
Back-up PSAPs/Future		20	8	160	x	
County Data		20		0		
Mechanical / Electrical						
Electrical		240	1	240	x	
UPS		180	1	180	x	
Generator		200	1	200		exterior
Mechanical		240	1	240	x	maybe be eliminated with VRF
Riser/sprinkler room		30	1	30	x	
Net Area Required					9446	
Grossing Factor					30%	initial allowance may be reduced
GF Area					2834	includes hallways, wall thickness, structure etc.
Gross Area Projected					12280	
Personnel Total (on duty)	27					

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

Products and services for the grant project will be procured by Halifax County following NC Purchase and Contract Administrative Code (Title 1 Department of Administration Chapter 5 –Purchase and Contract) in all phases of procurement including solicitation, selection, competitive processes and contracting.

Halifax County will serve as the governing body administering any and all funding related to this project. The responsibility of ensuring that all applicable procurement laws, rules, and policies are followed will be the duty of the Halifax County Finance Director. We will follow existing county procurement policies in accordance with G.S. 143-129 which establishes the procedure of formal bidding and G.S. 143-131 which establishes the procedure for the informal bidding process. All documentation of project expenses, payments, etc. will be in accordance with the General Accepted Accounting Principles. The project will also comply with any additional requirements set forth in the project contract with the NC 9-1-1 Board and the State of North Carolina.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

Once the replacement PSAP becomes operational, Halifax County, as the administrative governing body of the 9-1-1 system, will continue to budget and administer the funding provided by the NC9-1-1 Board for any PSAP eligible expenses the same as those funds have been applied to in the past.

Franklin and Warren County will also continue to budget and administer funding provided by the NC9-1-1 Board for any backup PSAP eligible expenses the same as those funds have been applied in the past for primary PSAP sites.

As new technology systems are being procured, Halifax, Franklin and Warren County will solicit costs from vendors to provide annual support and maintenance for their respective systems. These costs will be negotiated with the vendors to be paid on an annual basis and the cost for that support will become part of the each center's overall operational budget managed by their respective Counties.



Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

A project plan and charter will be developed based on a grant award. That, along with executed Inter-local agreements will define the goals, scope and timeline of the overall project. The key stakeholders will accept the project plan and charter via signature. Progress reports at pre-determined intervals will be based on measured progress of the project compared to the project plan. The measurement will be made by determining if the tasks, activities and pre-determined milestones were successfully completed within the projected timelines.

County staff will work with professional project management and all vendors to communicate and document expectations of the scope of work, budget and timelines as contracted. A critical path schedule will be identified upon the initiation of individual schedules and will be monitored for alignment and impact on the master schedule. Identifiable stakeholders, dependencies, deliverables, milestones and risks will be documented and shared with all stakeholders at the start of the project.

All changes and additions to the documented plans and schedules will require approval by all stakeholders throughout the life of the project from planning, initiation, execution, monitoring and control, through completion and post-cutover acceptance activities. A single project manager will be utilized to coordinate all communications, activities and deliverables. Weekly project team and stakeholder communication will occur in the form of conference calls or face to face meetings as appropriate; these meetings will be documented, shared and maintained in a central project file.

All required grant program reporting will be conducted by the project manager with direct oversight and approval of the counties' designated project officers. The Halifax County E-911 Communications Manager will be the point of contact with the NC911 Board for reporting progress and other communication.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

A project committee will be comprised of the Halifax County E-911 Director, a representative of each of the

counties participating in the back-up Memorandums of Understanding and a Project Manager. Additional committee participation will be added as appropriate dependent upon the individual project tasks. This project committee will work with the counties' staff, vendors and professional consultant support to evaluate each milestone activity for completion to the satisfaction of the contracted scope of work. Contracted training, testing and acceptance plans for each project component (e.g. facility, technology) will be overseen by the project committee, and results will be documented. Any milestone or cutover will not be accepted until the contracted results are proven within the designated period. Contractors will not receive final percentage payment until after a specified (contracted) result is proven, documented and officially accepted by the project committee.

During the life of the project, weekly status calls and meetings (as appropriate) will be facilitated by the project manager and attended by the committee members. Minutes from these meetings and other relevant documentation will be shared with stakeholders on a weekly or bi-weekly schedule based on their individual participation, level of authority or need to know as determined during the stakeholder identification process. The project committee will continue to identify stakeholders, risks and ways to mitigate risks throughout the duration of the project and will report updates to the NC911 Board.

Reporting to the NC911 Board will be the responsibility of Halifax County and each of the counties participating in the back-up Memorandums of Understanding, with the support of the project committee.

Monthly reports will be provided to the NC911 Board that will include the current status of all funded activities, as well as documentation of all completed milestones, any project timeline changes, and all expenditures from the awarded funding along with expenditures from the 911 surcharge funds. All reporting will be commensurate with any requirements set forth by the awarding entity, the NC911 Board. Interim reports will be produced as requested or if a risk is identified that will impact scope, schedule or budget.

32. Identify how data will be collected and presented

The data will be collected electronically and manually and will include, but not be limited to, meeting minutes, email, project schedules, master schedules, schematic designs, and all executed documents such as vendor and services contracts, all identified deliverables, all evaluation documentation and all change orders.

All documentation will be maintained by the project manager in a central project file that is organized by individual components of the overall project, and structured by individual tasks, milestones and evaluation documentation. A review of the project file contents will be conducted by the project manager every 60 days during the life of the project. A report will be provided to the project committee members every 60 days indicating the contents of the project file to ensure that all relevant documentation is stored appropriately and any activities such as acceptance or change activities and related documents are enclosed. The project file will be reviewed at project closeout to assure completeness and given to the counties for their records upon closeout.

Once you are satisfied with your application, please email the completed application along with all attachments to 911comments@its.nc.gov The deadline for filing is midnight, Friday, December 15, 2017. **NO APPLICATIONS WILL BE ACCEPTED AFTER THAT DATE**

Once you have submitted the application including all necessary attachments, you will receive a reply email within 24 hours advising you that the grant application has been received. If you **DO NOT** receive the confirmation email within 24 hours, please contact Richard Taylor Richard.taylor@nc.gov or call 919-754-6624

**Memorandum of Understanding
between
Warren County Local Government
and
Halifax County Local Government**

1. **PARTIES:** The parties to this Memorandum of Understanding ("Memorandum") are Warren County Local Government ("Warren"), and Halifax County Local Government ("Halifax").
2. **PURPOSE:** Halifax County is the recipient of a grant from the North Carolina 911 Board to assist with the construction of a new primary Public Service Answering Point ("PSAP"). The purpose of this Memorandum is to establish basic principles and understandings between Halifax and Warren regarding their plans to enter into an Interlocal Agreement ("Agreement") for the sharing of space and resources, and the development of an alternate 911 call center for Warren at the Halifax's new primary Public Safety Answering Point (the "Halifax primary PSAP") upon completion of its construction. It is the intention of Halifax and Warren that their final principles and understandings be embodied in an interlocal agreement to be adopted by resolution of their respective governing bodies pursuant to Article 20, Chapter 160A, of the North Carolina General Statutes.
3. **RESPONSIBILITIES:**
 - a. Halifax County shall:
 - i. Halifax will allow Warren use of the Halifax primary PSAP upon occurrence of a Service Outage or Disaster Situation in Warren County (as defined herein) until such time as Warren is able to restore emergency call operations at Warren County's primary 911 call center (the "Warren Center") or the Disaster Situation is no longer in effect. "Service Outage" refers to a technical, mechanical or building failure, or any other circumstance during which Warren cannot receive or respond to emergency calls at the Warren Center. "Disaster Situation" refers to any event necessitating the evacuation of the Warren Center for a period of time such that Warren is unable to receive or respond to emergency calls. Such events may include, but are not limited to, fire, flood or other weather-related destruction, or attack on the building which houses the Warren Center.
 - ii. Halifax will allow Warren the use of the Halifax primary PSAP for (i) planned Service Outages at the Warren Center caused by equipment or service upgrades; and (ii) planned training activities by Warren Center staff.

- iii. Halifax will work together with Warren to coordinate Warren's use of the Halifax primary PSAP in the event of a planned Service Outage, or for Warren training activities at the Halifax primary PSAP. Halifax will make the Halifax primary PSAP available for Warren training activities periodically throughout the year, at a maximum of once per quarter. Such training activities will not require the use of the entire Halifax primary PSAP building and facilities and will not interfere with Halifax' ordinary business functions at the Halifax primary PSAP.
 - iv. Halifax will be responsible for the maintenance and upkeep of the Halifax primary PSAP. Halifax will continue to solely own the Halifax primary PSAP at all times during and after termination of the Agreement.
- b. Warren County shall:
- i. Warren will be responsible for ensuring its 911 emergency services technology and telephone system can be installed and used at the Halifax primary PSAP. Each time Warren makes use of the Halifax primary PSAP, Warren will transfer its incoming emergency calls to the Halifax primary PSAP, where Halifax staff will receive and direct the Warren calls until such time as Warren staff arrive at the Halifax primary PSAP; provided, such period of time shall be limited to not more than twelve (12) hours from the time Warren incoming emergency calls are transferred.
 - ii. Warren will install any equipment or technology required to use a portion of the Halifax primary PSAP as Warren's alternate 911 call center. Upon termination of the Agreement, Warren will remove all equipment it installed, excepting that equipment or technology that has become so merged with the Halifax equipment or technology as to make it impracticable to remove such items. Halifax will compensate Warren for the items Warren is not able to remove at a mutually agreed upon rate.
- c. Both Warren & Halifax Counties shall:
- i. Each party will be responsible for the configuration of its emergency management software applications at the Halifax primary PSAP and will adhere to any cyber security and network configuration policies enacted by Halifax. Each party will ensure that it is fully compliant with any emergency management software application agreements of which it is a party.
 - ii. Warren and Halifax will share in the costs of future technology upgrades or maintenance in equipment or facilities related to technology changes for Next Generation 911 implementation. Such sharing of costs for technology upgrades and maintenance is intended to save costs for both counties as they adopt new technological solutions for emergency call management.
 - iii. The Warren Director of Emergency Communications and the Halifax Director of Emergency Communications, or their designees (the "Directors") will meet at a minimum on a semi-annual basis and will have authority to implement policies and

procedures needed to successfully operate the Halifax primary PSAP as Warren's alternate 911 call center. The Directors will not have the authority to implement policies and procedures affecting cost outside the terms of the Agreement without prior approval from their respective governing bodies.

- iv. Warren and Halifax employees will at all times, and for all purposes, remain employees of their respective agency while carrying out the rights and obligations contained in the Agreement.

- 4. **REPAYMENT PENALTY UNDER STATE 911 BOARD GRANT:** Warren acknowledges receipt of a copy of the grant agreement between Halifax and the North Carolina 911 Board, dated December 15, 2016. In particular, Warren is aware of Section 17.a of the grant agreement. Accordingly, Warren agrees that if Warren terminates the anticipated Agreement and such termination results in a grant repayment penalty to Halifax, Warren will save and hold harmless Halifax from such grant repayment penalty.
- 5. **WARRANTY:** Halifax County will hold Warren County harmless for any liability and personal injury that may occur from or in connection with the performance of the Agreement to the extent permitted by the North Carolina Tort Claims Act.

Warren County will hold Halifax County harmless for any liability and personal injury that may occur from or in connection with the performance of the Agreement to the extent permitted by the North Carolina Tort Claims Act.

- 6. **COMMUNICATION AND POINTS OF CONTACT:** To provide consistent and effective communication between the parties, each party shall appoint a principal representative(s) to serve as a central point of contact responsible for coordinating and implementing the Agreement.

- a. Warren County:

Venicia Harris, E911 Coordinator
Warren Co Sheriff's Office
Office: 252-257-3456
Email: veniciaharris@warrencountync.gov

- b. Halifax County:

Heather Joyner
Halifax County Communications Manager
P.O. Box 667
10 N. King St.
Halifax, NC 27839
Ph: 252-678-3788
Email: joynerh@halifaxnc.com

All confidential information of either party disclosed to the other party in connection with the services hereunder will be treated by the receiving party as confidential and restricted in its use to only those uses contemplated by the terms of expressed herein.

7. **MODIFICATION:** Modifications of this Memorandum must be in writing and upon approval of both parties.
8. **TERMINATION:** The provisions of the Agreement shall remain in effect for the period beginning on the effective date as outlined in Paragraph 10. Either party may terminate the Agreement upon one hundred eighty (180) days written notice to the other, but termination by Warren may require reimbursement of grant refund penalties under the terms of the North Carolina 911 Board grant agreement. (See Section 5 above.)
9. **EFFECTIVE DATE AND EXECUTION OF THE AGREEMENT:** Halifax and Warren intend to enter into the Interlocal Agreement by _____, 2017. If the Interlocal Agreement is not approved by the parties by such date, the parties will continue their efforts until and unless either party gives notice that it is terminating its efforts.

SEAL

Warren County

By: 
Robert Davie, Warren County Manager

Date: 10-22-17

Halifax County

SEAL

By: _____
Tony Brown, Halifax County Manager

Date: _____

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

By:  10/23/17
Warren County Finance Director

By: _____
Halifax County Finance Director

This MOA is currently in the Halifax County signature process.

NORTH CAROLINA

FRANKLIN AND HALIFAX COUNTIES

This AGREEMENT made and entered into by and between Franklin County, North Carolina ("Franklin") and Halifax County, North Carolina ("Halifax"), collectively referred to herein as the "Parties";

WITNESSETH:

WHEREAS, Franklin and Halifax are both bodies politic and corporate under Article 2, Chapter 153A of the North Carolina General Statutes; and

WHEREAS, both Franklin and Halifax operate 911 emergency communications systems; and

WHEREAS, during times of natural disaster and other unpredictable events, a county's 911 communications system may be temporarily disabled; and

WHEREAS, Halifax is willing to serve as a Backup 911 Center to Franklin; and

WHEREAS, Franklin recognizes the economy and benefits of utilizing Halifax's 911 emergency communications system; and

WHEREAS, the parties desire to set forth in this AGREEMENT the terms by which Franklin may utilize Halifax's 911 emergency communications center for the benefit of the people in Franklin County.

Now, therefore, in consideration of the terms, conditions, and covenants expressed herein, the parties agree as follows:

1. Purpose of Agreement

1.1 The purpose of this AGREEMENT is to establish a formal arrangement whereby Franklin utilizes Halifax as its Backup 911 Center located at 10 North King Street, Halifax, North Carolina, during such times as Franklin may experience failure to its primary 911 emergency call and dispatch center, subject to the terms of this AGREEMENT.

2. Term

2.1 This AGREEMENT shall commence upon last date of execution indicated below and will continue in effect until one of the Parties delivers a notice of intent to terminate effective at least twelve (12) months prior to the end of the subsequent fiscal year.

2.2 Either party may terminate this agreement upon a breach by the other party. However, if either party desires to terminate this AGREEMENT based upon a breach, it shall first deliver a notice of breach to the other party by registered or certified mail, expressing its intent to terminate. Upon receipt of such notice, the other party shall have sixty (60) days to remedy the condition(s) constituting the breach. If remedied within the time prescribed, the notice of termination shall be withdrawn. If not remedied within the time prescribed, the termination shall become immediately effective without further notice.

3. Responsibilities of Franklin

3.1 Franklin shall give the Halifax 911 Director as much advance notice as practicable under the then existing circumstances of its need and intent to transfer emergency calls of service through the Halifax 911 emergency communications system.

3.2 To the extent allowed by law, Franklin will hold Halifax harmless and indemnify Halifax from any and all claims and expenses related thereto which may arise out of or relate to Franklin's use of Halifax as a Backup 911 center.

4. Responsibilities of Halifax

4.1 Halifax agrees to program the Halifax radios and radio consoles with necessary frequencies for use during a Franklin failure at Halifax's expense.

4.2 Halifax agrees to process all Franklin medical calls utilizing Priority Dispatch protocols and all fire and law enforcement calls based on procedures provided by Franklin.

5. Amendment

This AGREEMENT may not be modified or amended except by subsequent written modification approved and authorized by the governing boards of each party and signed by the authorized representatives of each party.

6. Entire Agreement

This AGREEMENT contains the entire agreement between the parties, and no statement, oral or written, made by either party or agent of either party that is not contained in this written AGREEMENT shall be valid or binding.

7. Remedies

This AGREEMENT shall be enforceable by each party by all remedies available at law or in equity. Failure or delay to exercise any right, remedy, or privilege hereunder shall not operate as a waiver of such right, remedy, or privilege, nor prevent subsequent enforcement.

8. Duplicate Originals

This agreement shall be executed by the parties in duplicate originals, each of which when executed shall constitute the same AGREEMENT.

IN WITNESS WHEREOF, this AGREEMENT is adopted as of the last date of execution indicated below.



FRANKLIN COUNTY

By: Cedric K. Jones
Chairman, Board of County Commissioners

Date: 3/6/2017

ATTEST:

Kristen B. King
Clerk to the Board

HALIFAX COUNTY

By: _____
Chairman, Board of County Commissioners

Date: _____

ATTEST:

Clerk to the Board

12/15/2017 12:34
841mdunc

HALIFAX COUNTY FINANCE MUNIS DATABASE
YEAR-TO-DATE BUDGET REPORT

P 1
glytdbud

FOR 2018 13

	ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
113 EMERGENCY TELEPHONE SYSTEM							
1134444 EMERGENCY TELEPHONE SYSTEM							
1134444 449001 LINE CHARGE FEE	0	.00	-26,210.89	.00	.00	26,210.89	100.0%
1134444 449006 WIRELESS FUNDING	-314,531	-314,531.00	-78,632.67	.00	.00	-235,898.33	25.0%*
1134444 483100 INTEREST EARNED	0	.00	-288.40	.00	.00	288.40	100.0%
1134444 483903 MISCELLANEOUS REVEN	0	.00	-61.76	.00	.00	61.76	100.0%
1134444 499100 FUND BALANCE	-415,500	-436,300.00	.00	.00	.00	-436,300.00	.0%*
TOTAL EMERGENCY TELEPHONE SYST	-730,031	-750,831.00	-105,193.72	.00	.00	-645,637.28	14.0%
1135394 EMERGENCY TELEPHONE SYSTEM							
1135394 529000 OTHER SUPP & MAT	10,000	10,000.00	1,978.49	.00	425.00	7,596.51	24.0%
1135394 532100 TELEPHONE	55,000	55,000.00	21,980.60	.00	30,746.74	2,272.66	95.9%
1135394 539500 EMPLOYEE TRAINING	35,000	35,000.00	285.00	.00	7,303.50	27,411.50	21.7%
1135394 544000 SERVICE CONTRACTS	155,000	157,600.00	111,609.36	.00	30,090.25	15,900.39	89.9%
TOTAL EMERGENCY TELEPHONE SYST	255,000	257,600.00	135,853.45	.00	68,565.49	53,181.06	79.4%
1139450 CAPITAL OUTLAY-EM TEL SYSTEM							
1139450 535200 MAINT & REP EQUIPME	30,000	30,000.00	4,051.60	.00	11,908.40	14,040.00	53.2%
1139450 555000 INV EQUIPMENT-CA	415,501	433,701.00	16,324.13	.00	2,398.87	414,978.00	4.3%
1139450 555001 TOOLS & EQUIPMENT	29,530	29,530.00	.00	.00	.00	29,530.00	.0%
TOTAL CAPITAL OUTLAY-EM TEL SY	475,031	493,231.00	20,375.73	.00	14,307.27	458,548.00	7.0%
TOTAL EMERGENCY TELEPHONE SYST	0	.00	51,035.46	.00	82,872.76	-133,908.22	100.0%
TOTAL REVENUES	-730,031	-750,831.00	-105,193.72	.00	.00	-645,637.28	
TOTAL EXPENSES	730,031	750,831.00	156,229.18	.00	82,872.76	511,729.06	
GRAND TOTAL	0	.00	51,035.46	.00	82,872.76	-133,908.22	100.0%

** END OF REPORT - Generated by Mary Ann Duncan **

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HALIFAX COUNTY FINANCE MUNIS DATABASE
ACCOUNT SUMMARY TRIAL BALANCE FOR FY18/JUL TO EOY
FUND

P 1
glatrbal

ACCOUNT ACCOUNT NAME	BEG. BALANCE	ORG	DEBITS	CREDITS	NET CHANGE	END BALANCE
113 -0000-110100- DUE FROM CENTRAL DEPOSITORY	433,095.50	1130000	183,728.93	188,517.46	-4,788.53	428,306.97
113 -0000-123300- ACCOUNTS RECEIVABLE	26,466.09	1130000	.00	26,466.09	-26,466.09	.00
113 -0000-125501- A/R NC SALES TAX	17,404.98	1130000	3,836.31	17,404.98	-13,568.67	3,836.31
113 -0000-125502- A/R COUNTY SALES TAX	8,195.75	1130000	1,817.19	8,195.75	-6,378.56	1,817.19
113 -0000-125508- TRANSIT TAX	2.30	1130000	.00	2.30	-2.30	.00
113 -0000-194000- ESTIMATED REVENUES	.00	1130000	750,831.00	.00	750,831.00	750,831.00
113 -0000-211000- ACCOUNTS PAYABLE	-168.69	1130000	162,051.37	161,882.68	168.69	.00
113 -0000-291200- RESERVE FOR ENCUMBRANCES	.00	1130000	158,548.35	241,421.11	-82,872.76	-82,872.76
113 -0000-291201- ENCUMBRANCES	.00	1130000	241,421.11	158,548.35	82,872.76	82,872.76
113 -0000-294000- APPROPRIATIONS	.00	1130000	.00	750,831.00	-750,831.00	-750,831.00
113 -0000-392000- FUND BALANCE	-484,995.93	1130000	.00	.00	.00	-484,995.93
113 -4444-449001- LINE CHARGE FEE	.00	1134444	.00	26,210.89	-26,210.89	-26,210.89
113 -4444-449006- WIRELESS FUNDING	.00	1134444	26,466.09	105,098.76	-78,632.67	-78,632.67
113 -4444-483100- INTEREST EARNED	.00	1134444	.00	288.40	-288.40	-288.40
113 -4444-483903- MISCELLANEOUS REVENUE	.00	1134444	.00	61.76	-61.76	-61.76
113 -5394-529000- OTHER SUPP & MAT	.00	1135394	1,978.49	.00	1,978.49	1,978.49
113 -5394-532100- TELEPHONE	.00	1135394	21,980.60	.00	21,980.60	21,980.60
113 -5394-539500- EMPLOYEE TRAINING	.00	1135394	285.00	.00	285.00	285.00
113 -5394-544000- SERVICE CONTRACTS	.00	1135394	111,609.36	.00	111,609.36	111,609.36
113 -9450-535200- MAINT & REP EQUIPMENT	.00	1139450	4,051.60	.00	4,051.60	4,051.60
113 -9450-555000- INV EQUIPMENT-CA	.00	1139450	16,324.13	.00	16,324.13	16,324.13
TOTALS FOR FUND 113 EMERGENCY TELEPHONE SYSTEM	.00		1,684,929.53	1,684,929.53	.00	.00
REPORT TOTALS	.00		1,684,929.53	1,684,929.53	.00	.00

** END OF REPORT - Generated by Mary Ann Duncan **

North Carolina 911 Board Grant Application

General Information

Project Title

Iredell County Individual PSAP Enhancement and Regional Backup Initiative

Grant Fiscal Year – 2018B

Project Director

Candy Strezinski

Project Contact

Candy Strezinski

Project Contact Title

Director

Address

P.O. Box 788

Statesville, NC 28687

Phone

704-878-3047

Email

candy.strezinski@co.iredell.nc.us

Three types of grants are available, as described below. In the box following these descriptions, please select the Grant Type which most appropriately fits your request.

- **Consolidation** - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 143B-1406(e) and costs not authorized under G.S. 143B-1406(e) to include construction costs.
- **Individual PSAP Enhancement/Replacement** - the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
- **Regional Initiative Enhancement/Replacement** - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs or a primary PSAP with approved secondary PSAPs. Costs of relocation of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Grant Type *Regional Initiative Enhancement/Replacement*

PSAP Name *Iredell County Emergency Communications*

1. *Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal staff for the applicant PSAP?*

YES

2. *Has the applicant PSAP implemented a plan and secured the means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan)?*

YES

3. *If the answer to #2 above is NO, please explain in detail why the plan has not been implemented?*

Click or tap here to add text

4. Has the North Carolina 911 Board been notified that backup plan has not been implemented?

[Select]

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

5. Please outline project goals and objectives.

This project is for a Regional Initiative Replacement. Iredell County Emergency Communications (ECOM) has taken a regional approach providing shared equipment and components that support E 9-1-1. ECOM has exceeded maximum capacity and needs to replace its current public safety answering point (PSAP). The Board of Commissioners' chairman has provided a letter to accompany this grant request. Attachment 1 contains a copy of this letter. ECOM is currently located on the lower level of a two-story non-hardened masonry building, without windows. The area is approximately 5,300 total square feet, which includes office spaces. Approved staffing is one supervisor and seven dispatchers per shift, with two call takers for peak shifts (a total of ten on-duty during peak hours of 11:00 a.m. to 11:00 p.m. Call takers and dispatchers are positioned too closely to one another, which creates a noisy and stressful work environment. Attachment 2 contains photographs of the center. The proposed Iredell County Public Safety Complex project is a \$17.3+ million project, combining emergency medical services (EMS), Fire Marshall, Emergency Management, and Emergency Communications into one facility. The cost estimates for the ECOM portion of this project are approximately \$9 million. The County is requesting \$4,334,412.20 through this grant process to cover the additional space needs, professional support, and technology associated with the ECOM portion of this project. There is an estimated \$828,000 in projected eligible expenditures that are not included in the requested amount as they would be submitted for reconsideration. The requested amount represents 48.16 percent of the total project costs for the ECOM portion of the facility. The new public safety facility includes a total of 13,143 square footage for the 9-1-1 and emergency operations center (EOC) area. ECOM has 7,438 square feet. The EOC is 2,473 square feet, with 3,232 square feet of shared space, which includes conference rooms, training space, offices, restrooms, and kitchen. Iredell County entered into agreements with Wilkes and Alexander counties as part of a regional backup initiative. ECOM has no room in the current center to house Wilkes and/or Alexander counties long-term if the need were to arise; the agencies would be housed in the EOC if it was not activated. As such, 2,760 square feet of space was added to the Public Safety Complex plan to provide the regional backup for Wilkes and Alexander counties and Mooresville Police. This will also allow for potential space for a co-location or consolidation, if that decision were to be made in the future. The total space, therefore, for ECOM and the EOC is 15,903 square feet. The County has already committed to the Public Safety Complex. This grant request includes construction costs for the add-on space (2,760 square feet) only, not the remainder of the facility. Approval of this grant would enable Iredell County to honor those agreements and provide the space that will be needed for future growth. Iredell County respectfully submits this grant request in support of an individual PSAP replacement and regional backup initiative replacement. Iredell County is a regionalized backup location providing a backup solution for Wilkes County and Alexander County primary PSAPs, the Town of Mooresville Police dispatch center (which is the approved backup for ECOM), and the City of Statesville Police dispatch center. The grant request is for construction of a new 9-1-1 facility with associated infrastructure and technology. The new facility will function as Iredell County's primary PSAP and will serve as a regional backup center for Mooresville Police, Statesville Police, as well as Wilkes and Alexander counties' 9-1-1 operations. Alexander County and Wilkes County entered separate Memorandum of Understandings (MOUs) with Iredell County on May 2, 2016, and April 19, 2016, respectively. Currently Mooresville and Statesville are non-funded secondary PSAPs within Iredell County with Mooresville approved as the backup. Attachment 3 contains the MOUs with Alexander County and Wilkes County. Attachment 4 contains a copy of Mooresville Police Department's backup plan. ECOM is a vital link between residents, businesses, visitors, and public safety agencies. ECOM is the primary PSAP for Iredell County, with responsibility for the Sheriff's Office, Troutman Police, Iredell County EMS, and consolidated fire dispatch responsibilities within the county. Requests for Mooresville Police and Statesville Police are

transferred to the respective agency only if there are no injuries. Each of the nine workstation positions has the same or similar layouts, with five monitors for customer premise equipment (CPE), computer aided dispatch (CAD), radio, geographic information system (GIS) mapping from Esri, and general information technology (IT) applications. Track lighting is installed, but not used, as it produces glare on the computer monitors. McGuire Nuclear Power facility, which is located on Lake Norman in Mecklenburg County, has station alert sirens throughout Iredell County and equipment positioned in ECOM. The system is owned by Duke Energy and reports alarm and evacuation conditions to ECOM. This system is connected via communications circuits from Duke Energy to ECOM. A dedicated workstation in ECOM receives the alarms and triggers the sirens. Iredell County has already begun the process for a new facility complex to house 9-1-1, Emergency Management, and the EOC. Other spaces are designed to support the Fire Marshall, EMS base and administration. The design-build process is underway with a general contractor and its architectural subcontractor under contract. Groundbreaking occurred in late October. Only 9-1-1 and shared spaces with the EOC are part of this grant request. The primary goal of this grant request is to provide a 9-1-1 communications facility that can serve as a regional backup center. Currently there is no space within Iredell County ECOM for a regional backup center. A grant award will help ensure that adequate space and workstations are available should any of the participating agencies need to evacuate their current centers. For Alexander and Wilkes counties, this will ensure alignment with North Carolina § 143B-1406(f)(5), which states, "...a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP ... The plan must identify the alternative capability of taking the redirected 911 calls." The North Carolina 911 Board has stated in its operating standards that the backup PSAP, when staffed, shall be capable of performing the emergency functions performed at the primary. The objectives of this goal are as follows: •Objective 1: Provide adequate space to accommodate Alexander and Wilkes counties and the Town of Mooresville and City of Statesville •Objective 2: Adhere to established rules for PSAP facilities within 09 NCAC 06C.0210, and for the use of grant funds, as stated within 09 NCAC 06C.0400 •Objective 3: Incorporate recommended standards for mission-critical facilities published by the Federal Emergency Management Agency (FEMA), the National Fire Protection Association (NFPA), and the National Emergency Number Association (NENA), where able •Objective 4: Provide functional areas, which currently do not exist, to be utilized during prolonged events, such as severe weather or man-made or natural disasters •Objective 5: Offer properly designed functional areas to improve the safety and security of operations personnel The secondary goal of this grant request is to provide technology systems that enhance operations and provide for the needs of other agencies, pursuant to the MOUs that are in place. The objectives of this goal are as follows: •Objective 1: Align the new 9-1-1 center to continue to meet both technological and operational standards set by the North Carolina 911 Board •Objective 2: Move, update, or replace, as needed, equipment and software; where applicable ensure the capability exists to support Next Generation 9-1-1 (NG9-1-1) technologies •Objective 3: Conduct thorough system testing before acceptance. While this project is already underway, to meet industry standards for a hardened facility to house mission-critical operations, and ensure redundancy of critical systems, as required by the North Carolina 911 Board, and security of personnel and equipment, financial support in the form of a grant is a necessity. Iredell County ECOM would like to note that it has completed the required State audit. While there were deficiencies, an action plan was instituted. ECOM is compliant with State legislation. [Note: The answers to the grant questions are also provided as Attachment 13 for ease of reading due to formatting constraints within this document.]

6. Please provide an implementation strategy and work plan, including a timeline.

Iredell County has committed to a new public safety facility with a total cost in excess of \$17 million. The construction funds requested through this grant process are only to cover the add-on costs to support backup for Alexander and Wilkes counties and Mooresville Police. In addition, technology systems to enhance technological and operational standards are requested.

Iredell County entered into a contractual relationship with Edifice / ADW Architects for the design-build of the public safety complex in 2016. Mission Critical Partners provided input into the programming for the 9-1-1 center and associated spaces, such as the mechanical rooms and offices. Facility construction is expected to be complete towards the end of 2018, beginning of 2019.

Attachment 5 contains a copy of the floor plan for the facility.

Until that time, Iredell County ECOM will continue to operate from the current center. However, upgrades to equipment are underway. Iredell County has upgraded the CAD system and is in the process of upgrading the radio consoles; both key systems. The County selected the Superion (formally SunGard) CAD system; this was a much-needed update as the old system was not fully integrated to other needed applications and did not provide the quality of service expected by staff, citizens, and first responders.

Iredell County currently operates with four radio systems: the County very high frequency (VHF) system, the Statesville City-owned 800 megahertz (MHz) system, the Urban Area Security Initiative (UASI) system, and the State's VIPER system. To dispatch effectively, it became necessary to update the radio consoles gradually to the Motorola MCC7500 consoles, so that the center can connect to the Charlotte UASI system and the State VIPER system. The goal is to directly connect to the State VIPER system once the new facility is operational. This equipment will transition to the new center.

Other technology and furnishings, such as workstations and chairs, will be procured to coincide with substantial facility completion. This will ensure full warranties are available as near to cutover as possible. Acceptance testing will be provided by the respective vendor, with input to acceptance testing documents and oversight from the County project team and its consultant.

The new facility complex is a large construction project, with many tasks not associated with 9-1-1. Construction is expected to continue into 2019—meaning the window is 20 months or more. The good news is that a construction firm and architectural firm are in place, the groundbreaking has been held, and the County has been proactively working on this important project. Important remaining steps include the following:

- 1) Construction of the new facility for 9-1-1 operations (began October 2017)
- 2) Confirm tower requirements for new location (anticipated November 2017)
- 3) Ensure grounding meets Motorola R56 or other industry standards (on-going at varying stages of construction)
- 4) Procure new technology and furnishings (will occur in late 2018, depending on required procurement length)
- 5) Develop systemization / transition plan (anticipated September 2018)
- 6) Reach substantial completion of new facility (intent late 2018 / early 2019)
- 7) Install, test, and accept new technology (following substantial completion)
- 8) Address any facility punch list issues in 9-1-1 area (on-going following substantial completion and temporary occupancy)
- 9) Transition CAD system, including testing and acceptance (anticipated early 2019)
- 10) Transition any MCC7500 radio consoles, including testing and acceptance (anticipated early 2019)
- 11) Go-live / Physically transition 9-1-1 staff to new facility (anticipated second quarter 2019, dependent on overall schedule; will be updated accordingly)

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

Interface or compatibility issues are not expected at this time. The new facility will house Iredell County ECOM and serve as a regional backup center to the agencies previously identified. Iredell County ECOM and Mooresville Police, which is the backup for Iredell County, both operate Superion (formerly SunGard) CAD systems; thus, there will be no compatibility issues. The CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete.

Per the executed MOUs with Alexander and Wilkes, the counties are responsible for their hardware, software, and equipment at Iredell County ECOM. Iredell County is providing space in the new facility and will answer incoming 9-1-1 calls that are transferred from either county until respective staff arrives, when the backup center is activated.

Iredell County ECOM has the difficult task of communicating with its responder agencies via different technologies, bands, frequencies, talkgroups, etc. that are in use. ECOM uses both analog (traditional) VHF and ultra high frequency (UHF), and digital 800 MHz trunked radio systems. As a work-around, ECOM has installed a cross-band patching solution to “repeat” transmissions between VHF and 800 MHz; however, this is only partially effective. As mentioned earlier, ECOM is in the process of updating their radio consoles gradually to the MCC7500, so that the center can connect to the Charlotte UASI system and the State VIPER system.

Iredell County contracted with Mission Critical Partners to provide operational and technical assessments prior to pursuing this grant. The reports can be provided upon request.

Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §143b-1407(b) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

8. Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

The Development Tier Designation

(http://www.ncleg.net/EnactedLegislation/Statutes/HTML/BySection/Chapter_143B/GS_143B-437.08.html), § 143B-437.08, defines the tier designations used annually by the North Carolina Department of Commerce to assign an economic tier to each county. § 143B-437.08(a) states, "Tiers Defined. - A development tier one area is a county whose annual ranking is one of the 40 highest in the State. A development tier two area is a county whose annual ranking is one of the next 40 highest in the State. A development tier three area is a county that is not in a lower-numbered development tier."

Per the Labor & Economic Analysis Division's 2017 tier designations, Iredell County is a Tier 3. The Rural Center 2016 Impact Report denotes Iredell County as one of fourteen suburban counties, but not one of six urban counties. (<http://impact.ncruralcenter.org/>) Access NC, through the North Carolina Department of Commerce, estimates that 37.9 percent of Iredell County's 2010 U.S. Census population live in a rural area of the county.

Rural counties are defined as having a population density of no more than 250 people per square mile. This definition of rural has been incorporated in legislation adopted by the N.C. General Assembly. The 2017 projected population in Iredell County is 176,191, approximately 295 people per square mile. This does, however, represent an increase of 17 percent in ten years. (In 2007, it is estimated that Iredell County would average 252 people per square mile; just over the definition for rural.)

While obviously not a distressed county by definition, 33.1 percent of county residents were low-income from 2011 to 2015; their incomes were less than twice the federal poverty level. According to Budget & Tax Center data, the county's hourly median wage is \$15.50; a family of three needs \$25.17 per hour to make ends meet; a shortfall of 61.6 percent. The data from the Budget & Tax Center states, "The richest 5% of the county's households had an average income that was 27 times greater than that of the poorest fifth of households and 6 times greater than that of the middle fifth of households, on average, from 2011 to 2015."

With the close access to the city of Charlotte and part of Lake Norman in the county limits, Iredell County is a high-cost area, as evidenced by the access to affordable housing. Statistics from the Budget & Tax Center note the following:

- 47.7% of renters in this county spent 30% or more of their income on rent—meaning their rent was unaffordable—on average from 2011-2015.
- Rent and utilities for a safe, modest two-bedroom unit at the county's fair market monthly rent was \$854 in 2016.
- The two-bedroom housing wage in the county was \$16.42 in 2016, which far exceeds the state's minimum wage of \$7.25 per hour. This means that a person earning the minimum wage

would have to work 91 hours per week to afford a modest two-bedroom unit at fair market rent.

Attachment 6 contains the tier rankings, economic snapshot, and U.S. Census data.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

North Carolina general statutes define allowable expenses for the use of 9-1-1 funds.

Unfortunately, construction costs and towers are not allowable, and these are items for which funding is needed. However, the grant process allows for “capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(d) and construction costs.”

The first priority is a 9-1-1 communications facility that can adequately serve as a regional backup center, supporting Iredell County ECOM on a full-time basis and providing backup capabilities for Statesville and Mooresville as well as Alexander and Wilkes counties. In the current facility design, ECOM has 7,438 square feet, the EOC is 2,473 square feet, with 3,232 square feet of shared space, which includes conference rooms, training space, offices, restrooms, and kitchen. An additional 2,760 square feet is planned to accommodate the regional backups for Alexander and Wilkes counties and Mooresville Police. The total square footage is 15,903. This will provide space for four positions for Alexander County, two positions for Wilkes County, three positions for Statesville Police, and five positions and office space for Mooresville. As there are no expansion capabilities in the current location of Iredell County ECOM, entertaining a regional backup or other types of expansion in that location would not be possible.

The second priority is to provide infrastructure, equipment, and software that meets both technological and operational standards set by the North Carolina 911 Board and allows for the continued dispatch of first responder agencies within the county. Some infrastructure, such as a tower, will be procured. Other equipment, hardware, and software will be moved, updated, or replaced as required.

While many of the project components for which grant funding is being sought are eligible expenses, Iredell County has no funding to support these purchases.

The approved 2016 911 fund balance for Iredell County was \$589,771.42, of which \$544,698.18 is encumbered. This leaves less than the approved carry forward percentage. In September 2016, Iredell County submitted a funding reconsideration request for radio dispatch consoles. While 911 funds can be used for emergency telephone equipment, telecommunicator furniture, and dispatch equipment, as noted in NCGS § 143B-1406(d), it is obvious the funds are not sufficient to equip a new 9-1-1 center, even with the CAD system and radio consoles transitioning.

Attachment 7 contains the 2016 approved 911 fund balance. Attachment 8 contains the funding reconsideration request with associated documentation.

As noted earlier, the primary priority is the add-on construction costs for the new facility, which is not an allowable expense. The current space is inadequate for ECOM, let alone the agencies that are relying on Iredell County to provide backup services. Local funding sources are inadequate to fund the overall plan, including technology, and accordingly, grant funds are sought to implement this vision that is so vital to the safety of citizens and first responders of Iredell County. If funding is not received, Iredell County will not be able to provide the necessities required to serve as a regional backup, placing the citizens of Alexander and Wilkes counties at risk. This creates a

liability for all counties involved, as well as the State. While Alexander and Wilkes counties could create backup centers within their respective counties, this is not a fiscally responsible decision. In August 2017, an article published in The Red Springs Citizen described the backup centers for Lumberton and Robeson County that are being pursued; one is in excess of \$330,000 and the other is expected to exceed that amount. It stands to reason that providing a regional backup, while costing money upfront, should offer cost benefits in the long-term.

Attachment 12 contains The Red Springs Citizen news article.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

Iredell County ECOM's mission is to efficiently serve the community and local government agencies with effective emergency communications services. ECOM serves as a facilitator of communications for public safety agencies within the county. ECOM will maintain a high standard of quality service to the citizens, visitors, and first responders of Iredell County. It is the vision of Iredell County ECOM to standardize systems for improved interoperability, including the CAD system, CPE, and radio, into a single primary PSAP, while also providing adequate space to support the MOUs with Alexander and Wilkes counties, the Town of Mooresville, and other interested PSAPs. There is currently no available space that could be used to house a regional backup location while providing optional space for future co-location or consolidation efforts to bring the two law enforcement dispatch services in the county to a single dispatch agency. ECOM's CAD system and logging recorder will be expanded to support multi-agency, multi-jurisdictional communications operations. For CAD and mapping, additional licenses will be needed. As the overall goals of this project are space to serve as a regional backup center with technology to support mission-critical public safety operations, Iredell County ECOM's long-range plans fit perfectly into this project. Attachment 9 contains a copy of the Iredell County 5-year Strategic Plan. Iredell County ECOM also follows the North Carolina 911 Board's best practices for technology replacement.

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

Iredell County's 911 fund balance is insufficient to fund the requests of this project. While some of the expenses are eligible, the two largest components (construction and the radio tower) are ineligible. The approved 2016 911 fund balance for Iredell County was \$589,771.42, of which \$544,698.18 is encumbered. This leaves less than the approved carry forward percentage. In addition, Iredell County submitted a funding reconsideration request for radio dispatch consoles in September 2016. While 911 funds can be used for emergency telephone equipment, telecommunicator furniture, and dispatch equipment, as noted in NCGS § 143B-1406(d), it is obvious the funds are not sufficient to equip a new 9-1-1 center, even with the CAD system and radio consoles transitioning.

Attachment 7 contains the 2016 approved 911 fund balance. Attachment 8 contains the funding reconsideration request with associated documentation.

Even without a grant, the need still exists for a new facility. While Iredell County has already entered a design-build contract with Edifice, funds are needed for the construction add-on costs to serve as a regional backup and for the infrastructure and technology needs to meet the

requirements of the North Carolina 911 Board, specifically 09 NCAC 06C .0210, Public Safety Answering Point (PSAP) Facilities; 09 NCAC 06C .0212 Dispatching Systems; 09 NCAC 06C .0213 Computer Aided Dispatching (CAD) Systems; and 09 NCAC 06C .0402 Grants for Construction or Renovation. County funds are already being expended on the public safety complex; no additional funds are accessible.

Cost estimates for this project (inclusive of the 9-1-1 associated spaces only) total approximately \$9 million, of which \$4,334,412.20 is requested for this project. The requested amount represents 48.16 percent of the total project costs. The requested funding covers eligible costs where current 911 funds are not available and non-eligible costs that cannot be funded through 911 funds. Of the requested amount, over \$828,000 are eligible costs that could be a reconsideration request.

If Iredell County is awarded funding for this initiative, professional support will be needed to assist with procurement and implementation of the various technological components and to ensure a successful transition to the new facility. Iredell County intends to continue its relationship with Mission Critical Partners to provide this professional support and overall program management services.

Attachment 10 contains the anticipated technology costs.

Regional Initiative Enhancement/Replacement

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Click or tap here to enter text.

13. Identify intended collaborative efforts between participating PSAPs.

The new facility will serve as the primary PSAP for Iredell County and as a regional backup for the secondary PSAPs in Iredell County, and the counties of Alexander and Wilkes. Where appropriate, Iredell County will work together with the agencies and with local, state, and federal agencies to maximize interoperability and economies of scale.

As a regional backup, 9-1-1 lines for Alexander and Wilkes counties will be transferred to Iredell County in the event of any failure in the respective county. Until such time as affected county personnel arrive at Iredell County ECOM, Iredell County telecommunicators will be responsible for answering and processing calls for Alexander and Wilkes counties. Alexander and Wilkes counties both understand that space is limited without the construction of a new facility, to include added consoles. In order to plan for the expected continued growth for both counties over the next ten years, additional work area for up to ten consoles has been added to the facility scope; three each for Mooresville and Alexander County and two each for Wilkes County and Statesville.

9-1-1 calls for Mooresville and Statesville are already answered by Iredell County ECOM, and transferred to the respective agency when necessary, only when there are no injuries involved. When serving in a backup capacity, staff from the respective agency will handle the calls without the need to transfer. In the event of a major event, and EOC space is used for an activation, the new facility add-on includes space to accommodate seating as a regional backup for the four agencies.

When necessary, Iredell County will work with the agencies to identify any operational policies that must be in place when Iredell County is activated in a backup capacity to ensure a continued level of service to the first responders and citizens of the region.

Attachment 3 contains the MOUs with Alexander County and Wilkes County.

14. Identify how resource sharing will take place.

By building a facility that will allow for the space and technology needs of three counties, Iredell County has circumvented a need for Wilkes and Alexander counties to build or create separate backup arrangements. Combining resources such as technology and connectivity provides a long-term savings for the upgrading and maintenance of one backup rather than three separate backup locations. While no definitive savings is available, Lumberton and Robeson County are estimated to spend in excess of \$670,000 total for their backup centers.

As mentioned above, as a regional backup, 9-1-1 lines for Alexander and Wilkes counties will be transferred to Iredell County in the event of any failure in the respective county. Until affected county personnel arrive at Iredell County ECOM, Iredell County telecommunicators will be responsible for answering and processing calls for Alexander and Wilkes counties. 9-1-1 calls for Mooresville and Statesville are already answered by Iredell County ECOM, and transferred to the respective agency when necessary. When serving in a backup capacity, staff from the respective agency will handle the calls without the need to transfer.

Iredell County ECOM will work closely with the other agencies participating in this initiative to ensure resources and technology are optimally utilized. For example, ECOM's upgrade to an Eventide recording system will allow all agencies, including those utilizing the facility as a backup, to have continuous audio recording to meet North Carolina state standards and local requirements. In addition, the radio consoles will be equipped with Alexander County talkgroups and radio frequencies, which will allow for seamless operation in the new facility. ECOM already has access to Mooresville's and Statesville's radio systems.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

This initiative is not expected to impact the operational plan of Iredell County ECOM. It will, however, be necessary for ECOM to ensure that staffing is sufficient to handle the influx of calls when the facility is activated for backup purposes. This should not be an issue, assuming ECOM's authorized strength is appropriate and the center is fully staffed.

As noted in the strategic plan, Iredell County ECOM desires to standardize systems for improved interoperability, including the CAD system, CPE, and radio, into a single primary PSAP, while also providing adequate space to support the MOU with Alexander and Wilkes counties, the Town of Mooresville, and other interested PSAPs. There is no available space that could house a regional backup location while providing optional space for future co-location or consolidation efforts to bring the two law enforcement dispatch services in the county to a single dispatch agency.

ECOM's CAD system and logging recorder will be expanded to support multi-agency, multi-jurisdictional communications operations. For CAD and mapping, additional licenses will be needed.

As the overall goals of this project are space to serve as a regional backup center with technology to support mission-critical public safety operations, Iredell County ECOM's strategic plans fit perfectly into this project.

Attachment 9 contains a copy of the Iredell County 5-year Strategic Plan.

For Alexander and Wilkes counties, this new facility initiative will enhance the backup capabilities provided by Iredell County. This will ensure alignment with North Carolina § 143B-1406(f)(5), which states, "...a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP ... The plan must identify the alternative capability of taking the redirected 911 calls."

(http://www.ncga.state.nc.us/enactedlegislation/statutes/html/bychapter/chapter_143b.html) The North Carolina 911 Board has stated in its operating standards that the backup PSAP, when staffed, shall be capable of performing the emergency functions performed at the primary. Alexander and Wilkes counties' backup plans rely on Iredell County being able to provide the necessary capabilities.

NOTE: The following section on “Consolidation Project Plan” is ONLY required if your type of grant is a “Consolidation”. If your project IS NOT a Consolidation, proceed to question # 23 to complete the grant application.

16. Indicate how a consolidation would take place and improve service

Click or tap here to enter text.

17. Indicate how the consolidated PSAP should be organized and staffed

Click or tap here to enter text.

18. Indicate what services the consolidated PSAP should perform

Click or tap here to enter text.

19. Indicate how consolidated PSAP policies should be made and changed

Click or tap here to enter text.

20. Indicate how the consolidated PSAP should be funded exclusive of grant funding

Click or tap here to enter text.

21. Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

Click or tap here to enter text.

22. Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

Click or tap here to enter text.

A red geometric graphic consisting of several overlapping triangles and polygons, creating a layered, mountain-like effect. The text "FINANCIAL DATA" is centered within this graphic.

FINANCIAL DATA

23. Current 911 Fund Balance

\$589,771.42

24. Estimated June 30, 2017 911 Fund Balance

\$45,073.24

25. Amount Requested

\$4,334,412.20

Of this, at least \$828,000 are items that are allowable expenses – and are requirements for the new facility – that could be items for reconsideration.

26. Total Project Cost

The cost estimates for the ECOM portion of the new \$17+ million Public Safety Complex are estimated at \$9 million. The County has already committed over \$4.6 million to the construction project itself.

Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2016 PSAP budget.

27. List planned expenditures

The primary goal of this grant request is to provide a 9-1-1 communications facility that can adequately serve as a regional backup center. The secondary goal of this grant request is to provide technology systems that enhance operations. Grant funds are requested for the planned expenditures listed below.

- Facility Construction (9-1-1 and associated spaces only)
- CPE/Telephony
- CAD System – 2 positions
- Logging Recorder
- Radio Consoles – 4 consoles
- Tower
- NetClock
- Workstation Furniture and Chairs
- Cabling
- Audiovisual
- Furniture, Fixtures, & Equipment
- Project Contingencies
- Consultant Support

Grant funding is sought for the add-on construction costs of the new Public Safety Complex that will house Iredell County ECOM, including an EOC. Only the square footage attributable to the regional backup initiative (2,760 square feet) has been provided as estimates. The budgetary estimates for construction costs for the 9-1-1 spaces provide the basis for other costs and fees associated with construction.

Grant funding is also sought for technology within the new facility to answer, process, and dispatch emergency calls for service, and for associated infrastructure. This includes telephony, computers, servers, logging recorder, and furniture.

Additional information on the planned expenditures can be found in response to the question that follows.

Add-on construction cost estimates are \$966,000. Technology cost estimates are \$3,020,800.20. Consultant support is estimated at \$347,612. The total project cost is estimated at \$4,334,412.20.

Attachment 10 contains the anticipated technology costs.

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

Construction Costs: \$966,000

Budgetary costs for the additional square footage of 2,760 to provide backup space for Alexander and Wilkes counties and Mooresville Police. Construction costs are estimated at \$350 a square foot to account for the requisite hardening of the new PSAP facility.

9-1-1 Technology Costs: \$2,911,878.20

Iredell County experienced many difficulties obtaining current quotes from vendors. As such, as many quotes as possible were obtained for this grant request. Iredell County has utilized quotes from responsive vendors and Mission Critical Partners' subject matter experts based on their work and industry knowledge when a vendor quote was not available.

Attachment 11 contains the vendor quotes. A copy of the Motorola proposal for the MCC7500 consoles will be provided upon request. (The document is 74 pages in length.)

Computer Aided Dispatch: \$4,550 -0-

A quote was provided for adding two new CAD positions for Iredell County. Iredell County has already purchased the CAD system and ten positions.

Administrative Telephone System: \$28,000 -0-

Moving into a new 9-1-1 facility requires a new administrative telephony system. Similar administrative telephony systems have been quoted for other projects of similar size. The estimated cost includes the equipment, network, installation, and support.

9-1-1 Telephone System: \$420,786 -0-

Iredell County currently utilizes an Airbus DS Communications (formerly Cassidian) Sentinel CPE. This system is not NG9-1-1-compliant as it is unable to process IP-based calls. 9-1-1 in the United States is undergoing a dramatic change in the technology and methods that deliver 9-1-1 calls to PSAPs; this inability will introduce limitations in the near future. Iredell County has 16 centralized automatic message accounting (CAMA) 9-1-1 trunks: 8 wireless and 8 wireline. Wireless Communications provided a quote for a Vesta Geo-Diverse NG9-1-1 system for replacement.

Recording System: \$162,501

Best practice is for 9-1-1 PSAPs to record and log all 9-1-1 telephone calls and radio traffic. Carolina Recording Systems provided a quote for an AIS Eventide NexLog recording system.

Radio System: \$339,801 cost for 1 console 67,000

This is for four Motorola MCC7500 digital consoles. Iredell County has already purchased 8 of the needed 12 consoles.

9-1-1 Console Workstations/Chairs: \$230,400 cost for only 9

Xybix provided a quote for 12 workstation consoles at \$216,000. Twelve chairs, estimated at \$1,200 per chair, is \$14,400.

NetClock: \$14,499

A NetClock is needed to provide a reliable time source by which critical systems can synchronize time. Critical systems include 9-1-1 telephony, radio, CAD, and other administrative systems. Time synchronization is critical for accurate time documentation of events that may be reported to the PSAP, or managed by the PSAP.

Audiovisual: \$203,000 -0-

An audiovisual system supports the mission of the PSAP with desired control and presentation functionality. The system can be used for monitoring events and receiving briefings from local,

state, and national levels. The system will increase the awareness capability within the facility, and provide a state-of-the art media delivery system, including displays, an interactive projector, audio conferencing system, and audio. This system can be used for training functions, event briefings, and other presentations.

Radio Tower: \$580,000 290,000

A 200-foot self-supporting tower is recommended by Mission Critical Partners to provide adequate height and antenna space to support all participating agencies. This estimate includes all engineering and construction.

Furniture, Fixtures, & Equipment: \$225,000

Telecom Structural Cabling: \$316,625 158,000

This is for the structured cabling infrastructure to support the facility and critical 9-1-1 systems. The estimate is based on previous quotes for similar projects and Mission Critical Partners' expertise.

In-building Distributed Antenna System (DAS): \$110,000 -0-

This system would enhance the reception of wireless signals within the facility. This allows staff to coordinate actions while using communication devices within the building. This expands the capability of the PSAP to deliver communication services using multiple communication platforms. This estimate is based on similar systems that Mission Critical Partners has worked on for other projects.

Smart Board: \$12,000

This interactive whiteboard that uses touch detection for user can be used for educational purposes and incident management during major events.

9-1-1 Technology Subtotal: \$2,647,162.00

9-1-1 Technology 10% Contingency: \$264,716.20

9-1-1 Technology Total (including Contingency): \$2,911,878.20

Backup 9-1-1/Training: Technology Costs: \$108,922

Phones: \$5,520

Phones for use during activations and backup scenarios.

Laptop Computers: \$25,500

For use during activations and backup scenario.

Audiovisual: \$15,000

An audiovisual system is to support the mission of the backup and EOC with desired control and presentation functionality. The system can be used for monitoring events and receiving briefings from local, state and national levels. This system can be used for training functions, event briefings, and other presentations.

Desktop Computers: \$4,050

These computers will be used for the support applications and administrative functions.

Smart Board: \$12,000

This interactive whiteboard uses touch detection and will be used for educational purposes and incident management during critical incidents and/or EOC events.

Overhead Projectors: \$3,250

To provide visual and situational awareness when needed.

Facsimile/Copier: \$1,200

For dissemination and copying information.

Wall Monitors: \$32,000

To display CAD data, Phone Status, WebEOC and other information as needed.

White Board: \$350

For training and incident management.

Map Board: \$150

For situational awareness and incident management.

Backup 9-1-1/Training Technology Costs Subtotal: \$99,020.00

EOC/Backup 9-1-1/Training Technology Costs 10% contingency: \$9,902.00

Backup 9-1-1/Training Technology Costs Total (including contingency): \$108,922.00

Total Technology Costs: \$3,020,800.20

Consultant Support: \$347,612 8% based final grant costs

Iredell County intends to continue its relationship with Mission Critical Partners for project management support and coordination of all project components, to include grant reporting, oversight and coordination of all technology components to include procurement support, coordination between vendors and vendor oversight, implementation, and transition planning and support. This estimate was based on similar work for other clients.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

Iredell County ECOM incurs monthly and/or annual recurring charges, which will continue in the new facility, including the following:

- Language Line (monthly)
- Automatic number identification (ANI)/Automatic location identification (ALI) (monthly)
- T1 connections (monthly)
- Administrative lines (monthly)
- Analog (monthly)
- Telephone services (monthly)
- Maintenance agreements for satellite, radio consoles, phones, logging recorder, CAD, mapping, addressing and console cleaning (annually)

There are also facility recurring expenses, such as power; water; garbage; cable; heating, ventilation, and air conditioning (HVAC); pest control, as well as annual maintenance agreements.

Costs generally exceed \$490,000 annually. Recurring maintenance costs of the systems and facility are within the current or future revenue capacity of the County. 911 funds will continue to be used for eligible expenses.

The capital costs requested within this grant are anticipated to be costs incurred one-time or infrequently, with plans to begin accumulating funding for future upgrades or replacement through ongoing anticipated 911 surcharges and through inclusion in long-range capital investment planning.



Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

The two goals of this initiative are to provide a new 9-1-1 facility with associated infrastructure and technology to serve Iredell County and those participating in the regional backup. The goals will not be met until the facility is complete and ECOM has transitioned fully to the new center, which is anticipated to be in the first quarter of 2019. Fortunately, there will be significant stages where developments will be realized.

Short-term goals are those milestones to be accomplished within six months of a potential grant award acceptance. Intermediate goals are those milestones to be accomplished between months 7 and 12. Long-term goals are those milestones to be accomplished in the last 12 months of the project. The preliminary (anticipated) timelines, particularly technology, will be further refined as the project progresses and short-term milestones are reached.

Short-term:

- Continue construction of the new facility for 9-1-1 operations with add-on space to serve as a regional backup center
- Work with consultant to identify project constraints
- Identify tower requirements and any Federal Communications Commission (FCC)/Federal Aviation Administration (FAA) approvals needed

Intermediate:

- Prepare technology and furnishings procurement documents
- Develop systemization / transition plan
- Procure equipment (based on lead time)

Long-term:

- Procure equipment
- Reach substantial completion of new facility
- Install, test, and accept new technology
- Transition CAD system
- Transition any MCC7500 radio consoles
- Go-live / Physically transition 9-1-1 staff to new facility

Monthly reports will be provided to the North Carolina 911 Board, to include an update on the milestones. Measurements will be made by determining if respective tasks, activities and

milestones were successfully completed in the anticipated timeframe. If a risk is identified, this will be reported to the North Carolina 911 Board within one week.

Mission Critical Partners has been identified by the County to provide professional project management support. Mission Critical Partners has been and will continue to work with the County to ensure the project's success. Mission Critical Partners will also communicate with vendors regarding scope of work, budget, and timelines as contracted.

Any changes and additions to documented plans and schedules will require the County's approval throughout the life of the project from execution, monitoring and control, through completion and post-cutover acceptance activities.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

Vendors will be required to provide acceptance testing criteria upon which respective performance will be judged. Mission Critical Partners will review the acceptance test plans and provide recommendations. Training, testing and acceptance plans for each project component will be overseen by the County's project manager and/or consultant; results will be documented. Any failed tests will be required to be redone. Individual technologies will not be accepted until the contracted results are proven. For example, the radio tower and antennas will require extensive testing for acceptance. The system will not be accepted and the contractor will not receive final payment until all test acceptance criteria pass. Local and state code compliance, industry standards and contracted scope will be used to determine the availability of the facility for temporary occupancy. Occupancy will need to be coordinated with the construction manager for the project as other entities are also affected by this decision.

Status calls and on-site meetings (as needed) will be facilitated by the project manager; meeting minutes will be taken.

Monthly reports will be provided to the North Carolina 911 Board and will include updates on the construction progress, communications systems, and other activities for the current reporting period as well as anticipated activities in those areas for the upcoming month. Interim reports will be produced as requested or if a risk is identified that will impact scope, schedule, or budget.

32. Identify how data will be collected and presented

The County's project manager and/or consultant will maintain relevant project documentation in a central project file. The project manager is responsible for ensuring all documentation has been filed. The project file will be archived at project close-out, with a copy of final documents provided to the County for their records, if requested.

All project-related data, including meeting minutes, monthly reports, project schedules, budgets, requests for qualifications (RFQs), proposals (RFPs), and/or bids (RFBs), and all contracts and change orders, will be collected in soft copy and hard copy (when applicable). All soft copies will be stored electronically. All hardware and software documentation copies will be provided to ECOM by the respective manufacturer / vendor. All programming and construction documents will be maintained by the project architect. At facility acceptance, the

contractor will provide a red-lined as-built set of the construction documents to be kept at the new facility.

Monthly reports will be submitted to the North Carolina 911 Board in accordance with grant requirements.

Attachment 1 — Board of Commissioners' Letter — can be found on the following pages.

This attachment pertains to question 5.

James B. Mallory III, Chairman
Thomas Bowles, Vice-Chairman
Gene Houpe
Jeff McNeely
Marvin Norman



Post Office Box 788
Statesville, NC 28687
Phone (704) 878-3058
Fax (704) 878-3053

www.co.iredell.nc.us

IREDELL COUNTY BOARD OF COMMISSIONERS

November 28, 2017

Mr. Richard Taylor, Executive Director
Office of Information Technology Services
NC 911 Board
PO Box 17209
Raleigh, NC 27619

Dear Mr. Taylor,

On behalf of the Iredell County Board of Commissioners I would like to extend my robust support of the County's second application to the NC 911 Board for funding in the 2017 grant cycle. This is a much needed regional facility that will serve all of our local law enforcement, fire, emergency medical service, and rescue organizations, and will act as a backup center for those same services in our neighboring counties of Alexander and Wilkes.

I understand that the 911 Board has established two priorities in this year's funding cycle: 1) The consolidation of two or more primary PSAPs; and 2) Regional initiatives that provide backup among multiple PSAPs. We feel our application focuses on and meets the intent of the latter.

Iredell County has made great strides to accommodate both the Town of Mooresville Police and City of Statesville's Police Departments as their PSAP backup. We have also accommodated our neighbors, Alexander and Wilkes Counties, as their backup PSAPs. We did this in an effort to assist our neighbors in meeting State mandates, with the understanding that eventually we would get to the point of building a new Communications Center that would fully meet their needs. Currently, we have the ability to house those agencies in our Emergency Operations Center, but the EOC could easily be activated at a time when those counties are in need of its use. To effectively house those two agencies as intended by state law, we are in dire need of expansion.

We are pursuing two of the three available grant types: 1) Individual PSAP Replacement, and 2) Regional Initiative Replacement. We feel that we meet the criteria of both of these grant types, as detailed in our application. With your help, we will fully fund a regional center that will allow Iredell County to provide both adequate space to our telecommunications staff, as well as provide a State-mandated service to our neighboring counties. We have come a long way over the last few years in ECOM and we are committed to continuing our momentum to make our communications center one associated with excellence.

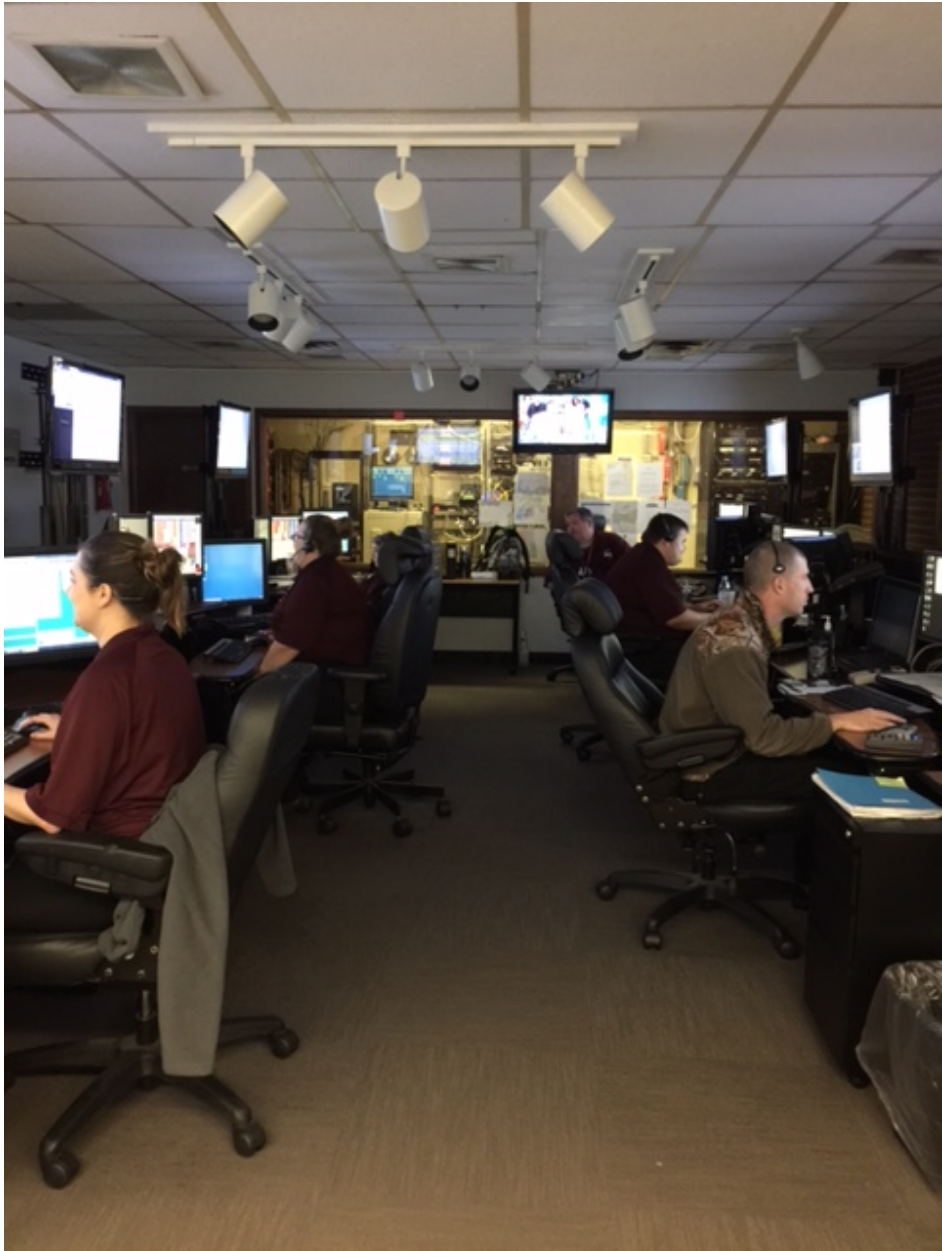
If I, the Board, or the County Manager can be of any assistance through the grant review and approval process, please let us know.

Sincerely,

James B. Mallory III
Chairman

Attachment 2 — PSAP Photographs — can be found on the following pages.

This attachment pertains to question 5.





Attachment 3 — Executed MOUs — can be found on the following pages.

This attachment pertains to questions 5, 12, and 13.

NORTH CAROLINA

IREDELL COUNTY

Memorandum of Understanding between
Iredell County and Alexander County

This Memorandum of Understanding ("MOU") made and entered into by and between Iredell County, North Carolina ("Iredell"), and Alexander County, North Carolina ("Alexander").

WITNESSETH:

WHEREAS, Iredell and Alexander are both bodies corporate and politic existing pursuant to the laws of the State of North Carolina; and

WHEREAS, both Iredell and Alexander operate 911 Emergency Communications Systems; and

WHEREAS, during times of natural disaster and other unpredictable events, a County's 911 Communications System may be temporarily disabled; and

WHEREAS, Iredell desires also to maintain a Backup 911 Center, and recognizes the economy and benefits to providing Alexander's Backup 911 solution so that they may transfer phones from Alexander to Iredell ; and

WHEREAS, the parties desire to set forth in this MOU the terms by which Alexander may utilize Iredell's Communications as their Backup 911 solution for the benefit of the people of Alexander County.

Now, therefore, in consideration of the terms, conditions, and covenants expressed herein, the parties agree as follows:

1. Purpose of agreement

1.1 The purpose of this MOU is to establish a formal arrangement whereby Iredell makes available to Alexander its 911 Center and Emergency Operations Center (EOC) located on 201 E Water Street, Statesville, NC 28687 for use by Alexander during such times as Alexander may experience failure to its primary 911 emergency call and dispatch center in exchange for and subject to the terms of this MOU.

2. Term

2.1 Subject to the terms and conditions of this MOU, the term of this MOU shall commence upon execution and will continue for a period of two (2) years. This agreement shall be automatically extended for an additional three year term unless one of the parties delivers a notice to terminate at least 120 days prior to the expiration of the initial two year period. The notice of termination shall be made to the County of Iredell P.O. Box 788, Statesville, NC 28687 and the County of Alexander 621 Liledoun Rd. Taylorsville, NC 28681

2.2 Either party may terminate this agreement upon a breach by the other party. A failure by either party to comply with their respective responsibilities as provided in Paragraphs 3 and 4, or in any way hinder a party's ability to provide emergency communications services, shall constitute a breach. If either party desires to terminate this MOU based upon a breach, it shall deliver a notice of its intent to terminate to the other party by registered or certified mail to the aforementioned address listed in 2.1. Termination shall not become effective until 30 days after receipt of the notice of intent.

3. Responsibilities of Iredell

3.1 Iredell agrees to make its 911 Emergency Operations Center available by Alexander transferring their phone lines to Iredell 24 hours per day, 7 days a week, for Alexander to man and operate as its own Backup 911 Center in the event of failure, for whatever reason, of Alexander's primary 911 emergency call and dispatch center.

3.2 Iredell agrees to maintain its 911 Center and EOC, to keep it operational, functional, and as technologically up to date as is reasonable with the agreed upon shared operational cost.

- 3.3 Iredell shall provide access to the 911 Center to Alexander so that Alexander has access to the facility at all times.

4. Responsibilities of Alexander

- 4.1 Alexander shall give to the Iredell 911 Director as much advance notice as is practicable under the then existing circumstances of its need and intent to operate their Backup 911 solution.
- 4.2 Alexander will hold Iredell harmless and indemnify Iredell from any and all claims which may arise out of or relate to Alexander's use of the 911 Center.
- 4.3 Alexander shall insure that its operations, hardware, software, and equipment do not in any way interfere with Iredell's 911 emergency communications operations.
- 4.4 Alexander shall incur any additional costs associated with hosting its operations, hardware, software, and equipment at the 911 Center.

5. Priority

- 5.1 The parties acknowledge and agree that in the event that the 911 Center is needed by both Iredell and Alexander at the same time, the parties shall act in good faith and use best efforts to share the use of the 911 Center. However, in the event that shared use is, for whatever reason, impossible or not reasonably practicable, Iredell shall have priority in the use of the 911 Center, and Alexander's needs to the Center must be subordinated thereto.

6. Amendment

This agreement may not be modified or amended except by subsequent written modification approved and authorized by the governing boards of each party and signed by an authorized representative of each party.

7. Entire Agreement

This MOU contains the entire agreement between the parties, and no statement, oral or written, made by either party or agent of either party that is not contained in this written MOU shall be valid or binding.

8. Indemnity

Alexander County shall assume the responsibility and liability for, and shall indemnify, defend, and hold harmless, Iredell County, its agents, officers and employees from and against any and all liabilities, obligations, losses, damages, penalties, fines, claims, actions, suits, costs and expenses and disbursements (including legal fees and expenses) of any kind and nature imposed in, asserted against, incurred or suffered by Alexander County or its agents, officers or employees by reason of damage, loss or injury (including death) of any kind or nature whatsoever to persons or property caused by or in any way relating to or arising out of any negligent act or action, or any neglect, omission or failure to act when under a duty to act on the part of Alexander County or any of its agents, officers or employees in its or their performance of services hereunder.

The provisions contained herein include any violation of applicable law, ordinance, regulation, or rule, including where the claim, loss, damage, charge or expense was caused by deliberate, willful, or criminal acts of Alexander County or any of their agents, officers, or employees in its or their performance hereunder.

Where negligence is determined to have been contributory, principles of comparative fault will be followed and each Party shall bear the proportionate costs of any loss, damage, expense and liability attributable to the Party's negligence.

The parties shall establish procedures to notify the other party where appropriate of any claims, administrative actions or legal actions with respect to any of the matters described in this indemnity provision. The parties shall cooperate in the defense of such actions brought by others with respect to the matters covered in this indemnity provision. Nothing set forth in this MOU shall establish a standard of care for, or create any legal rights in, any person not a party to this MOU.

The indemnity provisions of this MOU shall survive termination of this MOU

9. Duplicate Originals

This agreement shall be executed by the parties in duplicate originals, each of which when executed shall constitute the same MOU.

IN WITNESS WHEREOF, this Memorandum of Understanding is adopted on this 19 day of April, 2016.

IREDELL COUNTY



Ron Smith, County Manager


TEST:



Clerk

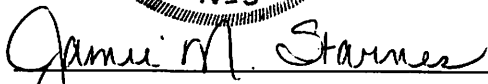
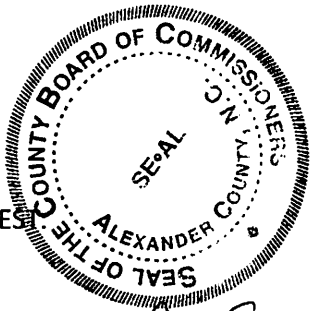
IN WITNESS WHEREOF, this Memorandum of Understanding is adopted on this 2nd day of May, 2016.

ALEXANDER COUNTY



Rick French, County Manager

ATTEST


Clerk

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NORTH CAROLINA

IREDELL COUNTY

Memorandum of Understanding between
Iredell County and Wilkes County

This Memorandum of Understanding ("MOU") made and entered into by and between Iredell County, North Carolina ("Iredell"), and Wilkes County, North Carolina ("Wilkes").

WITNESSETH:

WHEREAS, Iredell and Wilkes are both bodies corporate and politic existing pursuant to the laws of the State of North Carolina; and

WHEREAS, both Iredell and Wilkes operate 911 Emergency Communications Systems; and

WHEREAS, during times of natural disaster and other unpredictable events, a County's 911 Communications System may be temporarily disabled; and

WHEREAS, Iredell desires also to maintain a Backup 911 Center, and recognizes the economy and benefits to providing Wilkes's Backup 911 solution so that they may transfer phones from Wilkes to Iredell ; and

WHEREAS, the parties desire to set forth in this MOU the terms by which Wilkes may utilize Iredell's Communications as their Backup 911 solution for the benefit of the people of Wilkes County.

Now, therefore, in consideration of the terms, conditions, and covenants expressed herein, the parties agree as follows:

1. Purpose of agreement

1.1 The purpose of this MOU is to establish a formal arrangement whereby Iredell makes available to Wilkes its 911 Center and Emergency Operations Center (EOC) located on 201 E Water Street, Statesville, NC 28687 for use by Wilkes during such times as Wilkes may experience failure to its primary 911 emergency call and dispatch center in exchange for and subject to the terms of this MOU.

2. Term

2.1 Subject to the terms and conditions of this MOU, the term of this MOU shall commence upon execution and will continue for a period of two (2) years or until such time as a regional backup center is operational. The MOU for the regional backup center shall be executed separate and apart from this agreement. This agreement shall be automatically extended for an additional three year term unless one of the parties delivers a notice to terminate at least 120 days prior to the expiration of the initial two year period.

2.2 Either party may terminate this agreement upon a breach by the other party. If either party desires to terminate this MOU based upon a breach, it shall deliver a notice of its intent to terminate to the other party by registered or certified mail. Termination shall not become effective until 30 days after receipt of the notice of intent.

3. Responsibilities of Iredell

3.1 Iredell agrees to make its 911 Emergency Operations Center available by Wilkes transferring their phone lines to Iredell 24 hours per day, 7 days a week, for Wilkes to man and operate as its own Backup 911 Center in the event of failure, for whatever reason, of Wilkes's primary 911 emergency call and dispatch center.

3.2 Iredell agrees to maintain its 911 Center and EOC, to keep it operational, functional, and as technologically up to date as is reasonable with the agreed upon shared operational cost.

- 3.3 Iredell shall provide access to the 911 Center to Wilkes so that Wilkes has access to the facility at all times.

4. Responsibilities of Wilkes

- 4.1 Wilkes shall give to the Iredell 911 Director as much advance notice as is practicable under the then existing circumstances of its need and intent to operate their Backup 911 solution.
- 4.2 Wilkes will hold Iredell harmless and indemnify Iredell from any and all claims which may arise out of or relate to Wilkes's use of the 911 Center.
- 4.3 Wilkes shall insure that its operations, hardware, software, and equipment do not in any way interfere with Iredell's 911 emergency communications operations.
- 4.4 Wilkes shall incur any additional costs associated with hosting its operations, hardware, software, and equipment at the 911 Center.

5. Priority

- 5.1 The parties acknowledge and agree that in the event that the 911 Center is needed by both Iredell and Wilkes at the same time, the parties shall act in good faith and use best efforts to share the use of the 911 Center. However, in the event that shared use is, for whatever reason, impossible or not reasonably practicable, Iredell shall have priority in the use of the 911 Center, and Wilkes's needs to the Center must be subordinated thereto.

6. Amendment

This agreement may not be modified or amended except by subsequent written modification approved and authorized by the governing boards of each party and signed by an authorized representative of each party.

7. Entire Agreement

This MOU contains the entire agreement between the parties, and no statement, oral or written, made by either party or agent of either party that is not contained in this written MOU shall be valid or binding.

8. Indemnity

Wilkes County shall assume the responsibility and liability for, and shall indemnify, defend, and hold harmless, Iredell County, its agents, officers and employees from and against any and all liabilities, obligations, losses, damages, penalties, fines, claims, actions, suits, costs and expenses and disbursements (including legal fees and expenses) of any kind and nature imposed in, asserted against, incurred or suffered by Wilkes County or its agents, officers or employees by reason of damage, loss or injury (including death) of any kind or nature whatsoever to persons or property caused by or in any way relating to or arising out of any negligent act or action, or any neglect, omission or failure to act when under a duty to act on the part of Wilkes County or any of its agents, officers or employees in its or their performance of services hereunder.

The provisions contained herein include any violation of applicable law, ordinance, regulation, or rule, including where the claim, loss, damage, charge or expense was caused by deliberate, willful, or criminal acts of Wilkes County or any of their agents, officers, or employees in its or their performance hereunder.

Where negligence is determined to have been contributory, principles of comparative fault will be followed and each Party shall bear the proportionate costs of any loss, damage, expense and liability attributable to the Party's negligence.

The parties shall establish procedures to notify the other party where appropriate of any claims, administrative actions or legal actions with respect to any of the matters described in this indemnity provision. The parties shall cooperate in the defense of such actions brought by others with respect to the matters covered in this indemnity provision. Nothing set forth in this MOU shall establish a standard of care for, or create any legal rights in, any person not a party to this MOU.

The indemnity provisions of this MOU shall survive termination of this MOU

9. Duplicate Originals

This agreement shall be executed by the parties in duplicate originals, each of which when executed shall constitute the same MOU.

IN WITNESS WHEREOF, this Memorandum of Understanding is adopted on this 5 day of April, 2016.

IREDELL COUNTY

Ron Smith

Ron Smith, County Manager

ATTEST:

Letha C. Harther

Clerk

IN WITNESS WHEREOF, this Memorandum of Understanding is adopted on this 19th day of April, 2016.



WILKES COUNTY

John Yates

John Yates, County Manager

ATTEST:

Sarah D. Call

Clerk

Attachment 4 — Mooresville Backup Plan — can be found on the following pages.

This attachment pertains to question 5.

**Mooreville Police
Department
Communications
Emergency Backup Plan**

Forward

The purpose of this plan is to provide a back-up site for the Mooresville Police Department should we require evacuation, or experience an event that disables the call center.

This plan is a work in progress and will require frequent updating. It will be reviewed each time the plan is tested or implemented by all call center personnel.

A memorandum of Understanding (MOU) will be in place between involved agencies.

I. About

Mooresville is a town in southern Iredell County, North Carolina. It is in the Metrolina metro area, and is located on Lake Norman. The population was 37,500 in 2015. It is located approximately 25 miles North of Charlotte.

Mooresville is best known as the home of many Nascar racing teams and drivers, along with an IndyCar team and its drivers, as well as racing technology supplies, which has earned the city the Nickname "Race City USA." Also located in Mooresville is the corporate headquarters of Lowe's Companies and Universal Technical Institute's Nascar Technical Institutes.

II. History

????? Need Hx of Communication Center.

III. Call Volume and Agency Served

The Mooresville Police Department currently dispatches for Law Enforcement only and has a total of 107 employees including 83 Police Officers. Our Call volume is as follows:

Total CAD Calls entered: 76,819

Total 911 Calls: 7,530

Total Admin Calls: 88,000

IV. Staffing/Positions/Workstations

The Mooresville Police Department serves as a Communication Center for Law enforcement, Public Works and also serves as a back-up center for Iredell County Communications and uses a Plant-CML RescueStar telephone switch. There are (3) three separate 911 trunks serving (4) consoles which are equipped with a Sentinel telephone workstation with automated TDD.

Currently we have (3) consoles manned 24 hours per day. Two telecommunicators work a 6a-6p shift and two work a 6p-6a shift, the third telecommunicators works the peak hours of 12p-12a.

V. **Equipment**

Software: Sungard OSSI CAD/Mobile Solutions/RMS

Vendor: Sungard OSSI

911 Phone System: Plant CML-Rescue Star

Vendor: Wireless Communications

Radio: P25 Radio System on a Motorola platform with approximately _____ radios to include mobile and portable. The equipment has 18 Channels and the brains are housed at the Mooresville Police Department at 750 W. Iredell Ave, Mooresville, in a secured facility.

Recording: Carolina Recording with AIS Integration

Vendor: Carolina Recording System

VI. **Distance between Mooresville Police Department and ECOM:**

The approximate distance between ECOM and the Mooresville Police Department is 17.7 miles.

VII. **Connection between Centers/Rerouting/Redundancy**

???????????

VIII. **911 Call Answering**

All 911 Calls within Iredell County are answered by Iredell County Communications Center (the primary PSAP). Calls for the Town of Mooresville, that are of a Police matter are transferred from Iredell County via a one-button transfer.

IX. **Backup Power System**

Generator info??

X. **Radio Configuration**

Mooresville Communications will utilize ??? (Radio ?) portable radios

XI. **Maintenance and Testing of Backup Center**

The back-up systems will be tested monthly. Testing will include turning on equipment, performing any needed updates, testing connectivity, testing radios and checking UPS status.

Mock walk through drills will be completed as needed during initial implementation and as new employees are added.

XII. **Employee Needs**

The back-up site will house necessary facilities for staff which includes a full kitchen, showers, restrooms, and has space to accommodate temporary sleeping quarters if necessary. Iredell County Communications will keep a labeled box on site with door access to Mooresville supervisors for building entry.

XIII. **Back up Center Activation Methodology**

In the event that the Mooresville Police Department experiences an event that triggers the implementation of this back-up Plan, Iredell County will be notified by the Mooresville Communications supervisors. The Mooresville Police Communications Supervisor or staff will respond to Iredell County Communications to take calls and dispatch from this center.

Iredell County will then communicate any calls they received for the Mooresville Police Department via radio. AT & T will also be contacted to request that the admin lines be rerouted directly to ECOM to avoid any delay in service.

The backup PSAP telecommunicators will ascertain certain information to start processing the call.

- Location of Incident
- Callback number and caller name

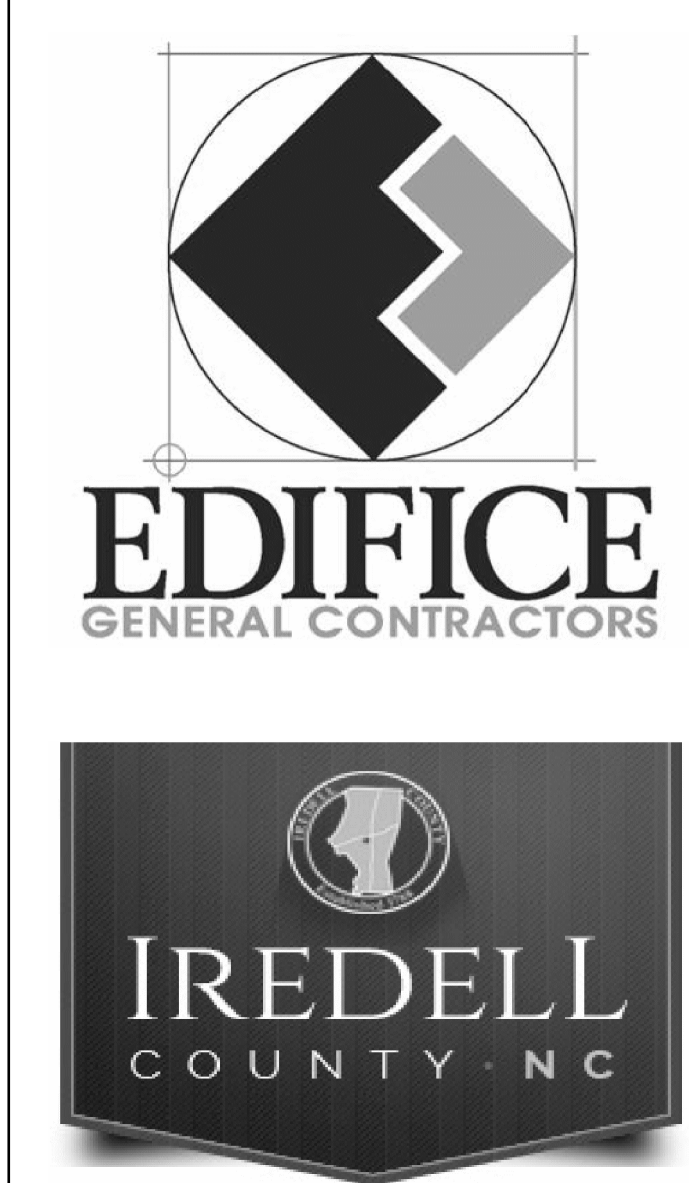
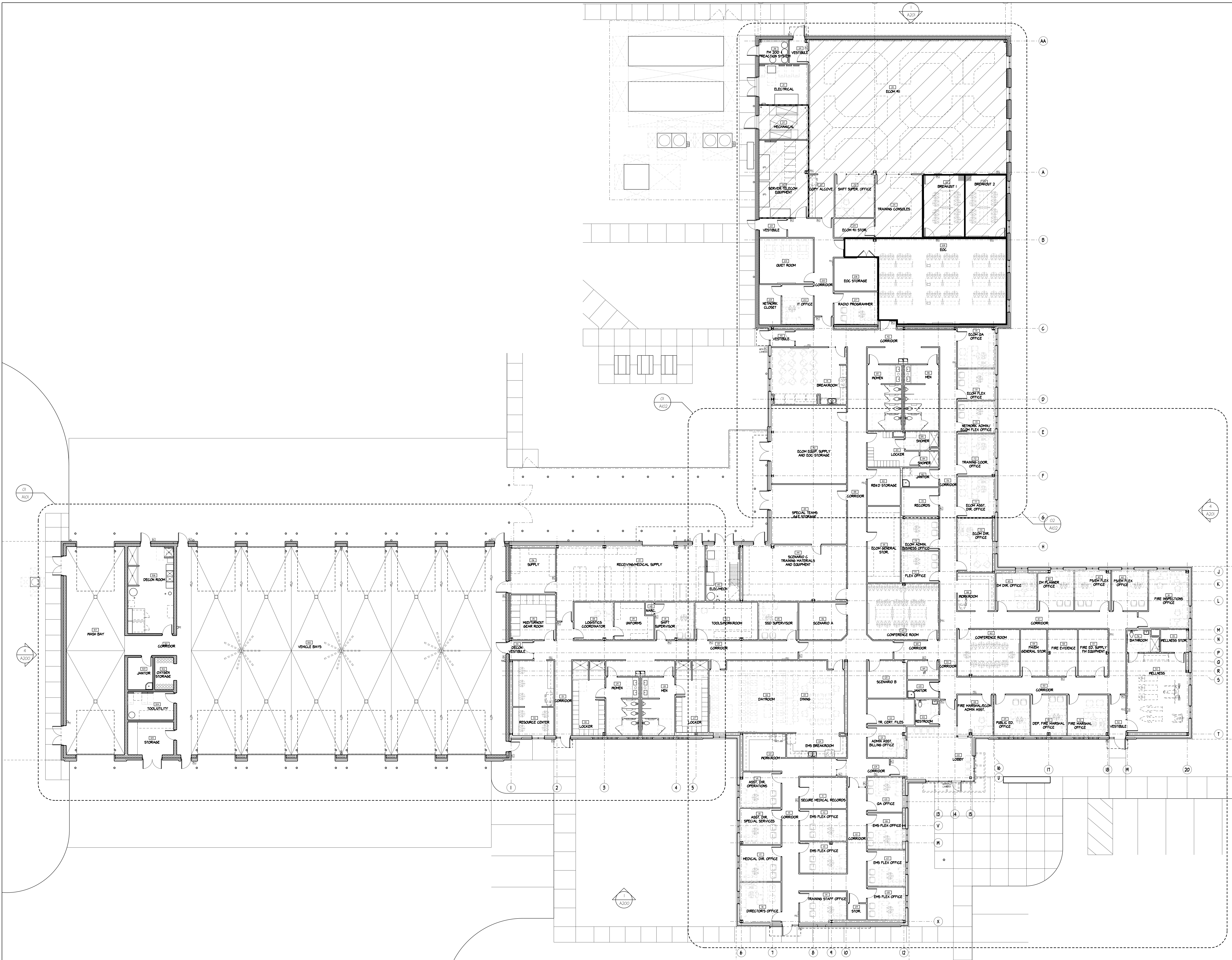
- Brief description of incident
- Any pertinent information related to Officer safety, i.e. weapons

It will be the judgement of the Backup PSAP telecommunicators if circumstances require immediate dispatch of Law Enforcement via a dedicated radio channel.

The Mooresville Police will provide the Backup Primary PSAP a list of resources to enable them to contact proper personnel if an emergency should arise while responding to the back-up center.

Attachment 5 — Public Safety Facility Floor Plan — can be found on the following pages.

This attachment pertains to question 6.



New Facility For
**IREDELL COUNTY
PUBLIC
SAFETY
CENTER**
Statesville, NC

CONSTRUCTION
DOCUMENTS

OVERALL
FLOOR PLAN

DATE 03.24.2017
PROJECT NO 16029

REVISIONS
NO DATE DESCRIPTION:

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SEAL

SHEET NUMBER **A100**

Attachment 6 — Tier Ranking — can be found on the following pages.

This attachment pertains to question 8.



2017 NORTH CAROLINA DEVELOPMENT TIER DESIGNATIONS

Since 2007 North Carolina has used a three-level system for designating development tiers. The designations, which are mandated by state law, determine a variety of state funding opportunities to assist in economic development. This 2017 report documents the process for calculating tiers and explains reasons that specific counties will change tiers. A North Carolina tier map and tier calculations are included for reference.

How Tier Rankings Are Calculated

The Development Tier Designation statute ([§143B-437.08](#)) provides specific guidelines for calculating annual tier rankings. This process assigns each county to a designation of Tier One (most distressed), Tier Two, or Tier Three (least distressed). Assuming no ties in rankings, the statute requires **40 Tier One, 40 Tier Two, and 20 Tier Three** counties each year. In the event of a tie for the final position as a Tier One or Tier Two county, both counties will be placed in the lower tier.

Tier Rankings use Four Factors

- **Average unemployment rate** for the most recent twelve months for which data are available (October 2014 – September 2015, NC Dept. of Commerce LAUS)
- **Median household income** for the most recent twelve months for which data are available (2013, U.S. Census, Small Area Income & Poverty Estimates)
- **Percentage growth in population** for the most recent 36 months for which data are available (July 2011 – July 2014, NC Office of State Budget & Management)
- **Adjusted property tax base per capita** for the most recent taxable year (FY 2015-16, NC Dept. of Public Instruction)

Each county is ranked from 1 to 100 on each variable, making the highest possible *County Rank Sum* 400, and the lowest 4. After calculating the *County Rank Sum*, counties are then ranked from most distressed (1) to least distressed (100) in order to determine their *Economic Distress Rank*.

Tier Adjustments for Small and Impoverished Counties

The Development Tier Designation statute further specifies automatic qualifying criteria for Tier One and Tier Two status:

- Tier One or Two Automatic Qualifier
 - A county with a population less than 50,000 people
- Tier One Automatic Qualifiers
 - A county must be Tier One for at least two consecutive years
 - A county with less than 12,000 people
 - A county with a population less than 50,000 people **AND** a poverty rate of 19% or greater.

After taking these qualifiers into account, counties not automatically qualifying are re-ranked according to their economic distress rank. Those counties then fill in the remaining spots in Tier One (limited to 40 counties in total), Tier Two (limited to 40 counties in total), and Tier Three (the 20 remaining counties).

County Tier Changes in 2017

Ten counties will change tiers in 2017: Cherokee, Guilford, Haywood, Lenoir, Mitchell, Nash, Perquimans, Person, Rutherford, and Yadkin Counties. This section provides the reasons for each of these changes.

Counties Moving to a Less Distressed Tier Designation

Haywood County (Tier 2 to Tier 3): From 2010 to 2012, Haywood County held a Tier Two designation. It then qualified as Tier Three in 2013, Tier Two in 2014, Tier Three in 2015, Tier Two in 2016, and is returning to Tier Three in 2017. For 2017, Haywood County ranks 79 in the *Economic Distress Ranking* (ranked 74 in 2016). Relative to 2016, this rise in the rankings is due to improvements in population growth and median household income. Adjustments for counties with populations less than 50,000 shifted three counties from Tier Three to Tier Two, which bumped Haywood County into Tier Three for 2017.

Lenoir County (Tier 1 to Tier 2): Lenoir County held a Tier One designation from 2007 to 2016 and is shifting to Tier Two in 2017. For 2017, Lenoir County ranks 14 in the *Economic Distress Ranking* (ranked 11 in 2016). Relative to 2016, the County experienced improvements in median household income and unemployment rate, but a decrease in population growth ranking. Adjustments for counties with small populations and high poverty rates bumped Lenoir County to Tier Two for 2017.

Nash County (Tier 1 to Tier 2): From 2007 to 2014, Nash County held a Tier Two designation, then shifted to Tier One status in 2015 and 2016. In 2017, Nash County returns to Tier Two. For 2017, Nash County ranks 27 in the *Economic Distress Ranking* (ranked 24 in 2016). Adjustments for counties with small populations and high poverty rates bumped Nash County to Tier Two for 2017.

Perquimans County (Tier 1 to Tier 2): From 2007 to 2013, Perquimans County held a Tier Two designation, then shifted to Tier One for 2014, 2015, and 2016. For 2017, Perquimans County ranks 46 in the *Economic Distress Ranking* (ranked 63 in 2016). Relative to 2016, this fall in ranking resulted largely from declining population growth and median household income rankings. The statutes also require that counties with small populations and high poverty rates automatically qualify for Tier One. However, unlike 2016, Perquimans County's poverty rate was less than 19% and, therefore, does not automatically qualify for Tier One status for 2017.

Rutherford County (Tier 1 to Tier 2): Rutherford County held a Tier One designation from 2007 to 2016 and is shifting to Tier Two in 2017. For 2017, Rutherford County ranks 20 in the *Economic Distress Ranking* (ranked 15 in 2016). Relative to 2016, the County experienced improvement in population growth ranking. Adjustments for counties with small populations and high poverty rates bumped Rutherford County to Tier Two for 2017.

Counties Moving to a More Distressed Tier Designation

Cherokee County (Tier 2 to Tier 1): From 2011 to 2013, Cherokee County held a Tier One designation, then qualified as Tier Two from 2014 to 2016. For 2017, Cherokee County ranks 42 in the *Economic Distress Ranking* (ranked 30 in 2016). One factor that led to this change was an improved population growth ranking. Because Cherokee County has a population less than 50,000 and a poverty rate greater than 19%, it automatically qualifies as Tier One for 2017.

Guilford County (Tier 3 to Tier 2): Guilford County was a Tier Three county from 2007 to 2012, Tier Two in 2013, Tier Three in 2014, Tier Two in 2015, Tier Three in 2016. For 2017, Guilford County ranks 73 in the *Economic Distress Ranking* (ranked 75 in 2016). A slight drop in median household income explains most of this drop in ranking relative to the current year. While adjustments for counties with small populations have affected Guilford County's tier status in the past, they did not impact Guilford County's tier status for 2017.

Mitchell County (Tier 2 to Tier 1): Mitchell County was a Tier One county from 2007 to 2014, then shifted to Tier Two for 2015 and 2016. For 2017, Mitchell County ranks 31 in the *Economic Distress Ranking*

(ranked 61 in 2016). The change in ranking relative to 2016 was driven largely by decline in population growth ranking and median household income ranking. Because Mitchell County has a population less than 50,000 and a poverty rate greater than 19%, it automatically qualifies as Tier One for 2017.

Person County (Tier 2 to Tier 1): Person County was a Tier Two county from 2007 to 2016. For 2017, Person County ranks 63 in the *Economic Distress Ranking* (ranked 40 in 2016). The change in ranking relative to 2016 was driven largely by improvement in population growth ranking and median household income ranking. Because Person County has a population less than 50,000 and a poverty rate greater than 19%, it automatically qualifies as Tier One for 2017.

Yadkin County (Tier 2 to Tier 1): Yadkin County was a Tier Two county from 2007 to 2016. For 2017, Yadkin County ranks 45 in the *Economic Distress Ranking* (ranked 47 in 2016). The change in ranking relative to 2016 was driven mostly by a small decline in median household income ranking. Because Yadkin County has a population less than 50,000 and a poverty rate greater than 19%, it automatically qualifies as Tier One for 2017.

2017 County Tier Designations

2017 Tier Designations

- 1
- 2
- 3

Tier Change From 2016

- Down
- Up

Map Created November 2016

0 20 40 80 120 160 Miles

N
W E
S

NC
Commerce

A horizontal number line representing distance in miles. The line is marked with numbers 0, 20, 40, 80, 120, and 160. The segments between the marks are: 0 to 20 (20 miles), 20 to 40 (20 miles), 40 to 80 (40 miles), 80 to 120 (40 miles), and 120 to 160 (40 miles). The word "Miles" is written at the right end of the line.





BTC

County Quick Facts

BUDGET & TAX CENTER

April 2017

ECONOMIC SNAPSHOT:

IREDELL COUNTY

The Budget and Tax Center's Economic Snapshots provide a look at how well counties in North Carolina are faring across key indicators of economic well-being and opportunity.

Iredell County has a population of 176,191, which is an increase of 17% over the past decade.¹

AVAILABILITY OF JOBS²

- There were 3,990 people looking for work in Iredell County compared to 3,455 job openings in December 2016.
- The county's unemployment rate was 4.7% in December 2016, compared to 5% in December 2015.
- There were 4,982 more employed people in the county in December 2016 than there were in December 2007 (when the Great Recession began).

POVERTY AND ECONOMIC HARDSHIP

- 14.2% of county residents (23,985 people) lived in poverty and struggled to make ends meet in 2015; the state poverty rate was 16.4%.³
- 19.3% of children in the county (7,627 children) lived in poverty in 2015, compared to 23.4% statewide.⁴
- The poverty rate varies by race: 29.7% of African Americans, 1.6% of American Indians, and 27.4% of Latinos in the county lived in poverty compared to 5.1% of Asian Americans and 10.3% of whites on average from 2011 to 2015.⁵
- 33.1% of the county's residents were low-income on average from 2011 to 2015, meaning their incomes were less than twice the federal poverty level (\$48,500 for a family of four in 2015).⁶

ABILITY TO AFFORD THE BASICS

- The county's hourly median wage of \$15.5 equaled 97.4% of the state median wage of \$15.91 in 2016. The county's median hourly wage fell by 33 cents since the recovery began in 2009.⁷
- For a family size of three, it costs \$25.17 per hour to make ends meet in the county, where the hourly median wage falls short of what's needed by 61.6%.⁸

- Median household income in the county was \$55,848, which equaled 116.6% of the statewide household income of \$47,884 in 2015.⁹
- The richest 5% of the county's households had an average income that was 27 times greater than that of the poorest fifth of households and 6 times greater than that of the middle fifth of households, on average, from 2011 to 2015.¹⁰

ACCESS TO AFFORDABLE HOUSING

- 47.7% of renters in this county spent 30% or more of their income on rent—meaning their rent was unaffordable—on average from 2011-2015.¹¹
- Rent and utilities for a safe, modest two-bedroom unit at the county's fair market monthly rent was \$854 in 2016.¹²
- The two-bedroom housing wage in the county was \$16.42 in 2016, which far exceeds the state's minimum wage of \$7.25 per hour. This means that a person earning the minimum wage would have to work 91 hours per week to afford a modest two-bedroom unit at fair market rent.¹³

HEALTHY LIVES AND COMMUNITIES

- 12.8% of the county's residents did not have health insurance, compared to 15.5% of all North Carolinians on average from 2011 to 2015.¹⁴
- The life expectancy rate for an African-American child born in the county is 73.6 years whereas the rate is 78.1 for a white child. The average life expectancy for all children born in this county was 77.5 years on average from 2013 to 2015.¹⁵
- There was 1 mental health provider for every 646 residents in the county in 2016.¹⁶

EDUCATIONAL ATTAINMENT

- The graduation rate for the Iredell County Schools LEA was 86.4% compared to the state rate of 85.6% in 2015-16.¹⁷
- The graduation rate for the Mooresville City Schools LEA was 90.1% in 2015-16.¹⁷
- The graduation rate for African Americans in this county was 85.1% compared to 79% for Hispanics and 87.3% for whites in 2015-16.¹⁸
- 25.9% of adults in this county had a Bachelor's degree or higher compared to 28.4% statewide on average from 2011 to 2015.¹⁹
- 25.9% of women in this county had a Bachelor's degree or higher compared to 25.9% of men on average from 2011 to 2015. Of those with this level of educational attainment, the median earnings for women was \$38,373 compared to \$65,345 for men.²⁰

WORK AND INCOME SUPPORTS TO AVOID POVERTY

- 14,717 of the county's residents received assistance from the food and nutrition services (or food stamps) program in December 2016, with 8.5% of residents receiving assistance.²¹
- 26,892 people in the county were eligible for Medicaid in December 2016, an increase of 61.1% since December 2007 when the recession began. Estimates suggest that 7,331 North Carolinians in the county would benefit from Medicaid expansion, delivering \$222.5 million in economic benefits to the county.²²
- In 2013, 13,186 tax filers in the county claimed the state Earned Income Tax Credit, which lawmakers allowed to expire that year. The tax credit went to people that worked but earned low wages, and the benefits totaled \$1,379,699 in the county. These were dollars that helped workers make ends meet by allowing them to keep more of what they earned to support their children.²³

1 NC Office of State Budget and Management, Population Estimates, July 2007 (actual) and 2017 (projected).

2 NCWorks Online, Advertised Job Data and Local Area Unemployment Statistics (not seasonally adjusted), December 2007, 2015, and 2016.

3,4 US Census Bureau, Small Area Income and Poverty Estimates, 2015.

5,6 US Census Bureau, American Community Survey, 2011-2015.

7 NC Department of Commerce, Occupational Employment Statistics, 2016 and 2009.

8 Ibid and NC Budget and Tax Center, Living Income Standard, 2016.

9 US Census Bureau, Small Area Income and Poverty Estimates, 2015.

10,11 US Census Bureau, American Community Survey, 2011-2015.

12,13 National Low Income Housing Coalition, Out of Reach, 2016.

14 US Census Bureau, American Community Survey, 2011-2015.

15 NC State Center for Health Statistics, 2013-2015.

16 County Health Rankings & Roadmaps, 2016. This data comes from the National Provider Identification data file, which has some limitations and may result in an overestimate of active mental health providers in some counties.

17,18 NC Department of Public Instruction, 4-Year Cohort 2015-2016.

19,20 US Census Bureau, American Community Survey, 2011-2015.

21 NC Division of Social Services, FNS Individuals Data, December 2016 & NC Office of State Budget and Management, Population Estimates, July 2016.

22 NC Division of Medical Assistance, December 2007 and 2016; and Cone Health Foundation. "The Economic and Employment Costs of Not Expanding Medicaid in North Carolina: A County-Level Analysis." December 2014.

23 Special Data Request, NC Department of Revenue, Preliminary Run of 2013 Individual Income Tax Extract.



U.S. Department of Commerce (<http://www.commerce.gov/>) | Blogs (http://www.census.gov/about/contact-us/social_media.html) | Index A-Z (<http://www.census.gov/about/index.html>) |

Glossary (<http://www.census.gov/glossary/>) | FAQs (<http://ask.census.gov/>)

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U.S. Census Quick Facts

QuickFacts

Iredell County, North Carolina

QuickFacts provides statistics for all states and counties, and for cities and towns with a **population of 5,000 or more**.

ALL TOPICS 	IREDELL COUNTY, NORTH CAROLINA	NORTH CAROLINA
People		
Population		
Population estimates, July 1, 2016, (V2016)	NA	10,146,788
Population estimates, July 1, 2015, (V2015)	169,866	10,042,802
Population estimates base, April 1, 2010, (V2016)	NA	9,535,688
Population estimates base, April 1, 2010, (V2015)	159,440	9,535,692
Population, percent change - April 1, 2010 (estimates base) to July 1, 2016, (V2016)	NA	6.4%
Population, percent change - April 1, 2010 (estimates base) to July 1, 2015, (V2015)	6.5%	5.3%
Population, Census, April 1, 2010	159,437	9,535,483
Age and Sex		
Persons under 5 years, percent, July 1, 2015, (V2015)	5.5%	6.0%
Persons under 5 years, percent, April 1, 2010	6.3%	6.6%
Persons under 18 years, percent, July 1, 2015, (V2015)	23.6%	22.8%
Persons under 18 years, percent, April 1, 2010	25.5%	23.9%
Persons 65 years and over, percent, July 1, 2015, (V2015)	14.9%	15.1%
Persons 65 years and over, percent, April 1, 2010	12.8%	12.9%
Female persons, percent, July 1, 2015, (V2015)	50.7%	51.3%
Female persons, percent, April 1, 2010	50.8%	51.3%
Race and Hispanic Origin		
White alone, percent, July 1, 2015, (V2015) (a)	82.7%	71.2%
White alone, percent, April 1, 2010 (a)	80.7%	68.5%
Black or African American alone, percent, July 1, 2015, (V2015) (a)	12.3%	22.1%
Black or African American alone, percent, April 1, 2010 (a)	11.9%	21.5%
American Indian and Alaska Native alone, percent, July 1, 2015, (V2015) (a)	0.5%	1.6%
American Indian and Alaska Native alone, percent, April 1, 2010 (a)	0.3%	1.3%
Asian alone, percent, July 1, 2015, (V2015) (a)	2.5%	2.8%
Asian alone, percent, April 1, 2010 (a)	1.8%	2.2%
Native Hawaiian and Other Pacific Islander alone, percent, July 1, 2015, (V2015) (a)	0.1%	0.1%
Native Hawaiian and Other Pacific Islander alone, percent, April 1, 2010 (a)	Z	0.1%
Two or More Races, percent, July 1, 2015, (V2015)	1.8%	2.1%
Two or More Races, percent, April 1, 2010	1.8%	2.2%
Hispanic or Latino, percent, July 1, 2015, (V2015) (b)	7.4%	9.1%
Hispanic or Latino, percent, April 1, 2010 (b)	6.8%	8.4%
White alone, not Hispanic or Latino, percent, July 1, 2015, (V2015)	76.4%	63.8%
White alone, not Hispanic or Latino, percent, April 1, 2010	77.8%	65.3%
Population Characteristics		
Veterans, 2011-2015	10,630	696,119
Foreign born persons, percent, 2011-2015	6.1%	7.7%
Housing		
Housing units, July 1, 2015, (V2015)	70,906	4,490,948
Housing units, April 1, 2010	69,013	4,327,528
Owner-occupied housing unit rate, 2011-2015	72.9%	65.1%
Median value of owner-occupied housing units, 2011-2015	\$166,300	\$154,900
Median selected monthly owner costs -with a mortgage, 2011-2015	\$1,261	\$1,248
Median selected monthly owner costs -without a mortgage, 2011-2015	\$335	\$373
Median gross rent, 2011-2015	\$796	\$797
Building permits, 2015	1,356	54,757
Families and Living Arrangements		
Households, 2011-2015	60,893	3,775,581
Persons per household, 2011-2015	2.69	2.54
Living in same house 1 year ago, percent of persons age 1	87.5%	84.7%

Language other than English spoken at home, percent of persons age 5 years+, 2011-2015	9.4%	11.2%
Education		
High school graduate or higher, percent of persons age 25 years+, 2011-2015	87.2%	85.8%
Bachelor's degree or higher, percent of persons age 25 years+, 2011-2015	25.9%	28.4%
Health		
With a disability, under age 65 years, percent, 2011-2015	9.4%	9.6%
Persons without health insurance, under age 65 years, percent	14.7%	13.1%
Economy		
In civilian labor force, total, percent of population age 16 years+, 2011-2015	65.0%	61.8%
In civilian labor force, female, percent of population age 16 years+, 2011-2015	58.0%	57.7%
Total accommodation and food services sales, 2012 (\$1,000) (c)	289,578	18,622,258
Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	758,713	55,227,505
Total manufacturers shipments, 2012 (\$1,000) (c)	3,628,934	202,344,646
Total merchant wholesaler sales, 2012 (\$1,000) (c)	1,232,988	105,275,586
Total retail sales, 2012 (\$1,000) (c)	2,249,922	120,691,007
Total retail sales per capita, 2012 (c)	\$13,828	\$12,376
Transportation		
Mean travel time to work (minutes), workers age 16 years+, 2011-2015	24.7	23.9
Income and Poverty		
Median household income (in 2015 dollars), 2011-2015	\$52,306	\$46,868
Per capita income in past 12 months (in 2015 dollars), 2011-2015	\$27,558	\$25,920
Persons in poverty, percent	14.2%	16.4%
Businesses		
Total employer establishments, 2014	4,432	219,897 ¹
Total employment, 2014	61,861	3,560,448 ¹
Total annual payroll, 2014 (\$1,000)	2,640,344	155,372,284 ¹
Total employment, percent change, 2013-2014	2.8%	4.1% ¹
Total nonemployer establishments, 2014	13,052	706,538
All firms, 2012	15,864	805,985
Men-owned firms, 2012	9,105	435,677
Women-owned firms, 2012	4,597	287,058
Minority-owned firms, 2012	1,609	183,380
Nonminority-owned firms, 2012	13,720	603,182
Veteran-owned firms, 2012	1,788	86,571
Nonveteran-owned firms, 2012	13,141	684,743
Geography		
Population per square mile, 2010	277.8	196.1
Land area in square miles, 2010	573.83	48,617.91
FIPS Code	37097	37

1. Includes data not distributed by county.

This geographic level of poverty and health estimates are not comparable to other geographic levels of these estimates

Some estimates presented here come from sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. Click the Quick Info icon to the left of each row in TABLE view to learn about sampling error.

The vintage year (e.g., V2015) refers to the final year of the series (2010 thru 2015).
Different vintage years of estimates are not comparable.

(a) Includes persons reporting only one race

(b) Hispanics may be of any race, so also are included in applicable race categories

(c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

D Suppressed to avoid disclosure of confidential information

F Fewer than 25 firms

FN Footnote on this item in place of data

NA Not available

S Suppressed; does not meet publication standards

X Not applicable

Z Value greater than zero but less than half unit of measure shown

QuickFacts data are derived from: Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits.

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American Community Survey

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Regional Offices (//www.census.gov/about/regions.html)	Population Finder (//www.census.gov/data/data-tools/interactive-population-map.html)	Economic Census (//www.census.gov/programs-surveys/econ_census.html)	(//www.census.gov/programs-surveys/acs/)	affairs/intergovernmental-affairs/tribal-affairs/tribal-resources.html)	Facts for Features (//www.census.gov/newsroom/facts-for-features.html)
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Business Opportunities (//www.census.gov/about/business-opportunities.html)	Developers (//www.census.gov/developers/)	Local Employment Dynamics (//www.census.gov/topics/employment/led.html)	Housing (//www.census.gov/topics/housing.html)	USA.gov (//www.usa.gov/)	
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County Profile

Iredell County (NC)

January 2017

Demographics

Population & Growth

2019 Proj Total Population	173,369
2014 Proj Total Population	165,241
2010 Census Total Population	159,437
July 2015 Certified Population Estimate (NC only)	170,230

Population

173,369
165,241
159,437
170,230

Annual Growth

1.0%
3.0%

Urban/Rural Representation

2010 Census Total Population: Urban
2010 Census Total Population: Rural

98,991
60,446

Urban/Rural Percent

62.1%
37.9%

Estimated Population by Age

2019 Proj Median Age
2014 Proj Median Age
2014 Proj Total Pop 0-19
2014 Proj Total Pop 20-29
2014 Proj Total Pop 30-39
2014 Proj Total Pop 40-49
2014 Proj Total Pop 50-59
2014 Proj Total Pop 60+

40
40
43,444
19,546
19,938
24,839
24,550
32,924

Pop by Age

26.3%
11.8%
12.1%
15.0%
14.9%
19.9%

Commuters, Workers Age 16 and Over, 2014 Est

Percent of Workers, By Travel Time

Avg Travel Time, Minutes	24.6
Workers Not Working at Home	71,830
Travel Time to Work: < 10 minutes	12.9%
Travel Time to Work: 10-14 minutes	16.7%
Travel Time to Work: 15-19 minutes	17.4%
Travel Time to Work: 20-24 minutes	15.3%
Travel Time to Work: 25-29 minutes	6.0%
Travel Time to Work: 30-34 minutes	10.8%
Travel Time to Work: 35-44 minutes	5.5%
Travel Time to Work: 45-59 minutes	8.2%
Travel Time to Work: 60+ minutes	7.1%

Workers, By Transportation

Worker Transp, Base	71,830
Work at Home	4.2%
Drove Car/Truck/Van Alone	83.6%
Carpooled Car/Truck/Van	9.4%
Public Transportation	0.4%
Walked	1.0%
Other Transportation	1.3%

Place of Work

Worked in State/County of Residence
Worked in State/Outside County of Residence
Worked Outside State of Residence

Commuters

48,729
21,572
1,529

Residents

67.8%
30.0%
2.1%

Education

2015-16 Kindergarten-12th Enrollment
2016 Average SAT score (2400 scale)
2016 Percent of Graduates taking SAT
2014-15 Higher Education Completions
2014-15 Higher Education Total Enrollment
2014 Est Education Attainment - At Least High School Graduate
2014 Est Education Attainment - At Least Bachelor's Degree

30,105
1,506
51.2%
1,411
12,834
95,102
27,494

Pop Age 25+

86.9%
25.1%

Housing

		% Growth or % of Total
2019 Proj Total Housing	75,059	4.9%
2014 Proj Total Housing	71,569	
2010 Census Total Housing	61,215	
2010 Census Occupied Housing	53,417	87.3%
2010 Census Vacant Housing	7,798	12.7%
2014 Est Median Value of Owner Occupied Housing	\$168,000	
2014 Est Median Gross Rent	\$808	
2014 Est Owner Occupied Housing	43,904	72.8%
2014 Est Renter Occupied Housing	16,373	27.2%
2014 Est Owner Occupied Housing Vacancy	3.0%	
2014 Est Renter Occupied Housing Vacancy	9.6%	
2010 Census Total Households	69,013	

Income

		% Growth or % of Total
2014 Est Median Family Income	\$61,197	24.7%
2019 Proj Median Household Income	\$58,332	12.3%
2014 Proj Median Household Income	\$51,947	23.8%
2014 Est Median Worker Earnings	\$33,441	
2019 Proj Per Capita Income	\$28,838	1.8%
2014 Proj Per Capita Income	\$26,392	24.8%
2014 Est Total Pop with Income Below Poverty Level, Last 12 months	21,588	13.40%

Employment / Unemployment

	Currently	2015 Annual
Nov 2016 Prelim., 2015 Employment	80,139	77,411
Nov 2016 Prelim., 2015 Unemployment	3,794	4,486
Nov 2016 Prelim., 2015 Unemployment Rate	4.5%	5.5%
2016Q2 YTD, 2015 Announced Job Creation	160	343
2016Q2 YTD, 2015 Total Announced Investments (\$mil)	\$10.0	\$119.0

Employment / Wages by Industry

	2016Q2 Employment	2015 Annual Employment	2016Q2 Avg Weekly Wage	2015 Avg Weekly Wage
Total All Industries	72,366	69,563	\$911	\$886
Total Government	8,609	8,343	\$771	\$784
Total Private Industry	63,758	61,219	\$930	\$900
Agriculture Forestry Fishing & Hunting	460	474	\$894	\$840
Mining	29	27	\$1,215	\$1,044
Utilities	256	250	\$1,303	\$1,472
Construction	4,307	3,965	\$936	\$844
Manufacturing	11,466	11,187	\$1,018	\$996
Wholesale Trade	3,233	3,149	\$1,040	\$1,051
Retail Trade	9,172	8,810	\$534	\$531
Transportation and Warehousing	2,219	2,129	\$792	\$760
Information	594	581	\$701	\$698
Finance and Insurance	1,187	1,147	\$1,092	\$1,173
Real Estate and Rental and Leasing	604	578	\$782	\$768
Professional and Technical Services	0	0	.	.
Mgt of Companies, Enterprises	0	0	.	.
Administrative and Waste Services	4,882	4,329	\$540	\$568
Educational Services	1,393	1,284	\$661	\$654
Health Care and Social Assistance	6,946	7,033	\$815	\$856
Arts, Entertainment and Recreation	2,128	1,879	\$930	\$1,066
Accommodation and Food Services	6,907	6,765	\$288	\$281
Other Services Ex. Public Admin	1,765	1,750	\$531	\$500
Public Administration	44	448	\$1,269	\$905
Unclassified	0	0	\$0	\$0

Commercial/Retail/Industrial

Local Businesses

Sept 2016 Available Industrial Buildings	42
2016Q2 Establishments: Total Private Industry	5,123
2016Q2 Establishments: Manufacturing	306
2014 Est Self Employed	3,694

Local Retail Business

2016 Total Retail Sales (With Food/Drink) (\$mil)	\$3,044.8
2016 Total Retail Businesses (With Food/Drink)	1,442
2016 Avg Sales/Business Total (with Food/Drink)	\$2,111,488
Sept 2016 Available Commercial Buildings (if reported)	11

Quality of Life

Taxes

FY2016-17 Property Tax Rate per \$100 Value	\$0.5275
FY2015-16 Annual Taxable Retail Sales (\$mil)	\$2,101.6
2017 Tier designation	3

Childcare

2016Q4 Licensed Child Care Facilities	103
2016Q4 Licensed Child Care Enrollment	3,426

Weather

Annual Rainfall, inches	44
Annual Snowfall, inches	5
Average Annual Temperature, F	57
Average Annual High Temperature, F	70
Average Annual Low Temperature, F	45

Healthcare Providers

2013 Number of Physicians	324
2013 Physicians per 10,000 population	19.6
2013 RNs per 10,000 population	92.9
2013 Dentists per 10,000 population	5.2
2013 Pharmacists per 10,000 population	9.3

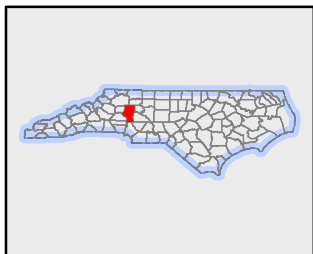
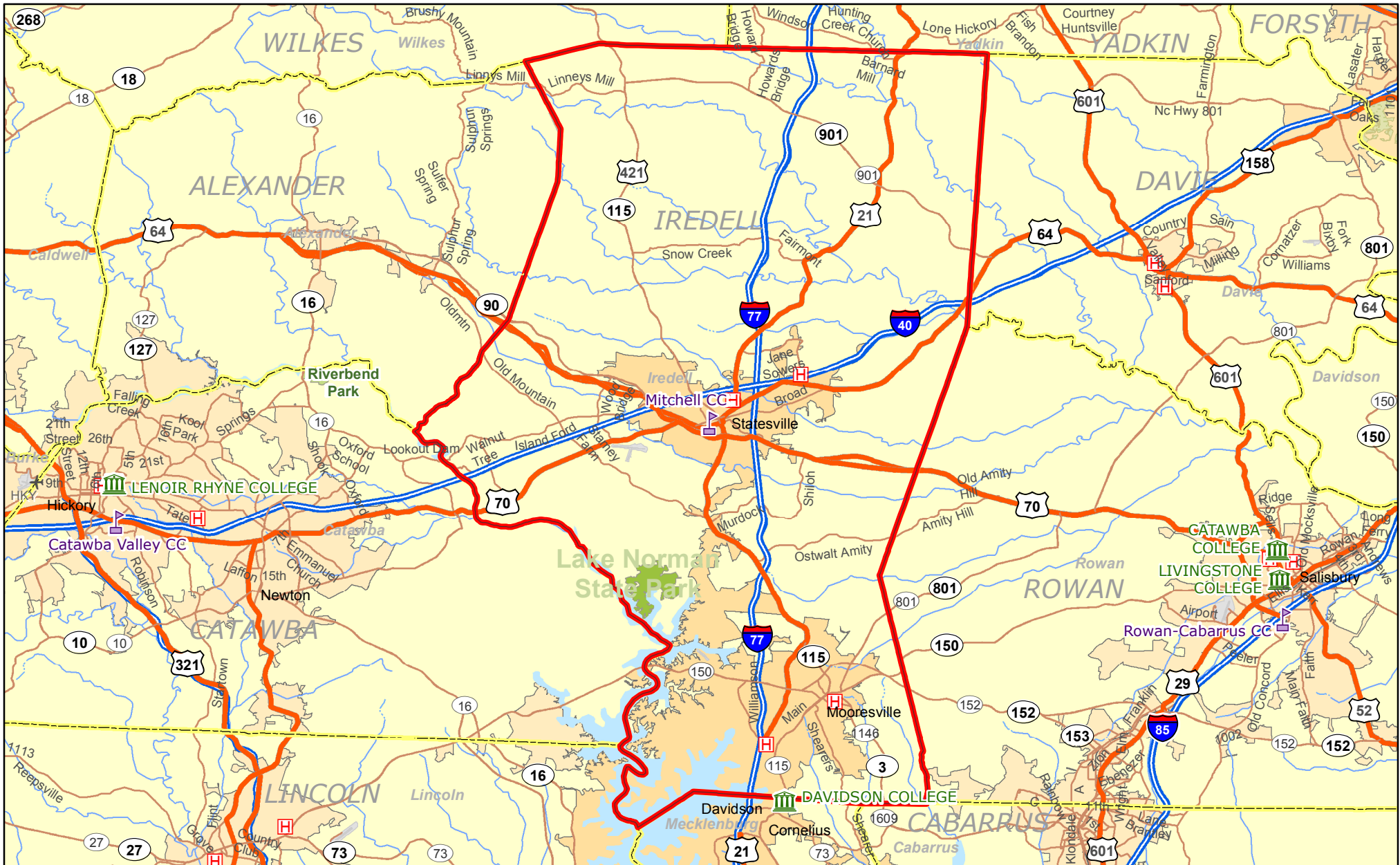
Sources:

ESRI for demographics, housing, income, and retail data. Applied Geographic Solutions for weather and crime data. www.appliedgeographic.com. NC Dept. of Education for SAT data by county system. <http://www.ncpublicschools.org>. US Dept. of Education, National Center for Education Statistics for higher education data. <http://nces.ed.gov/ipeds/>. NC Commerce, Labor and Economic Analysis Division, for announced new jobs and investment, NC tiers, occupational data, and industrial buildings. <http://www.nccommerce.com/en>. NC Dept. of Health & Human Services for childcare data. <http://www.ncdhhs.gov/>. UNC Sheps Center for healthcare provider statistics. <http://www.shepscenter.unc.edu/>. US Bureau of Labor Statistics for employment and unemployment, wages and establishments by industry. <http://www.bls.gov>. US Census, 2010 and 2000 Census, 5-year series American Community Survey for demographics, commuters, place of work, educational attainment, housing, and income. <http://factfinder2.census.gov>.

Notes:

Data are the latest available at the date the profile was prepared. SAT scores use the new scoring system including a writing test for a perfect score of 2400 and represent county systems. Unemployment data are now showing preliminary month and subject to change. ESRI 2014/2019 data are projections and noted as proj. Some data may be available only for North Carolina. 2010 Census data is noted as such. American Community Survey (ACS) data are estimates and noted as est and is from the 2010-14, 5 year survey and data is as of the end year with dollars inflated to the end year. For further details or questions, please check the Data Sources Guide at https://edis.commerce.state.nc.us/docs/bibliography/Data_Sources_Guide.pdf or click on it under Resources. Additional data and reports are available at: <http://www.nccommerce.com/lead>.

Iredell County, North Carolina



Legend

Airports by Enplanements



✈ 3-14 ✈ < 3 (Million)



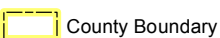
Hospital



— US Highway



+ Railroads



County Boundary



-

☐ Miles

Attachment 7 — ECOM 911 Fund Balance — can be found on the following pages.

This attachment pertains to questions 9 and 11.

**North Carolina 911 Board
PSAP Revenue-Expenditure Report
For the period July 1, 2015 - June 30, 2016 (SFY16)**

Modified Accrual

5/2/2017 7:36

911 Approved Fund balance June 30, 2015

\$664,112.20

June 30, 2015 Ending Fund Balance-Approved by the North Carolina 911 Board for PSAP Revenue-Expenditure Report period July 1, 2015 - June 30, 2016 (FY2016)

Revenue

\$489,112.85

911 revenue received from the North Carolina 911 Board representing 911 service fee collections made during the period July 1, 2015 - June 30, 2016 (FY2016) Modified Accrual

Interest

\$1,584.16

Interest earned on the Emergency Telephone System Fund (911) between July 1, 2015 - June 30, 2016 (FY2016)

Expenditures

\$565,037.79

Total expenditures made in compliance with eligible 911 fund uses between July 1, 2015 - June 30, 2016 (FY2016) as listed on the detailed expenditure total page.

Emergency Telephone System Fund Balance June 30, 2016

\$589,771.42

INELIGIBLE Cost FY2016 (cap \$1,000.00)

\$0.00

Invoice Number 1234xxx

To allow for prior year ineligible cost to be repaid to the fund without completing a transfer-in from the general fund, an eligible expense (invoice) must be paid by the General Fund in the current fiscal year. Ineligible cap is \$1,000. Any amount over must be repaid by doing a transfer-in to the general fund.

Board Approved Emergency Telephone System Fund Balance for June 30, 2016

\$589,771.42

Grant Revenue (revenue reported should be for fiscal year incurred)

\$0.00

Grant Expenditure (expenditures reported should be for fiscal year incurred)

\$0.00

As Finance Officer for Iredell County, I

(Governing Unit)

Susan G. Robertson

Name

certify that I have written or reviewed this Revenue/Expenditure Report and that all the information in the report is true and correct as of this date.

Susan G. Robertson
Signature

5/2/2017
Date

susan.robertson@co.iredell.nc.us
E-Mail

(704) 878-3040
Phone

Attachment 8 — Funding Reconsideration Request — can be found on the following pages.

This attachment pertains to questions 9 and 11.



Iredell County Emergency Communications Center
"Saving Lives one Call at a time"

09/22/2016

Executive Director, Richard Taylor
Office of Information Technology Services
NC 911 Board
PO Box 17209
Raleigh, NC 27619-7209

Candy Strezinski, 911 Director
Iredell County Emergency Communications Center
201. E. Water St.
Statesville, N.C. 28687

NC 911 Funding Committee,

Iredell County Emergency Communications is requesting a reconsideration of funding in order to update equipment and complete the connectivity for our backup plan. The new funding model request is based on the actual expenses first to complete an ongoing project for the installation of A-911 Geo-Diverse phone system at our backup location. This connectivity will generate a reoccurring monthly cost. The average cost for initial install was 14,000 with a reoccurring monthly fee of 954.00. We are currently working with the NC911 Board Staff and ITS to lower those costs. After getting several quotes including from the State, we are moving forward with the installation by ITS.

Second, priority project is the new Computer Aided Dispatch (CAD) server, rack and SunGard CAD system. Iredell County currently operates 5 different systems; Mooresville has SunGard, Statesville has New World, Sheriff's Office has Spillman, Troutman has Southern Software and the Communications Center has ESI/Intermedix. Currently these systems are not interoperable and it is my goal as the new Director to reduce the number of various systems and ensure they are interoperable going into our new facility. Since Mooresville is our backup location we selected to go with the SunGard CAD system. This is a much needed update for the center as our current outdated system is not fully integrated to other needed applications and is not providing us the quality of service we need for an emergency center. The total CAD cost is \$479,211.80 with the cost of the rack and server expense totaling \$130,596.00. All equipment is onsite and in the process of being installed, estimated completion date of April 2017 with employee training immediately following prior to implementation.

In addition, Iredell County currently operates with four (4) radio systems; the County VHF system, the Statesville City owned 800 system, the UASI system and Viper. In order to dispatch effectively it became necessary to update the Radio consoles gradually to the MCC7500, so that we are able to connect to the Charlotte UASI system as well as to the State Viper System. We are working toward our goal to directly connect to the State Viper System once in our new facility which is projected to occur at the earliest, the end of 2018.

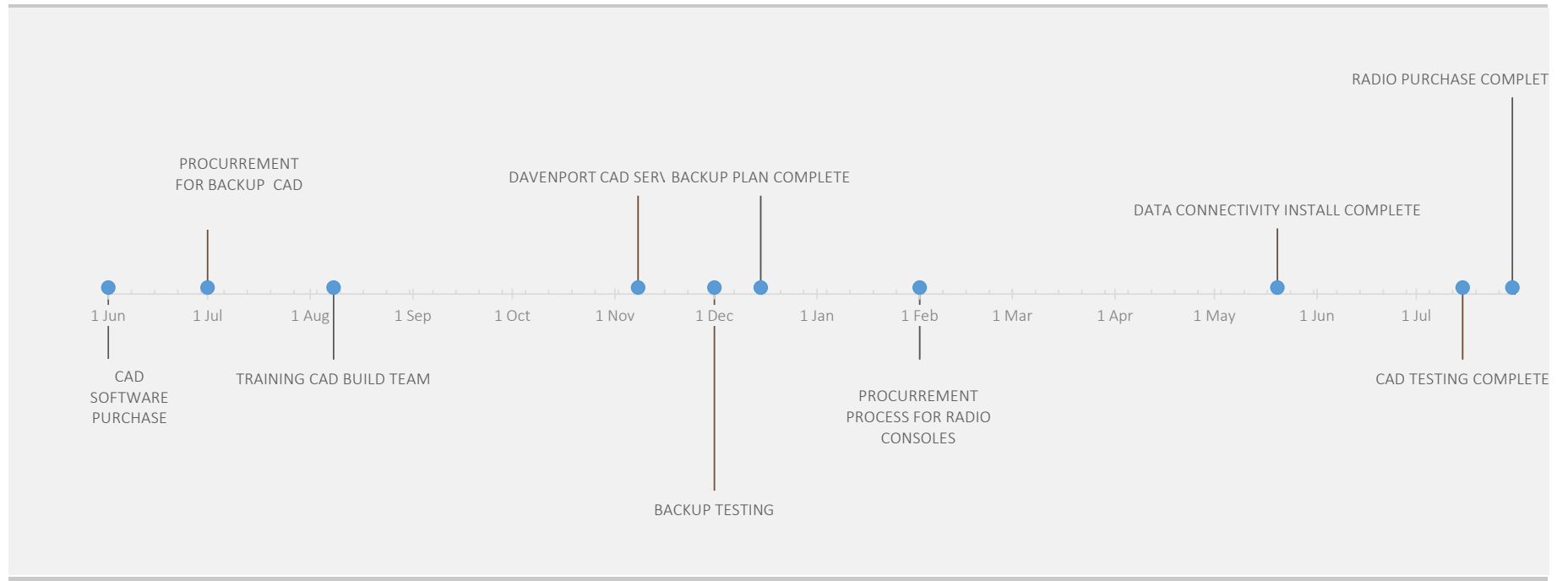
There was a great need in Iredell County for upgrades to remain operational while the new facility is being built and meeting industry standards that would not have been possible without the financial support of this board.

Thank you,

Candy L. Strezinski

Candy Strezinski,
911 Director, Iredell County Emergency Communications Center

IREDELL PROJECTS TIMELINE



North Carolina 911 Board

PSAP Name: Iredell County Emergency Communications

Contact Name: Candy Strezinski

Contact Address: 201 E. Water St. Statesville NC

City: Statesville

Zip: 28687

Contact Email: candy.strezinski@co.iredell.nc.us

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 are due by upon receipt .***
Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.

June 30, 2016 Emergency Telephone System Fund Balance:

\$589,771.42

	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring <u>MONTHLY</u> Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
Phone Systems - Furniture Expenditures			
Selective Rtnng/ALI Prov 9-1-1 trk line charges			
Basic line charge only **One administrative line per call-taking position			
MPLS-Fiber used for backup PSAPs connections			
911 telephone equipment (CPE, etc.)			
Furniture: Cabinets, tables, desks which hold 911 equipment			
TOTAL	\$0.00	\$0.00	\$0.00

	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
SOFTWARE Expenditures			
CAD (modules that are part of the call-taking process only)			
GIS (to create and display the base map showing street centerlines and address, address point layer)			
Voice Logging Recorder			
Time Synchronization			
Dispatch Protocols (Law, Fire, Medical)			
ALI Database software			
Software Licensing			
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.			
Console Audio Box (CAB) software			
Paging software (to send call from CAD to first responder pager or mobile phone)			
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)			
Automated digital voice dispatching software			
TOTAL	\$0.00	\$0.00	\$0.00

	FY2017 (2016-2017) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2017 (2016-2017) Requested Increase Amount Recurring MONTHLY Cost	FY2017 (2016-2017) Requested Increase Amount Recurring ANNUAL Cost
HARDWARE Expenditures			
CAD server			
GIS server			
911 Phone server			
Voice logging server			
Monitors			
Computer Workstations			
Time Synchronization			
UPS			
Generator			
Call Detail Record Printer (automatically captures incoming 911 telephone call data)			
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)			
Fax Modem (for rip & run)			
Printers (CAD, CDR, Reports, etc.)			
Radio Console Dispatch Workstations	439,393.56		
Radio Console Ethernet Switch			
Radio Console Access Router			
Back Up Storage Equipment for 911 Data Base Systems			
Paging Interface With Computer Aided Dispatch (CAD) system			
Alpha / Numeric Pager Tone Generator			
Radio Consolette **as defined in Approved Use of Funds List			
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.			
Hardware MAINTENANCE			
TOTAL	\$439,393.56	\$0.00	\$0.00

List expenditures to be applied to fund balance and submit quotes or invoices for review.:	
Wireless Communcaitions	Expense Amount \$38,913.24
Motorolla MCC7500	\$89,151.00
Davenport	\$136,816.17
Davenport Cabinets	\$4,759.00
Wireless Communications	\$533.75
Sungard Public Sector	\$237,548.28
MPLS-Fiber used for backup PSAPs connections	\$11,354.00
Wireless Communcaitions	\$25,622.74
Total remaining Fund balance:	<div></div> <div>\$45,073.24</div>

Items below this cell are to be completed by 911 Board Staff	
Approved FY2017 FUNDING Distribution	\$366,344.29
FY2017 Anticipated Additional Capital Expenditures	\$439,393.56
FY2017 Anticipated Monthly Recurring	\$0.00
FY2017 Anticipated Annual Recurring	\$0.00
Requested FY2017 Funding	<div></div> <div>\$805,737.85</div>
Approved 20% carry forward amount:	\$90,019.50
Adjusted 10% funding reconsideration proceedure	<div></div> <div>\$45,009.75</div>

Latest 5-year rolling average	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	FY2012-2016	Yearly Amt.	Monthly Amt.
TOTAL EXPENDITURES:	\$375,141.56	\$581,878.07	\$685,853.63	\$321,502.84	\$565,037.79	\$2,529,413.89	\$505,882.78	\$42,156.90

Recommendation of capital increase \$439,393.56. Total funding distribution for the FY2017 is \$805,737.85.

DESCRIPTION	UNIT LIST (DUP)	EXT LIST (DUP)
	\$ -	\$ -
MCC 7500 ASTRO 25 SOFTWARE	\$ 250.00	\$ 250.00
MOTOROLA VOICE PROCESSOR MODULE	\$ 11,920.00	\$ 95,360.00
ADD: MCC 7500 BASIC CONSOLE FUNCTIONALITY SOFTWARE LICENSE	\$ 12,000.00	\$ 96,000.00
ADD: MCC 7500 / MCC 7100 TRUNKING OPERATION	\$ 5,000.00	\$ 40,000.00
ADD: AC LINE CORD, NORTH AMERICAN	\$ -	\$ -
TECH GLOBAL EVOLUTION SERIES 22INCH WITH TOUCH	\$ 3,378.00	\$ 27,024.00
COMPUTER, Z440 WORKSTATION WINDOWS 7 (NON RETURNABLE)	\$ 2,950.00	\$ 23,600.00
WINDOWS SUPPLEMENTAL TRANS CONFIG	\$ 50.00	\$ 400.00
MCC SERIES DESKTOP SPEAKER	\$ 450.00	\$ 7,200.00
MCC SERIES DESKTOP GOOSENECK MICROPHONE	\$ 250.00	\$ 2,000.00
MCC SERIES HEADSET JACK	\$ 200.00	\$ 3,200.00
PROVIDES ONE DUAL PEDAL FOOTSWITCH FOR USE WITH MOTOROLA MCC 7500 DISP	\$ 290.00	\$ 2,320.00
MCAfee WINDOWS AV CLIENT	\$ 165.00	\$ 1,320.00
DUAL IRR SW USB HASP WITH LICENSE (V47)	\$ 2,648.00	\$ 21,184.00
SOUND BLASTER AUDIGY FX PCIE SOUND CARD	\$ 75.00	\$ 600.00
CREATIVE LABS INSPIRE A60	\$ 46.00	\$ 368.00
2620-24 ETHERNET SWITCH	\$ 2,250.00	\$ 6,750.00
GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
ADD: AC POWER	\$ -	\$ -
ADD: HIGH DENSITY ENH CONV GATEWAY	\$ 6,000.00	\$ 6,000.00
SITE MANAGER BASIC	\$ 1,855.00	\$ 1,855.00
ADD: AUX I-O SERV FW CURR ASTRO REL	\$ 175.00	\$ 175.00
ADD: 90VAC TO 260VAC PS TO SM	\$ 120.00	\$ 120.00
AAD TERM BLCK & CONN WI	\$ 90.00	\$ 270.00
GCP 8000 SITE CONTROLLER	\$ 3,000.00	\$ 3,000.00
ADD: QTY (1) SITE CONTROLLER	\$ 2,500.00	\$ 2,500.00
ADD: RACK MOUNT HARDWARE	\$ 50.00	\$ 50.00
MCC 7500 CONVEN SITE OPER	\$ 6,500.00	\$ 6,500.00
GGM 8000 GATEWAY	\$ 4,200.00	\$ 8,400.00
ADD: AC POWER	\$ -	\$ -
ADD: HIGH DENSITY ENH CONV GATEWAY	\$ 6,000.00	\$ 12,000.00
SEVEN AND A HALF FOOT RACK	\$ 495.00	\$ 495.00
RACK MOUNT GROUND BAR, 19 IN FOR TSJ AND WPH SERIES DATA SPDS	\$ 85.00	\$ 85.00

2620-24 ETHERNET SWITCH	\$ 2,250.00	\$ 2,250.00
MCC SERIES DESKTOP SPEAKER	\$ 450.00	\$ 450.00
MCC SERIES DESKTOP GOOSENECK MICROPHONE	\$ 250.00	\$ 250.00
MCC SERIES HEADSET JACK	\$ 200.00	\$ 200.00
COMPUTER, Z440 WORKSTATION WINDOWS 7 (NON RETURNABLE)	\$ 2,950.00	\$ 2,950.00
MCC 7500 VOICE PROCESSOR MODULE FRU	\$ 11,830.00	\$ 11,830.00
2620-24 ETHERNET SWITCH	\$ 2,250.00	\$ 2,250.00
MASTER SITE CONFIG UPGRADE	\$ -	\$ -
ADD: NM/ZC LICENSE KEY 7.14	\$ 1,000.00	\$ 1,000.00
ADD: UCS LICENSE KEY 7.14	\$ 1,000.00	\$ 1,000.00
MCC7500/MCC7100 CONSOLE LIC	\$ 5,000.00	\$ 10,000.00
APX7500 SINGLE BAND 7/800	\$ 4,379.00	\$ 39,411.00
ADD: NO MICROPHONE NEEDED	\$ -	\$ -
ADD: AC LINE CORD US	\$ -	\$ -
ADD: P25 TRUNKING SOFTWARE	\$ 300.00	\$ 2,700.00
ENH: SMARTZONE OPERATION APX	\$ 1,500.00	\$ 13,500.00
ADD: ASTRO DIGITAL CAI OPERATION	\$ 515.00	\$ 4,635.00
ADD: FULL FP W/05/KEYPAD/CLOCK/VU	\$ 789.00	\$ 7,101.00
ADD: 3 YEAR SERVICE FROM THE START LITE	\$ 158.00	\$ 1,422.00
ASSEMBLY,ACCESSORY,APX CONSOLETTTE RACK MOUNT TRAY HARDWARE KIT	\$ 200.00	\$ -
SEVEN AND A HALF FOOT RACK	\$ 495.00	\$ -
APX7500 CONSOLETTTE DUAL BAND M	\$ 4,379.00	\$ 8,758.00
ADD: 7/800MHZ PRIMARY BAND	\$ -	\$ -
ADD: VHF MP SECONDARY BAND	\$ 400.00	\$ 800.00
ADD: ENABLE DUAL BAND OPERATION	\$ 600.00	\$ 1,200.00
ADD: ASTRO DIGITAL CAI OPERATION	\$ 515.00	\$ 1,030.00
ADD: P25 TRUNKING SOFTWARE	\$ 300.00	\$ 600.00
ENH: SMARTZONE OPERATION APX	\$ 1,500.00	\$ 3,000.00
ADD: AC LINE CORD US	\$ -	\$ -
ADD: FULL FP W/05/KEYPAD/CLOCK/VU	\$ 789.00	\$ 1,578.00
ADD: NO MICROPHONE NEEDED	\$ -	\$ -
ADD: 3 YEAR SERVICE FROM THE START LITE	\$ 158.00	\$ 316.00
ASSEMBLY,ACCESSORY,APX CONSOLETTTE RACK MOUNT TRAY HARDWARE KIT	\$ 200.00	\$ -
SEVEN AND A HALF FOOT RACK	\$ 495.00	\$ -
APX7500 CONSOLETTTE DUAL BAND M	\$ 4,379.00	\$ 17,516.00
ADD: 7/800MHZ PRIMARY BAND	\$ -	\$ -
ADD: UHF R2 MP SECONDARY BAND	\$ 400.00	\$ 1,600.00

ADD: ENABLE DUAL BAND OPERATION	\$ 600.00	\$ 2,400.00
ADD: ASTRO DIGITAL CAI OPERATION	\$ 515.00	\$ 2,060.00
ADD: P25 TRUNKING SOFTWARE	\$ 300.00	\$ 1,200.00
ENH: SMARTZONE OPERATION APX	\$ 1,500.00	\$ 6,000.00
ADD: AC LINE CORD US	\$ -	\$ -
ADD: FULL FP W/05/KEYPAD/CLOCK/VU	\$ 789.00	\$ 3,156.00
ADD: NO MICROPHONE NEEDED	\$ -	\$ -
ADD: 3 YEAR SERVICE FROM THE START LITE	\$ 158.00	\$ 632.00
ASSEMBLY,ACCESSORY,APX CONSOLETTES RACK MOUNT TRAY HARDWARE KIT	\$ 200.00	\$ -
SEVEN AND A HALF FOOT RACK	\$ 495.00	\$ -

Equipment Total		526,021.00
Services		229,496.00
Subtotal		755,517.00
System Discount Total	10.58% disc	80,400.00
		679,602.00

ELIGIBLE COST FOR RADIO		
	\$361,686.00	
	\$158,352.24	69% eligible service
	\$520,038.24	
	\$8,506.32	11% discount
	\$528,544.56	

Davenport Group, Inc.
4166 Lexington Avenue North
St. Paul, MN 55126



davenportgroup

Invoice

Date

Invoice #

6/28/2016

95497

Bill To:

Iredell County ECOM
Emergency Comm, Oper & Mangmnt
PO Box 788
Statesville, NC 28687-0788

Ship To:

Iredell County Communications
Emergency Communications
201 Water St
Statesville, NC 28677

Purchase Order Number:

Terms:

Sales Rep

Ship Date

Ship VIA

FOB

161263-00

See Note Below

MB

6/28/2016

Description

Qty

Rate

Amount

Production Support/Subscription VMware vCenter Server 6

1

1,545.00

1,545.00T

Windows Server Datacenter 2012R2 NL 2 Proc License

2

6,164.00

12,328.00T

*Reference Quote #94770

Total Before Sales Tax

128,165.00

Total Sales Tax

8,651.17

8,651.17

Received in Iredell County ☒ Yes ☐ No
(circle one)

P.O. # 161263

Picked up in _____ County, NC

Code: _____

Approved by: 

Net 15 days from date of shipment; Services Net 15 days from date of completion.

Subtotal

\$136,816.17

Total

\$136,816.17

Phone #

Fax #

Website

651.765.0279

651.765.0774

www.davenportgroup.com

Balance Due

\$136,816.17

Davenport Group, Inc.
 4166 Lexington Avenue North
 St. Paul, MN 55126

145624

2016 JUN 30 11:17

davenportgroup

Invoice

Date	Invoice #
6/28/2016	95497

Bill To:
Iredell County ECOM Emergency Comm. Oper & Mangmnt PO Box 788 Statesville, NC 28687-0788

Ship To:
Iredell County Communications Emergency Communications 201 Water St Statesville, NC 28677

Purchase Order Number:	Terms:	Sales Rep	Ship Date	Ship VIA	FOB
161263-00	See Note Below	MB	6/28/2016		

Description	Qty	Rate	Amount
PowerEdge FX2	1	2,882.00	2,882.00T
PowerEdge FC630 Server Node	2	14,871.00	29,742.00T
Dell PowerEdge FN410S I/O Module	2	1,901.00	3,802.00T
Shipping		52.00	52.00T
Discount		-8,089.00	-8,089.00T
Dell Networking N3024	2	2,486.00	4,972.00T
Shipping	2	10.00	20.00T
Discount		-327.00	-327.00T
Dell Storage SC4020i		44,989.00	44,989.00T
1 SC4020 100GB SCSI - 4ports (Single drives)			
6 Dell 1.92TB SAS 12Gb, SSD, Mainstream RL, 2.5			
18 Enclosure Blank, SAS, Drive Bay Blanks, 2.5"			
1 C13-C14, PDU, 12AMP, 6.5 FT (2m), Power cord, Qty2			
8 SFP+ Cable, 3M, CUS			
SW, Remote Data Protection w/ Live Volume Bundle Base License	1	5,375.00	5,375.00T
Copilot Support Term: 3 year (36 months) - 24x7 Support Center	1	11,402.00	11,402.00T
Shipping		118.00	118.00T
Discount		-2,808.00	-2,808.00T
Description Unit Price Extended	4	3,121.00	12,484.00T
VMware vSphere 6			
Production Support/Subscription VMware vSphere 6	4	1,132.00	4,528.00T
VMware vCenter Server 6 Standard for vSphere 6	1	5,150.00	5,150.00T

PAID

This instrument has been preaudited
 in the manner required by the
 Local Government Budget and Fiscal
 Control Act.

Susan B. Robertson
 Finance Officer

Inv# 95497 \$ 136,816.17
 DAVENPORT GROUP INC
 06/28/2016 # Pages 3
 PO# 161263

FP3 D0C117S4529

from date of completion.

Subtotal

Total

Phone #	Fax #	Website
651.765.0279	651.765.0774	www.davenportgroup.com

Balance Due



4800 Reagan Drive
Charlotte, NC 28206
Phone: 704-597-5220
Fax: 704-597-7050

Quote No: Q28633
Date: 02/13/2017
Prepared for: CANDY STREZINSKI
Prepared by: BRUCE WILLIAMS
Terms: NET UPON RECEIPT
Customer PO:

Bill To:	Ship To:
Wireless Account No: 7048783047 IREDELL COUNTY P.O. BOX 788 STATESVILLE, NC 28687	IREDELL COUNTY EMERGENCY COMM 201 E WATER ST STATESVILLE, NC 28677-5229

Part No	Description	Qty	Price Ea.	Extended
INOTE	RELOCATION OF THE EXISTING PATRIOT B SIDE EQUIPMENT FROM STATESVILLE PD TO MOORESVILLE PD	1	20,013.24	20,013.24
809800-17101	AIRBUS FIELD ENGINEERING SERVICES	80	100.00	8,000.00
INOTE	CONVERT STATESVILLE PD TO A REMOTE PSAP	1	10,900.00	10,900.00

Non Taxable: 0.00
Taxable: 38,913.24
Sub Total: 38,913.24
Sales Tax: 2,626.64

Total Quoted Amount: 41,539.88

Accepted By : _____
Authorized Signature

Date : _____

Proposal is Valid Until Wednesday, March 15, 2017

Delivery Lead Time Available Upon Request

20% Re-stocking Fee on All Returns

Maintenance Contracts are Available

This Proposal is Subject to Wireless Communications' Standard Terms and Conditions (see attachment)

Thank You for Choosing Wireless!



4800 Reagan Drive
Charlotte, NC 28206
Phone: 704-597-5220
Fax: 704-597-7050

Quote No: Q28633
Date: 02/13/2017
Prepared for: CANDY STREZINSKI
Prepared by: BRUCE WILLIAMS
Terms: NET UPON RECEIPT
Customer PO:

Terms

THESE TERMS AND CONDITIONS APPLY TO ALL TRANSACTIONS. LEASES, CONDITIONAL SALES, CHATTEL MORTGAGES, RETAIL INSTALLMENT CONTRACTS, AND RENTAL AGREEMENTS MAY CONTAIN APPLICABLE TERMS AND CONDITIONS PRINTED THEREIN

1. **ACCEPTANCE.** This document is an offer by the Buyer, which will become a contract when acknowledged in writing by Wireless Communications, and the banking negotiation or other use of the down payment shall not constitute an acceptance hereof by Wireless Communications (Seller hereinafter). It is agreed that sales are made only on the terms and conditions herein. Seller shall not be bound by terms and conditions in Buyer's purchase order or elsewhere unless expressly agreed to in writing. In the absence of written acceptance of these terms, acceptance of or payment for purchases hereunder shall constitute an acceptance of these terms and conditions. Any contract evidenced by this document is assigned to Wireless Communications.
2. **DEFINITIONS.** All references to Seller herein shall mean Wireless Communications, and all references to Buyer shall mean the Customer named in the attached document.
3. **SHIPPING AND HANDLING.** Shipping and Handling charges when shown separately in the attached document include (prepaid) domestic surface and airfreight which will be included on the invoice (e.g., UPS, Parcel Post, Common Carrier). Freight charges are subject to frequent changes and in considerations of Seller's agreement to hold to the charges stated, Buyer agrees to pay such amount without regard to the actual charges applicable at the time of shipment. It is understood that Seller will not have to provide Buyer with any copies of carrier freight bills.
4. **DELIVERY AND TITLE.** Unless otherwise stated on the attached form, all deliveries are FOB Seller's business location. Shipping and delivery dates are best estimates only. Seller reserves the right to make deliveries in installments and the contract will be severable as to such installments. Delivery delay or default of any installment shall not relieve the Buyer of its obligation to accept and to pay for remaining deliveries. Claim for shipment shortage shall be deemed waived unless presented to Wireless Communications in writing within forty-five (45) days of delivery of each shipment. **IN NO EVENT SHALL WIRELESS COMMUNICATIONS BE LIABLE FOR INCREASED COSTS, LOSS OF PROFITS OR GOOD WILL OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES** due to late or non-delivery of products. Title to products sold shall pass to Buyer at the FOB point. Seller shall retain a security interest and the right of possession in the products until Buyer makes full payment. Buyer agrees to cooperate in whatever manner necessary to assist Seller in perfection on said security interest upon request.
5. **COMMERCIAL WARRANTY.** Wireless Communications provides no warranty for products sold unless otherwise noted in writing on the attached form. Manufacturers of products sold provide warranties of varying periods and coverage. Written copies of manufacturer's warranties are available upon request.
6. **EQUIPMENT PERFORMANCE.** Because each radio system is unique, Seller disclaims liability for range, coverage, or operation of the system as a whole except by a separate written agreement by an officer of the Seller.
7. **PAYMENT.** The Buyer shall make payment in accordance with the terms stated on the attached document at Wireless Communications, P.O. Box 37904, Dept. #125, Charlotte, NC, 28237-7904, or at such other place as Wireless Communications may designate. Payment shall be made upon delivery unless stated otherwise on the attached document.
8. **TAXES.** Except for the amount, if any, of state and local tax stated on the attached document, the prices set forth herein are exclusive of any amount for Federal, State, and/or local excise, sales, use, property, retailer's occupation, or similar taxes. If any such excluded tax is determined to be applicable to this transaction or if Seller is required to pay or bear the burden thereof, the prices set forth herein shall be increased by the amount of such tax and any interest or penalty thereon, and the Buyer shall pay to the Seller the full amount of any such increase no later than ten (10) days after receipt of an invoice therefore.
9. **TERMINATION AND CANCELLATION.**
 - A. Seller shall not be liable for any delay or failure to perform due to any cause beyond its control. Causes include, but are not limited to, strikes, acts of God, acts of the Buyer, interruptions of transportation or inability to obtain labor, materials, or facilities, default of any supplier, or delays in FCC frequency authorization or license grant. The delivery schedule shall be considered extended by a period of time equal to the time lost because of any excusable delay. In the event Seller is unable to wholly or partially perform because of any cause beyond its control, Seller may terminate any contract without liability to the Buyer.
 - B. Buyer may by written notice to Seller within fifteen (15) days of the date hereof cancel any contract arising hereunder, for other than the default of the Seller and at Seller's convenience, in which event Buyer shall pay Seller twenty percent (20%) of the total price of all products and accessories listed on the attached document as a restocking charge.
10. **TECHNICAL ASSISTANCE.** Warranties shall not be enlarged and no obligation or liability shall arise out of Seller's rendering of technical advice, facilities, or service in connection with Buyer's purchase of the products furnished.
11. **FCC MATTERS.** The Buyer is solely responsible for obtaining any licenses or other authorizations required by the Federal Communications Commission (FCC) and for complying with FCC rules and with the rules and regulations to any other federal, state, or local regulatory agency. Neither Seller nor any of its employees is an agent or representative of the Buyer in FCC matters or otherwise. Seller, however, may assist in the preparation of the license application.
12. **CONTROLLING LAW.** This document and the rights and duties of the parties shall be governed and interpreted according to the laws of the State of North Carolina.
13. **FINAL ACCEPTANCE.** Failure to make a claim within five (5) days after receipt of each product covered hereby shall constitute an irrevocable acceptance thereof.
14. **LIMITATION OF LIABILITY.** Seller's total liability is limited to the total price of the products sold hereunder. Buyer's sole remedy is to request Seller at Seller's option to either refund the purchase price, or to repair or replace products that are not as warranted. In no event will Seller be liable for incidental or consequential damages. No action shall be brought for any breach of this contract more than one (1) year after the accrual of such cause of action except for money due upon open account.
15. **WAIVER.** The failure of Seller to insist in any one or more instances, upon the performance of the terms, covenants, or conditions herein, or to exercise any right hereunder shall not be construed as a waiver or relinquishment of the future performance of any such term, covenant, or conditions or the future exercise of such right, but the obligation of the Buyer with respect to such future performance shall continue in force and effect.
16. **GENERAL.**
 - A. Buyer acknowledges that it has read and understands these terms and conditions and agrees to be bound by them, that it is the complete and exclusive statement of the agreement between the parties and supersedes all proposals, oral or written, and all other communications between the parties relating to the subject matter hereof.
 - B. No modification hereof shall be binding upon Seller unless such modification is in writing signed by a duly authorized representative of Seller.
 - C. If any part is contrary to, prohibited by, or deemed invalid under the applicable laws or regulations, such provision shall be deemed omitted to the extent so contrary prohibited or invalid, but remainder shall not be invalidated and shall be given effect so far as possible.

IMPORTANT:

DIRECT INQUIRIES ABOUT THIS PROPOSAL/ORDER TO WIRELESS COMMUNICATIONS, AT 4800 REAGAN DR., CHARLOTTE, NC, 28206.
PLEASE SPECIFY SALES ORDER NUMBER

Proposal is Valid Until Wednesday, March 15, 2017

Delivery Lead Time Available Upon Request

20% Re-stocking Fee on All Returns

Maintenance Contracts are Available

This Proposal is Subject to Wireless Communications' Standard Terms and Conditions (see attachment)

Thank You for Choosing Wireless!



davenportgroup

Iredell County

Statement of Work

Virtualization of 911 EOC

April 21, 2016

**Presented by:
Mary Brown**

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Davenport Group Statement of Work

1 Client Information

Client Name	Iredell County
Client Contact	Candy Strezinski candy.strezinski@co.iredell.nc.us (704) 878-3407
Client Address	201 E Water St Statesville, NC 28677
Additional Sites (if applicable)	

Davenport Group Statement of Work

2 Statement of Work

This Statement of Work defines the tasks to be performed for Iredell County, herein after referred to as (“Client”). Tasks to be performed, as well as the responsibilities of Client, are included in the Statement of Work.

2.1 Scope

- SC4020 Installation and Configuration
- VMWare Installation and Configuration

2.2 Assumptions

Davenport Group has made the following assumptions while specifying the Services detailed in this Statement of Work:

- The provision of the Services does not include the development of any intellectual property created solely and specifically for the Customer under this SOW.
- Normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. local Client time. Services will be performed during normal business hours, unless mutually agreed upon.
- Service engagements will utilize full contiguous business days, unless mutually planned and agreed upon.
- Client’s network infrastructure is stable and is the same across all its sites.
- This Statement of Work includes travel to one domestic location within the continental United States. Travel to other locations is out of scope unless otherwise stipulated within this Statement of Work.
- Davenport Group is not responsible for resolving compatibility or other types of issues that cannot be resolved by the manufacturer, or for configuring hardware or software in contradiction to the settings supported by the manufacturer.
- For a timely and successful implementation to occur both the Client and Davenport Group must work together and requests for assistance by Davenport Group need to be responded to in a timely manner. Client will work with Davenport Group to ensure that the necessary Client information, appropriate documentation, and the ability to gain access to the necessary Client resources, personnel, and facilities happen as promptly as possible.
- If issues present themselves that prevent the Client from meeting its obligations as set forth in this Statement of Work, Davenport Group may adjust the timeline or costs as necessary and will provide the Client notice of any changes.

Davenport Group Statement of Work

- Davenport Group is not responsible for application malfunctions or conflicts between Client applications.
- Davenport Group engineers shall not perform engineering and/or consulting tasks that are outside their skill sets and experience. Davenport Group engineers may decline a service request if the request falls outside the scope of their experience and expertise.

3 Services

3.1 Planning

- Dialog with Client's IT staff to determine design goals and project requirements that are agreed to by Davenport Group and the Client.
- Review existing environment for technical readiness requirements.
- Review installation requirements.
- Review network configuration.
- Review operating systems and application versions.
- Make recommendations for any environmental changes that may be required to ensure work herein is completed successfully.
- Create a timeline and task list.
- Ensure Client reviews, accepts and abides by the terms and conditions.

3.2 Hardware Preparation

- Unpack, inspect, and install hardware components in data center racks.
- Mount equipment into rack and re-install any hardware components.
- Install and route power cables, network connectivity, etc.
- Test end-to-end connectivity.
- Verify system is operational

3.3 SC4020 Installation and VMWare Services

- Implement a fully functioning and validated installation of the Dell Storage Center (SAN 1) with the following objectives:
 - Racking the Dell Storage Center Hardware
 - Mount Storage Center controller(s) in appropriate rack
 - Mount Disk Enclosure(s) in appropriate rack
 - Populate Disk Enclosure(s) with disk drives
 - Install necessary fibre, network, and power cables
 - Basic setup of Storage Center
 - Apply Hardware and System serial numbers
 - Set the IP addresses
 - Apply system license key
 - Ensure all aspects of Storage Center are fully functional and operating as designed
 - Create disk folder, volume, server

Davenport Group Statement of Work

- Label, document, and verify
 - Label all cables installed
 - Document all cable connections made to this point
 - Verify all connections to and from Storage Center, (iSCSI, Fibre Channel, FCoE)
- Enterprise Manager Installation
 - Install and configure data collector
 - Configure remote Data Collector Manager (if applicable)
 - Install and configure Enterprise Manager Client
 - Create Threshold Definition
 - Create System Report
- SAN Administration Training
 - Review basic administration and configuration functions with the customer
 - Review with the customer the Dell Storage Center operations manual
 - Ensure the customer understands the Storage Center configuration, how to manage the system, and make changes on their own
 - Ensure the customer knows when and how to contact Copilot Services
- Implement a fully functioning vSphere environment
 - Installation and configuration of vSphere hosts
 - Mount host(s) in appropriate rack and cable host(s) based on approved vSphere physical design
 - Install approved version of ESXi on all hosts
 - Configure vSwitches, dvSwitches, VMKernel ports, and port groups based on approved vSphere logical design
 - Installation and configuration of vCenter
 - Import vCenter Appliance onto host
 - Enable and configure vSphere Web Client
 - Enable and configure Active Directory Authentication
 - Create Windows Server templates and operating system customization specification
 - Cluster creation and advanced configuration
 - Configure High Availability (HA) and Distributed Resource Scheduler (DRS)
 - Configure host groups and affinity rules based on logical design
 - Basic installation and configuration of vCenter Operations Manager
 - Import vCenter Operations Manager vApp
 - Configure vCenter monitoring
 - Enable and configure email monitoring
 - vSphere administration knowledge transfer
 - Install and explore vSphere Client
 - Review Datastore creation and administration
 - Explore vMotion, HA, and DRS configuration/administration
 - Ensure customer knows how to create and manage VMs
 - Review vCenter Operations Manager

Davenport Group Statement of Work

4 Out of Scope

4.1 Excluded Services

Both Davenport Group and the Client acknowledge that only the services outlined in this Statement of Work will be performed by Davenport Group.

4.2 Change Management

The Change Management Process (“Change Management Process”) is the process that governs changes to the scope of the Service during the Term of this SOW, as described below. The Change Management Process may be used to modify the Scope, Assumptions, and Services described in this SOW.

Changes to scope beyond what is listed within this Statement of Work, must be documented in writing with a Request for Change Form (see Attachment B), and signed and approved by both parties as an amendment to this Statement of Work. If additional costs are applicable, they will be noted in the amendment.

Davenport Group Statement of Work

5 Client Responsibilities

- Client will promptly notify Davenport Group in writing of a) any changes Client makes to its information technology environment (“Environment”) that may impact Davenport Group’s performance of the Services; and b) if Client becomes aware that any of the Assumptions set forth herein are incorrect.
- Client will maintain a backup of all data and programs on affected systems prior to Reseller performing the Services and during the term of the SOW. Davenport Group will have no liability for loss or recovery of data, programs or loss of use of system(s) arising out of or in connection with the Services provided under this SOW.
- Prior to the start of this SOW, Client will provide to Reseller in writing contact information for a single point of contact (the “Client Contact”) who will ensure that all tasks can be completed within the specified time period. All Services communications will be addressed to such point of contact. Failure to do so might result in an increase in project hours and/or length in schedule.
- Client will provide technical points-of-contact, who have a working knowledge of the enterprise components to be considered during the Services (“Technical Contacts”). Davenport Group may request that meetings be scheduled with Technical Contacts.
- The Client Contact will have the authority to act for Client in all aspects of the Service including bringing issues to the attention of the appropriate persons within Client’s organization and resolving conflicting requirements.
- The Client Contact will ensure that any communication between Client and Davenport Group, including any scope-related questions or requests, are made through the appropriate Davenport Group project management personnel.
- The Client Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of Service.
- The Client Contact will ensure attendance by key Client contacts at Client meetings and deliverable presentations.
- The Client Contact will obtain and provide project requirements, information, data, decisions and approvals within one working day of the request, unless both parties agree to a different response time.
- Client may be responsible for developing or providing documentation, materials and assistance to Davenport Group and agrees to do so in a timely manner. Davenport Group shall not be responsible for any delays in completing its assigned tasks to the extent that they result from Client’s failure to provide such timely documentation, materials and assistance.
- Client will ensure the Services personnel have reasonable and safe access to the Project site, a safe working environment, an adequate office space, and parking as required.
- Client will inform Davenport Group of all access issues and security measures, and provide access to all necessary hardware and facilities.

Davenport Group Statement of Work

- Client is responsible for providing access to all hardware, software, internet access, and facilities for the successful completion of the Services. Facilities and power must meet Dell's requirements for the products and Services purchased.
- Client will secure applicable and appropriate data center rack space, electrical capacity, network capacity and required third-party hardware, software or documentation **in advance** of the installation date.
- It is the Client's responsibility to obtain any and all prerequisite software licenses, certificates, codes, etc.
- If applicable, Client will have procured any required OS media, certificates, and product keys.
- If applicable, Client will locate OS certificates and register them online in order to generate appropriate license keys.
- If applicable, Client will ensure all required and/or appropriate Windows' licenses have been purchased prior to doing any P2V conversion. Windows' licenses purchased OEM with a physical server **cannot** be transferred to another server, physical or virtual.
- Client is responsible for all elements of system security. Industry best practices should be used for creating, issuing, managing, disabling, and revoking user IDs and passwords for Davenport Group personnel.
- Client will provide Davenport Group in writing with any restrictions or requirements regarding the Davenport Group consultant's use of personal equipment in advance of the commencement of the project.
- Client will provide access to telephone if cellular phone service is not operational within the datacenter and/or work area.
- Client will provide a computer connected to Client's network for the purpose of administration and testing. This computer needs to be freely available throughout the entire installation process.
- Client will load any patches or updates that may have been released subsequently after this Service is complete.

Davenport Group Statement of Work

6 Acceptance and Authorization

This Statement of Work is approved by:

Iredell County

Davenport Group

Approver signature

Signature

Approver name (printed)

Brandon J. Jackson

Approver title

Chief Operating Officer

Date

Date

Davenport Group Statement of Work

7 Attachment A: General Terms and Conditions

1. SERVICE

The following states the general terms and conditions under which we agree to perform certain services as described in the Statement of Work attached hereto. Signature of the Statement of Work by the parties, incorporate by reference these general terms and conditions and form the entire Agreement between the parties.

2. TAXES

Client agrees to pay all applicable taxes, which result from any transaction under this Agreement, excluding taxes based on net income of Davenport Group. If Client claims exemption from any such taxes, Client will provide Davenport Group with the documentation required, by the taxing authority, at point of purchase to support the exemption.

3. DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY

DAVENPORT GROUP WARRANTS THAT SERVICE WILL BE PERFORMED IN A GOOD AND WORKMANLIKE MANNER. IF ANY FAILURE TO MEET THE FOREGOING WARRANTY APPEARS WITHIN THIRTY (30) DAYS FROM THE DATE SUCH SERVICE IS FURNISHED, DAVENPORT GROUP SHALL RE-PERFORM THE SERVICE, INCLUDING REPLACEMENT OF FAILED PARTS PROVIDED AND INSTALLED BY DAVENPORT GROUP, OR REFUND THE AMOUNT PAID FOR SUCH SERVICE. THE FOREGOING SETS FORTH THE EXCLUSIVE REMEDIES AGAINST DAVENPORT GROUP FOR CLAIMS BASED ON A DEFECT IN SERVICES. DAVENPORT GROUP MAKES NO OTHER WARRANTIES, WHETHER WRITTEN, ORAL OR STATUTORY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR PURPOSE, INFRINGEMENT OR THE LIKE. DAVENPORT GROUP'S ENTIRE LIABILITY FOR ANY CLAIM, REGARDLESS OF LEGAL THEORY, SHALL NOT EXCEED \$10,000.00 OR THE AMOUNT PAID FOR THE SERVICE PROVIDED, WHICHEVER IS LESS. IN NO EVENT WILL DAVENPORT GROUP BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, THIRD PARTY CLAIMS, LOSS OF USE, LOSS OF DATA, LOSS OF INCOME OR PROFIT, LOSS OF VALUE TO EQUIPMENT OR AFFILIATED COMPONENTS. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO CLAIMS FOR PERSONAL INJURY OR PHYSICAL DAMAGE TO REAL OR TANGIBLE PERSONAL PROPERTY CAUSED BY THE NEGLIGENCE OR WILLFUL MISCONDUCT.

4. INDEMNIFICATION

Each party (as "indemnitor") agrees to indemnify, defend and hold harmless the other party (as "indemnitee") from and against any and all claims, losses liability, costs, or expenses (including reasonable attorney's fees), hereinafter called "Claims", arising out of bodily injury or death of any person or property damage, to the extent that such Claims are caused by the sole negligence, misconduct or other fault of the Indemnitor, its agents, employees or contractors. In no event will such liability of any kind include any special, incidental, or consequential damages.

5. CONFIDENTIALITY

Each party agrees to utilize reasonable efforts in preserving the confidentiality of proprietary data or information that is designated confidential and is submitted pursuant to this Agreement. Each party will be liable to the other party only in the event of a willful and material disclosure of such proprietary data or information.

6. NON-SOLICITATION

Each party agrees not to hire, contract, or take away or cause to be hired, contracted, or taken away, any employee or independent contractor from the other party, for a period of two years following termination of this agreement.

7. TERMINATION

Either party, upon thirty days prior written notice, may terminate this Agreement for failure of the other to comply with its Terms and Conditions.

8. GENERAL PROVISIONS

- a. Client may not assign or otherwise transfer its obligations under this Agreement except with the written consent of Davenport Group, which shall not be unreasonably withheld.
- b. Customer's environment is as represented to Reseller at the time of execution of this SOW.
- c. Davenport Group shall exercise commercially reasonable efforts to perform the services in a timely manner, but shall not be responsible for delays or failures to perform, which are due to causes beyond its reasonable control.
- d. Davenport Group may use affiliates and subcontractors to perform the Services.
- e. If a conflict arises between the terms of this SOW and the Agreement, the following order of precedence shall be followed: first, the SOW, and second the Agreement. Any terms contained in any other agreement between Client and Davenport Group with respect to the provision of the Services that attempt to supplement, modify or amend, or which are inconsistent or conflict with, the terms of this SOW or the Agreement shall not apply.
- f. This Agreement shall be interpreted in accordance with the laws of the State of Minnesota.
- g. Either party may bring no action under this Agreement more than one year after the cause of action has accrued.
- h. If a court of competent jurisdiction deems any provision of this Agreement, invalid or unenforceable, such judgment shall not invalidate or render unenforceable the remainder of the Agreement.
- i. Any notice, under this Agreement, shall be in writing and shall be effective upon receipt via certified United States Mail or nationally recognized courier. All changes to this Agreement must be in writing and executed by both parties.

Davenport Group Statement of Work

8 Attachment B: Request for Change Form

GENERAL INFORMATION			
RFC Number:		Revision Number:	
Create Date:		Revision Date:	
RFC Title:			
SOW/Contract Title:			
Customer Name:	Name:	Email:	Phone:
Change Initiator: (prepared by)	Name:	Email:	Phone:
SCOPE OF CHANGE			
Reason for Change:			
Description of Desired Change:			
Effect of Change:			
	<i>In the fields below, identify impact to Budget, Schedule, Quality, Quantity, Resources, and Cost ; insert n/a if not applicable</i>		
	Budget:	Schedule:	Quality:
	Quantity:	Resources:	Cost:
	Cost to be paid by:		
TERMS & CONDITIONS AND SIGNATURE			
<p>This Request for Change Form ("RFC") is governed by and subject to the terms and conditions specified in the associated SOW. If applicable, the Agreement is incorporated by reference in its entirety into this RFC and the parties acknowledge having read and agree to be bound by the Agreement. In the event of a conflict or inconsistency between the provisions of this RFC and the provisions of the SOW or the Agreement, as the case may be, the provisions of this RFC will take precedence. Unless specified otherwise in the Reason for Change section, this RFC shall take effect on the latest signature date.</p> <p>Signatures below evidence acceptance of the change detailed above.</p>			
Davenport Group		Client	
Signature:		Signature:	
Printed Name:		Printed Name:	
Title:		Title:	
Date:		Date:	

Please fax/email signed copy to your Davenport Group Account Executive



4800 Reagan Drive
Charlotte, NC 28206
Phone: 704-597-5220
Fax: 704-597-7050

Quote No: Q21367
Date: 06/04/2015
Prepared for: DAVID W MARTIN
Prepared by: BRUCE WILLIAMS
Terms: NET UPON RECEIPT
Customer PO:

Bill To:	Ship To:
Wireless Account No: 7048783047 IREDELL COUNTY P.O. BOX 788 STATESVILLE, NC 28687	IREDELL COUNTY EMERGENCY COMM 201 E WATER ST STATESVILLE, NC 28677-5229

Part No	Description	Qty	Price Ea.	Extended
PATRIOT INTERFACE FOR INTRADO RFAI NETWORK FOR ECOM				0.00
9873090-02301	SENT PAT 3.3 FP1	1	0.00	0.00
873091-00701	PAT LIC EIM RFAI MODULE	8	250.00	2,000.00
809800-01108	PAT LIC EIM RFAI SPT 3YR	8	120.00	960.00
03800-03040	FIREWALL MODEM 60D	1	543.75	543.75
03800-03043	WARR FIREWALL 60D 3YR	1	488.75	488.75
809800-00200	CONFIGURE NETWORK DEVICE	1	166.25	166.25
SUB-TOTAL:				4,158.75
24X7 REMOTE MONITORING SERVICE - ECOM				0.00
871499-01210	M&R 3.0 IP DEVICES LIC	1	88.75	88.75
809800-16168	M&R 3.0 IP DEV SRVC 3YR	1	1,237.50	1,237.50
SUB-TOTAL:				1,326.25
PATRIOT INTERFACE FOR INTRADO RFAI NETWORK FOR STATESVILLE PD				0.00
873090-02301	SENT PAT 3.3 FP1	1	0.00	0.00
873091-00701	PAT LIC EIM RFAI MODULE	7	250.00	1,750.00
809800-01108	PAT LIC EIM RFAI SPT 3YR	7	120.00	840.00
03800-03040	FIREWALL MODEM 60D	1	543.75	543.75
03800-03043	WARR FIREWALL 60D 3YR	1	488.75	488.75
809800-00200	CONFIGURE NETWORK DEVICE	1	166.25	166.25
SUB-TOTAL:				3,788.75

Proposal is Valid Until Saturday, July 4, 2015

Delivery Lead Time Available Upon Request

20% Re-stocking Fee on All Returns

Maintenance Contracts are Available

This Proposal is Subject to Wireless Communications' Standard Terms and Conditions (see attachment)

Thank You for Choosing Wireless!



4800 Reagan Drive
Charlotte, NC 28206
Phone: 704-597-5220
Fax: 704-597-7050

Quote No: Q21367
Date: 06/04/2015
Prepared for: DAVID W MARTIN
Prepared by: BRUCE WILLIAMS
Terms: NET UPON RECEIPT
Customer PO:

24X7 REMOTE MONITORING - STATESVILLE PD				0.00
871499-01210	M&R 3.0 IP DEVICES LIC	1	88.75	88.75
809800-16168	M&R 3.0 IP DEV SRVC 3YR	1	1,237.50	1,237.50
SUB-TOTAL:				1,326.25
PATRIOT INTERFACE FOR INTRADO RFAI NETWORK FOR MOORESVILLE PD				0.00
873090-02301	SENT PAT 3.3 FP1	1	0.00	0.00
873091-00701	PAT LIC EIM RFAI MODULE	4	250.00	1,000.00
809800-01108	PAT LIC EIM RFAI SPT 3YR	4	120.00	480.00
SUB-TOTAL:				1,480.00
809800-17101	FIELD ENG-PRIMARY	96	125.00	12,000.00
SHIPPING	SHIPPING AND HANDLING	1	79.00	79.00
Non Taxable:				2,475.00
Taxable:				21,684.00
Sub Total:				24,159.00
Sales Tax:				1,463.74
Total Quoted Amount:				25,622.74
Accepted By : _____				
Date : _____				
Authorized Signature				
Proposal is Valid Until Saturday, July 4, 2015				
20% Re-stocking Fee on All Returns				
This Proposal is Subject to Wireless Communications' Standard Terms and Conditions (see attachment)				
Thank You for Choosing Wireless!				
Delivery Lead Time Available Upon Request				
Maintenance Contracts are Available				



4800 Reagan Drive
Charlotte, NC 28206
Phone: 704-597-5220
Fax: 704-597-7050

Quote No: Q21367

Date: 06/04/2015
Prepared for: DAVID W MARTIN
Prepared by: BRUCE WILLIAMS
Terms: NET UPON RECEIPT
Customer PO:

Terms

THESE TERMS AND CONDITIONS APPLY TO ALL TRANSACTIONS. LEASES, CONDITIONAL SALES, CHATTEL MORTGAGES, RETAIL INSTALLMENT CONTRACTS, AND RENTAL AGREEMENTS MAY CONTAIN APPLICABLE TERMS AND CONDITIONS PRINTED THEREIN

1. **ACCEPTANCE.** This document is an offer by the Buyer, which will become a contract when acknowledged in writing by Wireless Communications, Inc. and the banking negotiation or other use of the down payment shall not constitute an acceptance hereof by Wireless Communications, Inc. (Seller hereinafter). It is agreed that sales are made only on the terms and conditions herein. Seller shall not be bound by terms and conditions in Buyer's purchase order or elsewhere unless expressly agreed to in writing. In the absence of written acceptance of these terms, acceptance of or payment for purchases hereunder shall constitute an acceptance of these terms and conditions. Any contract evidenced by this document is assigned to Wireless Communications, Inc.
2. **DEFINITIONS.** All references to Seller herein shall mean Wireless Communications, Inc. and all references to Buyer shall mean the Customer named in the attached document.
3. **SHIPPING AND HANDLING.** Shipping and Handling charges when shown separately in the attached document include (prepaid) domestic surface and airfreight which will be included on the invoice (e.g., UPS, Parcel Post, Common Carrier). Freight charges are subject to frequent changes and in considerations of Seller's agreement to hold to the charges stated, Buyer agrees to pay such amount without regard to the actual charges applicable at the time of shipment. It is understood that Seller will not have to provide Buyer with any copies of carrier freight bills.
4. **DELIVERY AND TITLE.** Unless otherwise stated on the attached form, all deliveries are FOB Seller's business location. Shipping and delivery dates are best estimates only. Seller reserves the right to make deliveries in installments and the contract will be severable as to such installments. Delivery delay or default of any installment shall not relieve the Buyer of its obligation to accept and to pay for remaining deliveries. Claim for shipment shortage shall be deemed waived unless presented to Wireless Communications, Inc. in writing within forty-five (45) days of delivery of each shipment. IN NO EVENT SHALL WIRELESS COMMUNICATIONS, INC. BE LIABLE FOR INCREASED COSTS, LOSS OF PROFITS OR GOOD WILL OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES due to late or non-delivery of products. Title to products sold shall pass to Buyer at the FOB point. Seller shall retain a security interest and the right of possession in the products until Buyer makes full payment. Buyer agrees to cooperate in whatever manner necessary to assist Seller in perfection on said security interest upon request.
5. **COMMERCIAL WARRANTY.** Wireless Communications, Inc. provides no warranty for products sold unless otherwise noted in writing on the attached form. Manufacturers of products sold provide warranties of varying periods and coverage. Written copies of manufacturer's warranties are available upon request.
6. **EQUIPMENT PERFORMANCE.** Because each radio system is unique, Seller disclaims liability for range, coverage, or operation of the system as a whole except by a separate written agreement by an officer of the Seller.
7. **PAYMENT.** The Buyer shall make payment in accordance with the terms stated on the attached document at Wireless Communications, Inc., P.O. Box 198812, Atlanta, GA, 30384-8812 or at such other place as Wireless Communications, Inc. may designate. Payment shall be made upon delivery unless stated otherwise on the attached document.
8. **TAXES.** Except for the amount, if any, of state and local tax stated on the attached document, the prices set forth herein are exclusive of any amount for Federal, State, and/or local excise, sales, use, property, retailer's occupation, or similar taxes. If any such excluded tax is determined to be applicable to this transaction or if Seller is required to pay or bear the burden thereof, the prices set forth herein shall be increased by the amount of such tax and any interest or penalty thereon, and the Buyer shall pay to the Seller the full amount of any such increase no later than ten (10) days after receipt of an invoice therefore.
9. **TERMINATION AND CANCELLATION.**
 - A. Seller shall not be liable for any delay or failure to perform due to any cause beyond its control. Causes include, but are not limited to, strikes, acts of God, acts of the Buyer, interruptions of transportation or inability to obtain labor, materials, or facilities, default of any supplier, or delays in FCC frequency authorization or license grant. The delivery schedule shall be considered extended by a period of time equal to the time lost because of any excusable delay. In the event Seller is unable to wholly or partially perform because of any cause beyond its control, Seller may terminate any contract without liability to the Buyer.
 - B. Buyer may by written notice to Seller within fifteen (15) days of the date hereof cancel any contract arising hereunder, for other than the default of the Seller and at Seller's convenience, in which event Buyer shall pay Seller twenty percent (20%) of the total price of all products and accessories listed on the attached document as a restocking charge.
10. **TECHNICAL ASSISTANCE.** Warranties shall not be enlarged and no obligation or liability shall arise out of Seller's rendering of technical advice, facilities, or service in connection with Buyer's purchase of the products furnished.
11. **FCC MATTERS.** The Buyer is solely responsible for obtaining any licenses or other authorizations required by the Federal Communications Commission (FCC) and for complying with FCC rules and with the rules and regulations of any other federal, state, or local regulatory agency. Neither Seller nor any of its employees is an agent or representative of the Buyer in FCC matters or otherwise. Seller, however, may assist in the preparation of the license application.
12. **CONTROLLING LAW.** This document and the rights and duties of the parties shall be governed and interpreted according to the laws of the State of North Carolina.
13. **FINAL ACCEPTANCE.** Failure to make a claim within five (5) days after receipt of each product covered hereby shall constitute an irrevocable acceptance thereof.
14. **LIMITATION OF LIABILITY.** Seller's total liability is limited to the total price of the products sold hereunder. Buyer's sole remedy is to request Seller at Seller's option to either refund the purchase price, or to repair or replace products that are not as warranted. In no event will Seller be liable for incidental or consequential damages. No action shall be brought for any breach of this contract more than one (1) year after the accrual of such cause of action except for money due upon open account.
15. **WAIVER.** The failure of Seller to insist in any one or more instances, upon the performance of the terms, covenants, or conditions herein, or to exercise any right hereunder shall not be construed as a waiver or relinquishment of the future performance of any such term, covenant, or conditions or the future exercise of such right, but the obligation of the Buyer with respect to such future performance shall continue in force and effect.
16. **GENERAL.**
 - A. Buyer acknowledges that it has read and understands these terms and conditions and agrees to be bound by them, that it is the complete and exclusive statement of the agreement between the parties and supersedes all proposals, oral or written, and all other communications between the parties relating to the subject matter hereof.
 - B. No modification hereof shall be binding upon Seller unless such modification is in writing signed by a duly authorized representative of Seller.
 - C. If any part is contrary to, prohibited by, or deemed invalid under the applicable laws or regulations, such provision shall be deemed omitted to the extent so contrary prohibited or invalid, but remainder shall not be invalidated and shall be given effect so far as possible.

IMPORTANT:

DIRECT INQUIRIES ABOUT THIS PROPOSAL/ORDER TO WIRELESS COMMUNICATIONS, INC. AT 4800 REAGAN DR., CHARLOTTE, NC, 28206.
PLEASE SPECIFY SALES ORDER NUMBER

Proposal is Valid Until Saturday, July 4, 2015

Delivery Lead Time Available Upon Request

20% Re-stocking Fee on All Returns

Maintenance Contracts are Available

This Proposal is Subject to Wireless Communications' Standard Terms and Conditions (see attachment)

Thank You for Choosing Wireless!

Quote Prepared By:

David Montville
1000 Business Center Drive
Lake Mary, FL 32707
Phone: (800) 727-8088 Fax: (407) 304-3301
Email: david.montville@sungardps.com

Quote Prepared For:

Candy Strezinski
Iredell County, NC

(704) 878-3039



Quote	Date	Valid Until
Q-00019485		

This is a Draft

License Fees

Mobile

Product Code	Product Name	Quantity	Ext Price	Maintenance
MCT-BMS	ONESolution Mobile Server Software	1	4,500.00	720.00
MCT-AVL-CLIENT	ONESolution MCT Client AVL License	100	10,000.00	1,600.00
MCT-AVL-HOST	ONESolution AVL Server Host License	1	13,200.00	2,112.00
MCT-CLIENT	ONESolution MCT Client-Digital Dispatch	100	60,000.00	9,600.00
MCT-FREEDOM-PREM	ONESolution Freedom Premium	50	20,000.00	3,200.00
MCT-FREEDOM-SER	ONESolution Freedom Server	1	3,500.00	560.00
MCT-SWI	ONESolution State/NCIC Messaging Software	1	13,500.00	2,160.00
Totals:			\$124,700.00	\$19,952.00

Professional Services

SunGard Professional Services

Product Code	Product Name	Proj Mgmt	Impl Svcs	Consulting	Development	Total Services
OS-PSJ-CV	ONESolution Public Safety & Justice Data Conversion	Ext Price: 1,280.00	-	-	25,400.00	26,680.00
PS-PM	ONESolution Public Safety & Justice Project Management	Ext Price: 42,080.00	-	-	-	42,080.00
Totals:		\$43,360.00	-	-	\$25,400.00	\$68,760.00

Install / Tech & Training Professional Services

Computer-Aided Dispatch

Product Code	Product Name	Install/Tech	Training	Total Services
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This is a Draft

Computer-Aided Dispatch

Product Code	Product Name	Install/Tech	Training	Total Services
CAD-GO-LIVE	ONESolution CAD Go-Live	8,400.00	3,840.00	12,240.00
CAD-USR-TRN	ONESolution CAD User Training	-	19,200.00	19,200.00
Totals:		\$8,400.00	\$23,040.00	\$31,440.00

Mobile

Product Code	Product Name	Install/Tech	Training	Total Services
MCT-BMS	ONESolution Mobile Server Software	25,200.00	-	25,200.00
MCT-AVL-HOST	ONESolution AVL Server Host License	2,800.00	-	2,800.00
MCT-FREEDOM-PREM	ONESolution Freedom Premium	-	960.00	960.00
MCT-FREEDOM-SER	ONESolution Freedom Server	4,200.00	-	4,200.00
MCT-SWI	ONESolution State/NCIC Messaging Software	5,600.00	-	5,600.00
Totals:		\$37,800.00	\$960.00	\$38,760.00

Mobile

Product Code	Product Name	Install/Tech	Training	Total Services
MCT-GO-LIVE	ONESolution MCT Go-Live	5,600.00	5,120.00	10,720.00
MCT-TTT-TRN-FE	ONESolution MCT Train-the-Trainer Training-Fire/EMS	-	5,120.00	5,120.00
MCT-TTT-TRN-LAW	ONESolution MCT Train-the-Trainer Training-Law	-	5,120.00	5,120.00
Totals:		\$5,600.00	\$15,360.00	\$20,960.00

Services

Product Code	Product Name	Install/Tech	Training	Total Services
PGL-CLOSEOUT	ONESolution Public Safety & Justice Post Go-Live Closeout	5,600.00	-	5,600.00
PS-IN	CAD Modules Install	11,200.00	-	11,200.00
PSJ-MAPSVC	ONESolution Public Safety & Justice Map Services	14,000.00	-	14,000.00
PS-TR	CAD-MRM-ADDON Training	-	640.00	640.00
Totals:		\$30,800.00	\$640.00	\$31,440.00

Travel & Living

Services

Product Code	Product Name	Quantity	Ext Price
FIS-TL	SunGard Public Sector Travel & Living Expenses Estimate	1	20,000.00
Totals:			\$20,000.00

Product & Services

License Fees:	\$124,700.00
Professional Services:	\$191,360.00
Subtotal:	\$316,060.00

Discounts

This is a Draft

License Fee Discount: \$18,705.00

Product & Services Totals

Net License Fees: \$105,995.00
Net Professional Services: \$191,360.00

Travel & Living Estimate

Travel and living expenses are an estimate. Actual expenses will be charged per our travel policy.

\$20,000.00

Total: \$317,355.00

Maintenance: \$19,952.00

Product Notes

FIS-TL: Travel and living expenses are an estimate. Actual expenses will be charged per SunGard Public Sector's travel policy.

MCT-CLIENT: Purchase of base product includes the following features.

-ONESolution MCT Client-Digital Dispatch (MCT-CLIENT)

-ONESolution MCT Client-MAPS (MCT-MAP)

-Client access to Message Switch

MCT-SWI: Purchase of base product includes the following features.

-ONESolution State/NCIC Messaging Software (MCT-SWI)

-ONESolution Switch to Switch (MCT-SWI-S2S): Separate services apply.

Comments:

CAD Modules Install includes installation fee for following modules:

-ONESolution CAD to ONESolution CAD Base Interface (CAD-INT-C2C): \$1,400

-ONESolution CAD to ACS FIREHOUSE RMS Interface (CAD-INT-FIREHOUSE): \$1,400

-ONESolution Pagegate Interface (CAD-INT-PG): \$2,800

-ONESolution Medical ProQA/Paramount Interface (CAD-PQA-MED): \$1,400

-ONESolution CAD OpsCenter (INT-OPSCAD): \$4,200

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUNGARD INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

Quote Prepared By:

David Montville
1000 Business Center Drive
Lake Mary, FL 32707
Phone: (800) 727-8088 Fax: (407) 304-3301
Email: david.montville@sungardps.com

Quote Prepared For:

Candy Strezinski
Iredell County, NC
(704) 878-3039

Quote	Date	Valid Until
Q-00019486	04/11/2016	07/29/2016

This is a Draft

License Fees

Computer-Aided Dispatch

Product Code	Product Name	Quantity	Ext Price	Maintenance
CAD-BASE	ONESolution Computer-Aided Dispatch System	8	103,896.00	16,623.36
CAD-AVL-CLIENT	ONESolution CAD Client AVL License	8	12,000.00	1,920.00
CAD-INT-C2C	ONESolution CAD to ONESolution CAD Base Interface	1	7,500.00	1,200.00
CAD-INT-FIREHOUSE	ONESolution CAD to ACS FIREHOUSE RMS Interface	1	5,500.00	880.00
CAD-INT-PG	ONESolution Pagegate Interface	1	1,000.00	160.00
CAD-MRM-ADDON	ONESolution CAD Resource Monitor Display License With Maps	1	1,500.00	240.00
CAD-PQA-MED	ONESolution Medical ProQA/Paramount Interface	1	6,500.00	1,040.00
Totals:			\$137,896.00	\$22,063.36

Internet

Product Code	Product Name	Quantity	Ext Price	Maintenance
INT-OPSCAD	ONESolution CAD OpsCenter	1	7,000.00	1,120.00
Totals:			\$7,000.00	\$1,120.00

Install / Tech & Training Professional Services

Computer-Aided Dispatch

Product Code	Product Name	Install/Tech	Training	Total Services
CAD-BASE	ONESolution Computer-Aided Dispatch System	32,200.00	13,440.00	45,640.00
CAD-INT-C2C	ONESolution CAD to ONESolution CAD Base Interface	-	-	-
CAD-INT-FIREHOUSE	ONESolution CAD to ACS FIREHOUSE RMS Interface	-	-	-
CAD-INT-PG	ONESolution Pagegate Interface	-	-	-
CAD-MRM-ADDON	ONESolution CAD Resource Monitor Display License With Maps	-	-	-

Only a percent eligible considering the marked
ineligibles. 60% eligible

This is a Draft

Computer-Aided Dispatch

Product Code	Product Name	Install/Tech	Training	Total Services
CAD-PQA-MED	ONESolution Medical ProQA/Paramount Interface	-	-	-

Internet

Product Code	Product Name	Install/Tech	Training	Total Services
INT-OPSCAD	ONESolution CAD OpsCenter	-	-	-

Product & Services

License Fees:	\$144,896.00
Professional Services:	\$45,640.00
Subtotal:	\$190,536.00

Discounts

License Fee Discount:	\$28,679.20
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Product & Services Totals

Net License Fees:	\$116,216.80
Net Professional Services:	\$45,640.00
Total:	\$161,856.80
Maintenance:	\$23,183.40

Product Notes

CAD-BASE: Purchase of ONESolution Computer-Aided Dispatch System (CAD-BASE) includes the following features.

- ONESolution Computer-Aided Dispatch System (CAD-BASE)
- ONESolution E911 Interface (CAD-E911)
- ONESolution CAD Map Display & Map Maintenance Software License (CAD-MAP)
- ONESolution Multi-Jurisdictional Dispatch Option (CAD-MJ)
- ONESolution Alpha Numeric Paging (CAD-PG): Does not include third party paging solution or interface components to third party paging solutions.
- ONESolution Map Converter Software (MAP-CONVERTER)

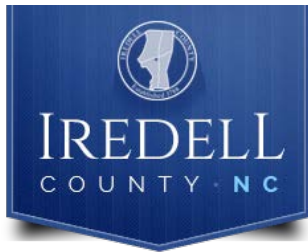
- BOLO Entry and Search
- Employee
- Event History & Search
- Event Scheduler
- Message Scheduler
- Related Names
- Related Vehicles
- Situational Awareness
- Tow Rotation

THIS DOCUMENT IS A PRELIMINARY QUOTE PENDING SUNGARD INTERNAL REVIEW & APPROVAL. CUSTOMER SIGNATURE/ACCEPTANCE DOES NOT CONSTITUTE A FINAL PURCHASE AGREEMENT OR CONTRACT.

Attachment 9 — Iredell County 5-year Strategic Plan — can be found on the following pages.

This attachment pertains to questions 10 and 15.

ECOM 5 Year Strategic Plan



Provide exceptional public services in an efficient and cost-effective manner to position Iredell County as a premiere community in which to live, work and raise a family.



The mission of the Iredell County Emergency Communications is to serve the community and local government agencies with effective emergency communications services. We will serve as a facilitator of communications for public safety agencies in Iredell County. Iredell Emergency Communications will maintain a high standard of quality service to the citizens of Iredell County.

Created by Candy Strezinski, Nikki Carswell, Todd Craddock, David Summers, and Joann Davidson

The Iredell County Emergency Communications Department has seen dramatic changes over the last 2 years. Many of the changes have been in response to regulatory changes or the changing needs of the customers and agencies that we serve. We recognize that the work that ECOM performs is too critical to respond to issues in a reactive manner. ECOM has undergone a strategic planning process to help identify future needs and goals that will help the organization accomplish its priorities through in a mindful fashion. The three priorities that were set by the management team are Quality Service, Compliance, and Proactive Responses. ECOM believes that by making these three items our priority we will be able to achieve that larger county objective of coordinating all aspects of Public Safety and Justice with municipalities, state, and federal governments to provide responsive, cost effective, and efficient administration of justice, fire, rescue, and emergency services to all of Iredell County.

Using Quality Service, Compliance, and Proactive Responses as our priorities ECOM examined the four core functions of Operation, Administration, Technology, and Quality Assurance to determine what goals and resources would be needed in the next ten years. ECOM used a mind mapping process to give structure and order to the thoughts that the management team had. This document will use the mind map and will break the goals down into the four core functions.

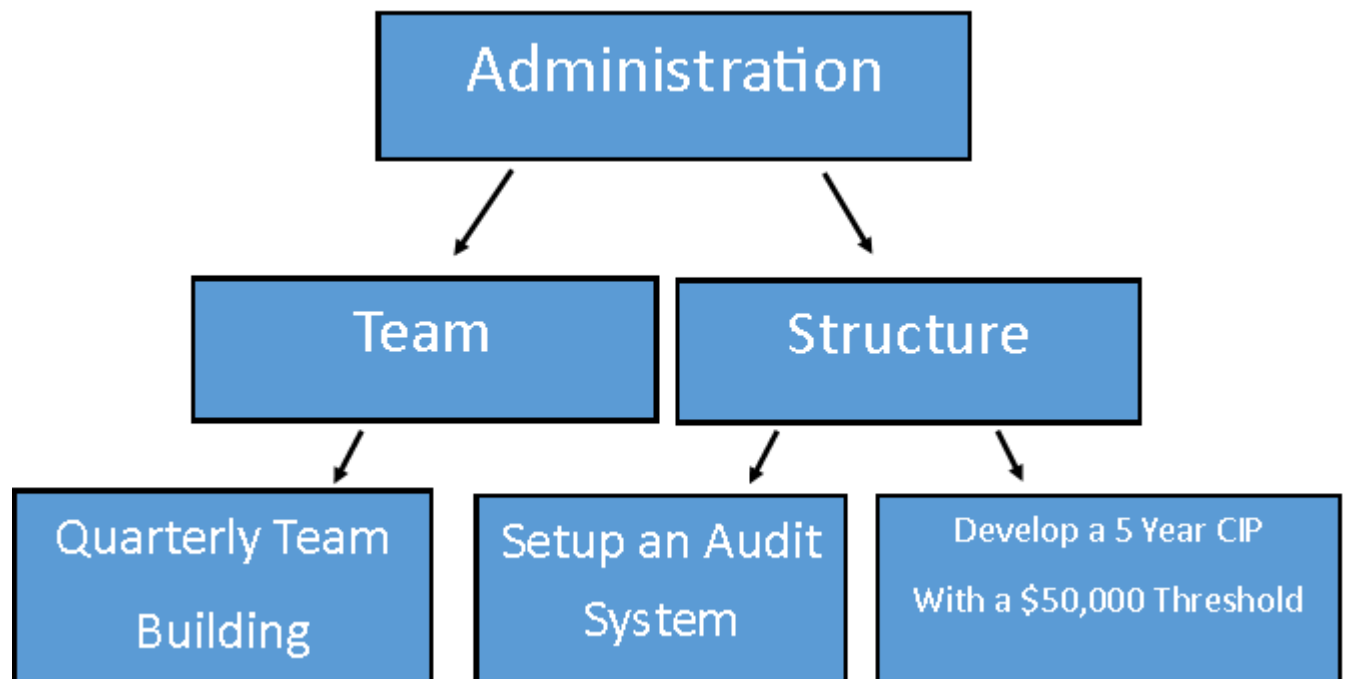
Administration

Examining the Administration of ECOM two items rose to the top as desired outcomes. Those were improving teamwork and structure. Teamwork is essential in all workplaces. However, the unique work performed at ECOM requires an even higher level of teamwork. While the bulk of that teamwork occurs at the frontline level the example is set by the management team. The teamwork of the management team also effects the service provided to our partner agencies. Because of the urgent nature of our work and the wide variety of skills needed team building must be done in a purposeful manner. Otherwise, it can fall victim to the tyranny of the urgent. To help increase our cooperation ECOM will hold quarterly team building events with the management team.

The second outcome that ECOM would like to see out of the Administration function is more structure. Structure means more structure in departmental procedures and more structure in budget planning. Public Safety is best accomplished when there is a set of strict protocols that are followed consistently. The specific protocols will be further addressed in the other functions. Administration can improve the structure of the department by setting up an audit system to help increase accountability. This action could be accomplished within the next year.

Budgetary planning will cut down on the mid-year request for budget amendments that come into County Administration. We recognize that the reactive actions were taken in the past stress the available resources if the county. The best solution to this problem is to work on a

Capital Improvement Plan that has lower thresholds than the County Capital Improvement Plan. Setting this plan out 5 years would help County administration set priorities and plan funding accordingly. ECOM will establish a Capital Improvement Plan with a threshold of \$50,000 by the beginning of the FY 20 budget planning process.

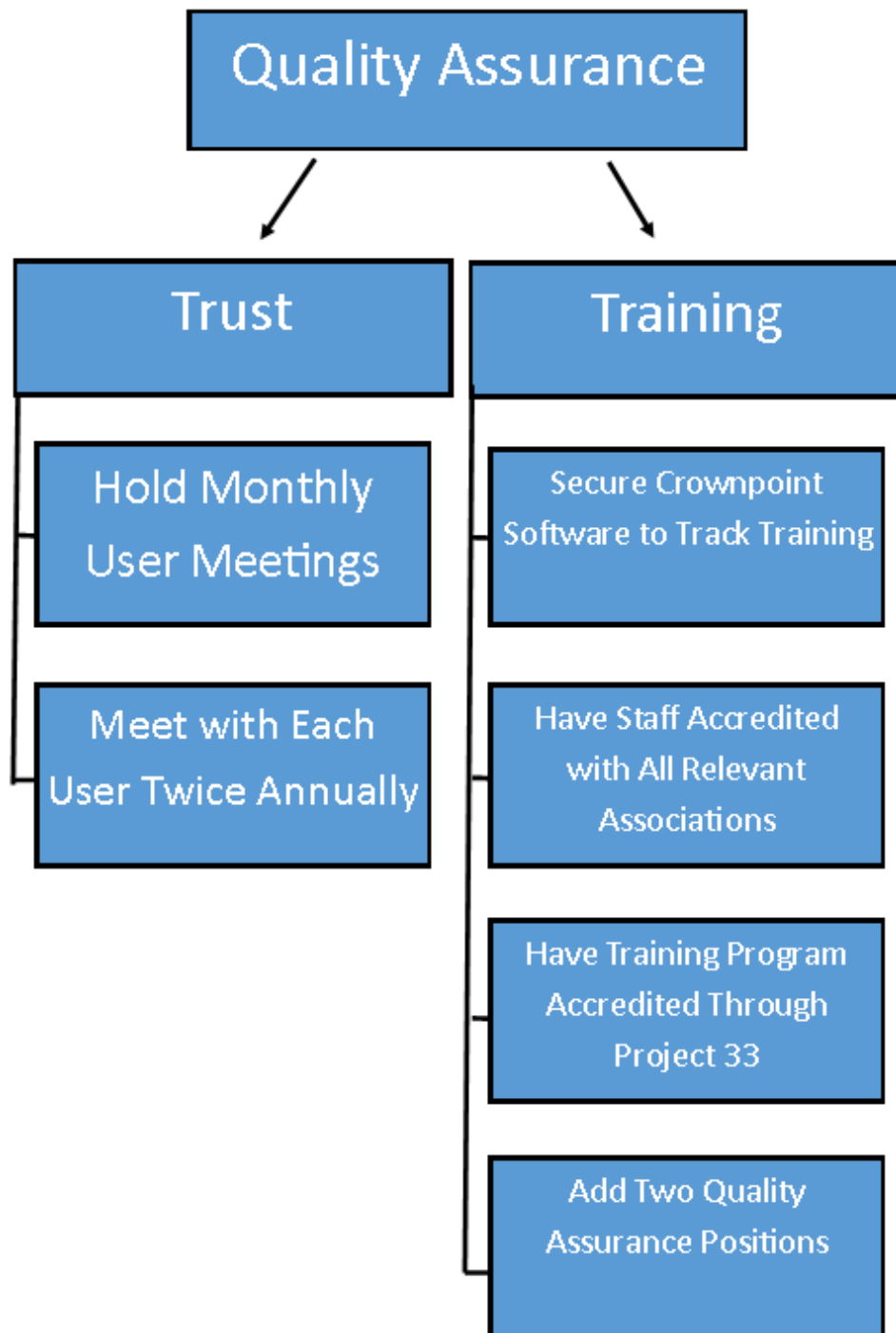


Quality Assurance

Quality Assurance is essential to strive to provide Quality Service and Compliance. There are several aspects of Quality Assurance that are required in order to be in Compliance with a wide range of organizations. ECOM will focus on an outcome of quality training in order to drive toward Compliance. There are resources needed to achieve this outcome. Those resources are tools and time. There are tools that allow adequate tracking of quality assurance training. ECOM has identified Crownpoint Technologies as a potential software to provide this resource. The first year cost would be \$5,375 with a recurring cost of \$730. The time problem that faces ECOM is the staff to adequately provide annual training and monitor staff for employees who need further training. North Carolina General Statute 09 NCAC 6C.0207 require a Quality Assurance process to ensure consistency and effectiveness. ECOM also struggles to find time to allow staff to go to training because of heavy workloads and low staff numbers. In order to address the shortage of quality assurance oversight, ECOM proposes to add a Quality Assurance position in the FY20 budget as well as the FY21 budget.

The method that will be used to determine if adequate training is being provided in the attainment of certifications from National Fire Protection Association, Sheriffs Association, 911 Board, North Carolina Office of Emergency Medical Services, and National Academies of Emergency Dispatch. ECOM hopes to have all staff accredited with these organizations by the end of FY2021. As new staff is hired they will achieve these certifications within one year. The overall training program would become accredited by Association of Public-Safety Communications Officials-International. This program is known as Project 33. It is our goal to have this accreditation within three years.

The other outcome that the Quality Assurance team would work on trusts with partner agencies. Trust is vitally important to Public Safety. The responding units to any emergency are trusting ECOM employees with their lives. Trust at this level cannot be simply given. Trust of this magnitude must be earned. A lot of our strategic goals are being put in place to provide a system that partner agencies can trust. We must adequately communicate with our partners in order to help build trust. This will be done by holding biannual meetings with every partner agency individually and holding monthly user group meetings. Changing our culture from reactive to proactive should help improve most of the concerns that partner agencies have. The key to addressing the remaining concerns is to maintain constant communication with our partner agencies.



Technology

Technology plays a huge role in ECOM. It is the second in importance only to the employees. If the technology fails ECOM cannot communicate with any agencies. Most important

to the Technology function of ECOM is the reliability of the infrastructure and the communication devices. Reliability can be broken into three distinct areas. Redundancy, security, and infrastructure stability are the outcomes desired from the Technology area of ECOM. Staying ahead of these needs requires proactive planning and will greatly improve the quality of service provided to partner agencies and citizens. ECOM would also like to see an outcome of asset accountability in our system. In order to adequately plan for the future, we must know how many assets are in the field and who they are assigned to.

Redundancy can be divided into two separate fields. Hardware redundancy allows ECOM to function even if the first line of equipment fails. Some of these issues have already been addressed with the agreement to use Mooresville as our PSAP backup and acting as the PSAP backup for other agencies. However, we would like to remain functional at our current location if possible. To accomplish this ECOM will be adding a redundant server and desktops over the next 2 years. The total cost of this project would be \$225,000 dollars. This would allow ECOM to remain in the same space in the event of a small failure.

Network redundancy is crucial because of the fact that our internet connection is one of the pieces of our infrastructure that leaves county controlled space. This is due to the actual cable needing to run out of the building. ECOM would like to contract with a second internet provider to provide redundancy in the unlikely event that our current provider has a damaged cable. This would be an annual cost of \$13,000.

Security in the ECOM sector has already been defined by several entities. ECOM would like to investigate and bring the network security up to the standards of FBI-Criminal Justice Information Services, SBI, and National Emergency Number Association (NENA). The NENA I3 standard is slightly different from the other standards. Security analysis and monitoring for Next Generation 911 is supported and partially funded by the North Carolina 911 Board with a total cost of \$6,000. This initiative calls for the creation of a dedicated IP-based inter-network that all emergency service agencies in our community could use. ECOM would like to achieve all of these goals within the next 5 years.

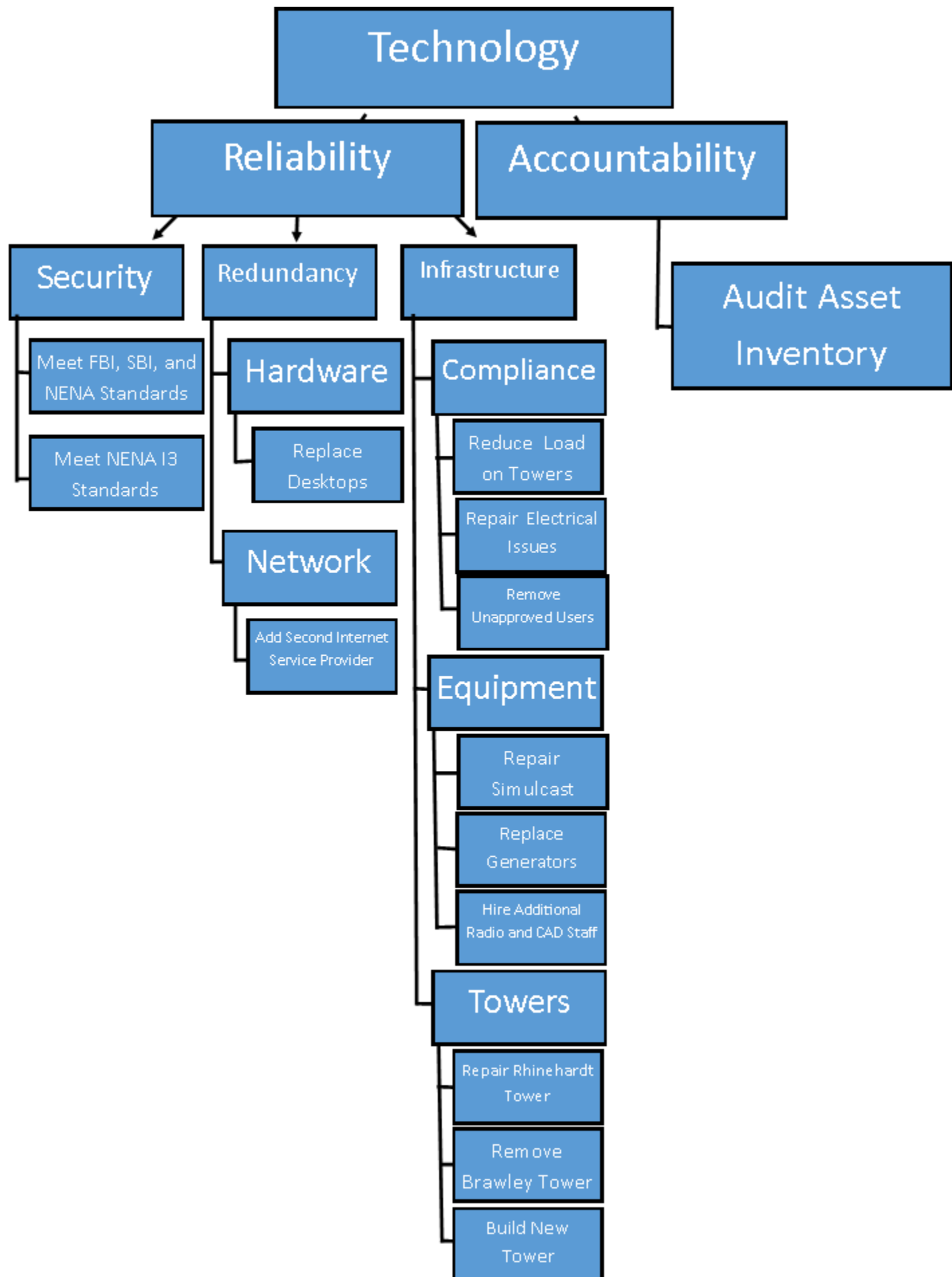
The final piece of the technology plan is improvements to our tower infrastructure. We currently need to improve the compliance, structure, and equipment of our current towers and add a new tower. Our towers must be compliant with FCC regulations. We currently have three issues with our current towers. We have too many antennas/microwaves on our current towers. This means that there is more load or weight on the towers than allowed by the FCC. The purchase of combiners would allow for condensing the number of antenna's with a cost of \$15,000 each. We also have electrical and grounding issues at our towers that are not compliant with FCC regulations. Finally, we have unapproved second users on some of our towers as well. These situations should be remedied as soon as possible. ECOM would like to have all of these issues fixed within the next year.

There are two goals in dealing with current tower structures. The first is the repair of the Reinhardt Road tower. This tower needs serious work done to it and the cost will be approximately \$600,000. ECOM would like to have this accomplished within the next 2 years. ECOM would also like to remove the tower located on Brawley School Road. The cost to achieve this goal would be \$10,000. ECOM would like to accomplish this goal within the 2019 budget year.

The main equipment that needs attention at current towers is a repair of our Simulcast equipment and replacement of aging antenna's, base station and certain generators. The cost estimates for the Simulcast system is \$640,000.00 and ECOM would like to have this accomplished within the next year. The simulcast components allow our services to connect with the variety of communication choices that are being used by agency providers around Iredell County. The antenna and base station replacement costs estimate at \$58,000. Generators are an essential piece of equipment because of potential power outages at tower sites that are typically located in rural or remote areas. The cost of the generator would be 24,700 and ECOM would like to accomplish this goal in the next two years.

Finally, ECOM is in need of an additional tower in order to provide the coverage that is needed to achieve that quality of services that ECOM wishes to provide. The cost of this tower would be \$400,000. We would like to accomplish this by the end of this strategic plan.

In order to implement and maintain the technology changes requested additional support staff will be needed. An additional four positions would be needed over the next ten years. These are a 911 CAD specialist, 911 Radio Technician, and a part-time 911 radio programmer. The fourth position is an MSAG specialist. If Iredell ECOM was fully compliant with NENA I3 then this position would not be needed because a portion of NENA I3 moves from the MSAG to a GIS-based location system. The MSAG specialist would work closely with the 911 Emergency Service Number providers within Iredell County to clear up existing errors and maintain the Master Street Addressing Guide 911 database, which is an ongoing process.



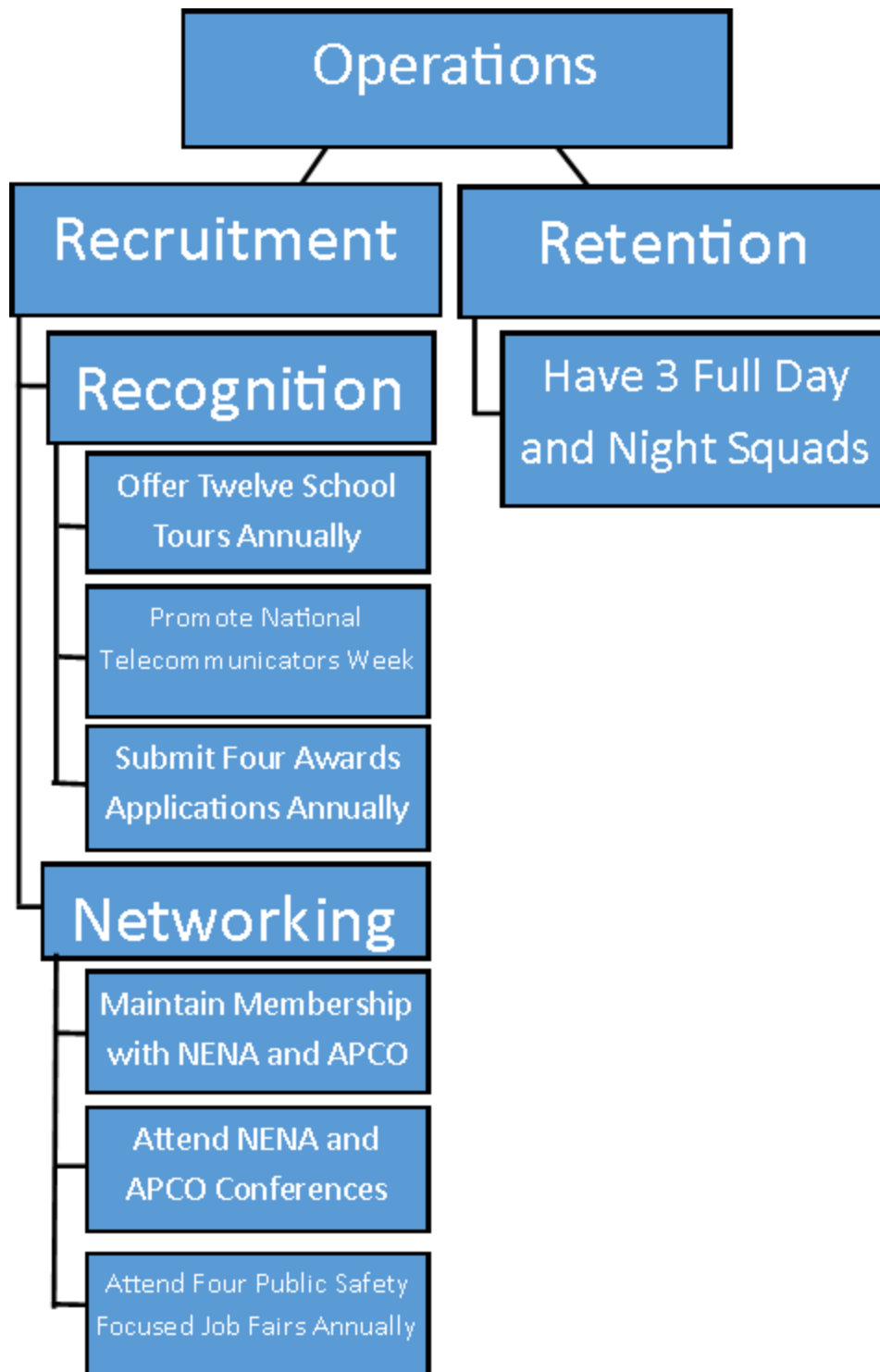
Operations

The core function with the most goals for this strategic plan is the Operations. The most valuable resource in our organization is the people who answer calls and dispatch services. Operations will take steps to create a stable quality staff. This staff will be recruited and retained in a proactive manner. Iredell County ECOM has spent too long trying to plug holes in service as people leave for other organizations. While Iredell County has done several things such as shift differential and salary studies to make us more competitive, ECOM can take certain steps to achieve this outcome.

Our first goal is to retain as many high performing staff members as possible. Two surveys conducted by the Association of Public Safety Communications Officials (APCO) have shown the average baseline retention rates in public safety communications is 83-85% with a turnover rate of 15-17%. ECOM average turnover rate is 21%, we would like to have a turnover rate of 12% within five years. As mentioned previously Iredell County has already taken steps to help ECOM achieve this goal. A major contribution that must be mentioned is the construction of the new Public Safety Complex (PSC). The PSC will provide a much better work environment for staff as well as space for staff additions. This is a major investment in our Public Safety services by our Board of Commissioners. Filling the available space in the PSC will be a phased endeavor. The ultimate goal is to have a staff 3 daytime squads and 3 nighttime squads by 2022. Each daytime squad will consist of 7 dispatchers, 3 call takers, 1 assistant supervisor, and 1 supervisor. The nighttime squads will consist of 7 dispatchers, 1 call taker, 1 assistant supervisor, and 1 supervisor. This extra staff will take the workload off of employees creating a much less stressful work environment aiding in retention. This structure will also create a system that allows employees to grow professionally and meets the recommended span of control.

In order for retention to have a good effect on the quality of service, we must hire the right people. This will be done by attracting a larger pool of potential applicants and providing stringent screening for applicants. A larger pool of applicants will be attracted by increasing Iredell ECOM's recognition, networking with other entities, and focusing on recruitment activities. ECOM will increase its recognition by providing twelve tours to school groups annually, publicly celebrating National Telecommunicators Week, submitting four award applications annually, and holding public relations committee meetings two times a month. All of these activities began this year and will receive continued focus over the next five years. Networking will be achieved by being active members in NENA and APCO. Both of these connections can be an invaluable source of information as well as great recruitment opportunities for new staff. ECOM will also perform focused recruiting by attending four public safety job fairs within the next year.

After recruiting a larger applicant pool ECOM will put applicant through a rigorous screening process that will include background checks that are compliant with CJIS, SBI, NCOEMS, Sheriff's, and NFPA standards. ECOM will also begin the process of studying the implementation of psychological evaluations for all prospective new hires. ECOM will also reevaluate and change the onboarding process for new hires. This will include extensive training through Mitchell Community College as well as standardized onboarding for the technology and protocols that they will be using.



Conclusion

The Iredell County 911 Emergency Communications Center serves as the County's first point of contact for an emergency. This agency sets the tone between the citizens and all agencies we serve whether it is for law fire, ems, rescue or animal control assistance within Iredell County.

The three priorities that were set by the management team are Quality Service, Compliance, and Proactive Responses. ECOM believes that by focusing on these three priorities we will be able to achieve that larger county objective of coordinating all aspects of Public Safety and Justice with municipalities, state, and federal governments to provide responsive, cost effective, and efficient administration of justice, fire, rescue, and emergency services to all of Iredell County. We will strive to move Iredell County Emergency Communications Center out of the current “reactive” state into a “proactive” posture while remaining compliant with those governing entities that help mold the industry norms.

Year	Cost
FY18-19	
Quarterly Team Building	\$3,600
Setup Audit System	0
Develop 5 year CIP	0
Hold Monthly User Meetings	0
Meet Twice Annually with Each Agency	0
Secure Crownpoint Software	\$6,200
Audit Asset Inventory	\$2,700
Promote National Telecommunicator Week	\$1,200
Submit Four Award Applications Annually	0
Hire Business Officer	\$42,000
Hire MSAG Position	\$48,781
Redundant backup location Server/ISP/Desktops	\$225,000
Repair Simulcast (incl'd in current CIP)	\$638,835
Add Part Time Background Investigator	\$18,000
Tower (incl'd in current CIP)	\$157,500
FY19-20	
Offer Twelve School Tours/handouts	300
Attend Four Public Safety Job Fairs/booths	400
Reduce Load on Towers	\$45,000
Remove Unapproved Users	0
Repair/Replace Rhinehardt Tower	\$600,000
Hire 2 Additional Dispatchers	\$78,000.00
FY20-21	
Remove Brawley Tower	\$10,000
Repair/Replace Generators	\$24,000
Replacement Desktops	\$35,600
Have Training Program Accredited by Project 33	\$3,800
Add Quality Control Position	\$55,817.82
Have Staff Accredited with All Relevant Associations	\$14,000
Hire 2 Additional Dispatchers	\$78,000
FY21-22	
Hire Radio Position	\$45,781.00
Meet FBI, SBI, NENA Standards	0
Meet NENA I3 Standards	0
Add Quality Control Position	\$55,817.82
Hire 2 Additional Dispatchers	\$78,000.00
FY22	
Build New Tower	\$700,000
Hire 2 Additional Dispatchers	\$78,000.00

Attachment 10 — Technology Cost Estimates — can be found on the following pages.

This attachment pertains to questions 11 and 27.

Project Components	Amount	Notes
Computer Aided Dispatch System	\$4,550.00	Purchased CAD with 10 workstations/need 2 more.
Administrative Telephone System	\$28,000.00	From Orginal Quote/Assessment
9-1-1 Telephone System (CPE)	\$420,786.00	Vesta Geo-Diverse Upgrade. The quote is for 10 positions, the amount reflected includes 2 additional positions.
Recording System (12 seats)	\$162,501.00	Quote from CRS
Radio Consoles (12)	\$339,801.00	Motorola MCC7500 - Purchased 8 at \$679,602. Need 4 additional.
9-1-1 Console Workstations / Chairs (12)	\$230,400.00	Waiting on final quote from Cher Ice from Xybix. Estimating \$22,000 each
Net Clock	\$14,499.00	From Orginal Quote/Assessment
AV Equipment	\$203,000.00	From Orginal Quote/Assessment
Tower	\$580,000.00	Technical Assessment, Tower and Equipment
FFE	\$225,000.00	
Telecom Structured Cable (Connectivity)	\$316,625.00	From Orginal Quote/Assessment
DAS	\$110,000.00	
Smart Board	\$12,000.00	
SUB-TOTAL	\$2,647,162.00	
Technology Contingency	\$264,716.20	
TOTAL	\$2,911,878.20	\$0.00

EOC/Training/Backup 9-1-1 Area

Project Components	Amount
Phones	\$5,520.00
Laptop Computers	\$25,500.00
AV Equipment	\$15,000.00
Desktop Computers	\$4,050.00
Smart Board	\$12,000.00
Overhead Projector	\$3,250.00
Fasmile/Copier	\$1,200.00
Wall Monitors (CAD, WebEOC, etc)	\$32,000.00
White Board	\$350.00
Map Board	\$150.00
SUB-TOTAL	\$99,020.00
Technology Contingency	\$9,902.00
TOTAL	\$108,922.00

Attachment 11 — Vendor Quotes — can be found on the following pages.

This attachment pertains to question 28.

May 2, 2017



Carolina Recording Systems

1(888)776-0202 | www.crsnc.com

Iredell County 911 Communications: Recording System Proposal

SUBMITTED BY:

CAROLINA RECORDING SYSTEMS, LLC
PO BOX 11311
CHARLOTTE, NC 28220



CAROLINA RECORDING SYSTEMS, LLC

COMMUNICATIONS RECORDING SYSTEM PROPOSAL

For Iredell County, NC 911 Communications

COVER LETTER

May 2, 2017

Iredell County 911 Communications
Attention: Candy Strezinski

Dear Candy,

We are excited to submit Iredell County the enclosed proposal for a communications recording system for your upcoming new center project. We are presenting this proposal which details the most beneficial approach to meet and exceed your currently known and future recording needs.

As we have hopefully demonstrated through our long term partnerships in the past, Carolina Recording Systems prides itself in offering a relationship focused service to each of our customers and are passionate about doing what is right through a collaborative approach to each solution.

We are easily accessible to Iredell County and will strive to continue a commitment to provide full-time certified technicians with minimal response times when servicing routine maintenance requests and mission critical emergency needs.

Carolina Recording Systems brings to this project over 15 years of recording experience as a company along with a team possessing decades of experience and knowledge of technical solutions and operational knowledge of best practices from the user perspective. While partnering with Carolina Recording Systems, we hope you have and will continue to experience service levels far beyond any provider in our industry.

We thank you and look forward to the continued relationship with your county and appreciate the opportunity to regain a long-term partner. If there are any questions you may have regarding this proposal, please feel free to reach out and contact us.

Respectfully Submitted,

Derrick M. Duggins
Carolina Recording Systems, LLC



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Recording Solution for Iredell County	4
Recording system	4
Equipment Specifications	4
System Design Information.....	5
OFFICIAL BUDGETARY QUOTE.....	9

ABOUT US

Carolina Recording Systems is a leading distributor, installer, and service provider of communication recording systems. Operating since 2001, we pride ourselves in providing reliable products designed specifically to meet the needs and requirements of mission-critical call centers.

Knowing the importance of personal relationships, customer service and accessibility, our primary focus is being a high touch service provider to fill a void we see in our industry. Carolina Recording Systems continues to add local service technicians even as others continue the trend of diminishing that support.

Our continued success as a solutions provider is attributed to our company's ability to:

- specialize in selling, installing, and servicing communication recording systems designed specifically for mission-critical call centers.
- only focus on recording systems and solutions, which allows us extensive knowledge of the products and the industries we serve.
- be the trusted expert of recording systems and solutions for our customers.
- provide and service multiple solutions in order to provide customized approach.
- continually monitor and evaluate manufacturers' developments.
- ensure our technicians are certified and continue to receive up-to-date vendor training.
- always do what is right.

CRS full-time technicians provide comprehensive on-site service and training and are strategically located throughout our geographic territory. Although we believe there is no substitute for on-site visits, we do have the capabilities to do remote-in work and provide 24/7 response.

Our relationship focus keeps us thoroughly involved in national and local APCO and NENA chapters thus providing an opportunity to stay abreast of the latest industry needs and opportunities.

RECORDING SOLUTION FOR IREDELL COUNTY

Recording system

To fulfill the recording requirements of Iredell County 911 Communications, we are proposing the Eventide NexLog communications recording system. Eventide invented the first digital communications recorder in 1989. With thousands of communications recorders in service in such diverse applications as corporate call centers, NORAD, nuclear submarines, NASA, maximum security prisons, air traffic control, and 911 call centers throughout the world, Eventide continues its tradition of combining unmatched ease-of-use with mission-critical reliability.

Eventide's NexLog mission-critical communications logging systems reliably capture, store, protect, reproduce, and help you manage important interactions and critical data. NexLog logging systems have been designed to help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations.

Equipment Specifications

Eventide NexLog 740 Server



Model	Eventide NexLog 740 (56 Analog, 48 VoIP/RoIP Recording Channel Licenses)
Form Factor	3U, Rack Mountable, 80lbs, 5.25"H x 19"W x 24"D
Operating System	Eventide NexLog OS v2.7 (Linux)
Processor	Intel Quad Core Processor
RAM	4GB DDR3
HDD	16TB Raw, Configured to a 12TB RAID5 Array
Optical Disc	DVD-RAM 20x
Network	Dual Embedded Intel PRO/1000 Gigabit
Power	Dual Hot-Swappable 400W, 120/240VAC
Interface Card	(x2) 24 Channel Eventide Analog Audio Recording Cards
Interface Card	8 Channel Eventide Analog Audio Recording Card
Interface Card	24 Port GPIO PCI Card for Contact Closure

Network Attached Storage Server

To assist with data backup and redundancy, we are proposing the addition of a Network Attached Storage (NAS) device. This offline storage provides the capacity to backup retention needs for audio and video recordings. In addition, this device allows for remote access for Carolina Recording Systems directly to your Eventide Recorder providing for service, support and continuous remote monitoring for system status.



System Design Information

The Eventide NexLog is a purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder.

Eventide's recording systems are designed, assembled, tested and supported exclusively in the USA.

Configuration, playback, retrieval, and incident management is accessed via a secured web interface. The web-based application eliminates the need for software to install or updates to manage. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process.

A multi-tier security system controls user access based on role and channel assignments. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out. System access can also be controlled by an SMB share or active directory. In addition, each user's access and actions are audited and available for review.

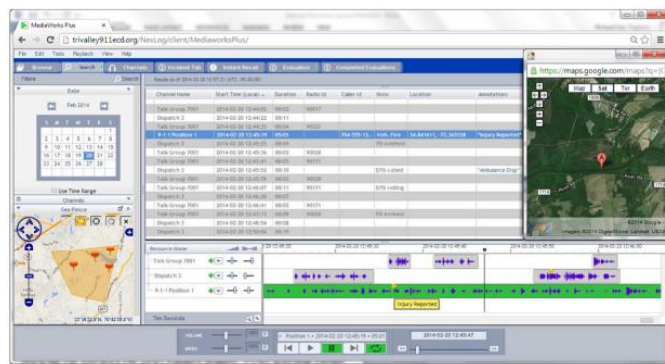
The proposed NexLog recorder is equipped with **RAID Array Storage** that combines multiple hard disks into a logical drive for redundancy and increased performance. In the event of a drive failure, the logical drive is not affected. Data integrity and recording functions are unaffected and redundancy is automatically restored once the failed component is replaced.

Reliable

Resilient

Redundant

MediaWorks Plus is a browser-based software which provides a comprehensive set of easy-to-use tools for search, replay, instant recall, incident reconstruction and call export. Capabilities include live call monitoring, multi-parameter search, multiple-call replay via graphical time-line with pan/zoom, waveform displays, variable-speed replay, drag and drop into incident tabs, call notes, text annotations, redaction, obfuscation, and protection. The incident reconstruction software helps users quickly find and export recordings via email, DVD or Blu-Ray.



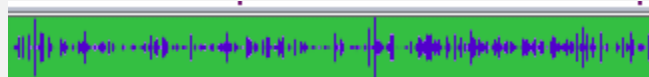
MediaWorks Plus gives a system administrator the easy-to-use capability for defining customized groups, users and channels through mouse click functionality. Carolina Recording Systems will also initially assist in the customized set up of the desired groupings during the installation process.

Secure Browser Based Playback

Securely access assigned resources via networked PCs using a variety of browsers.

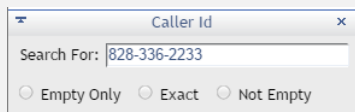
Waveform Displays

You can visually determine the locations of audio content and silence within important recordings.



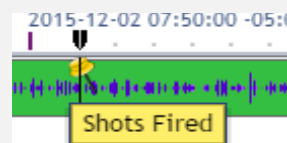
Multi-Parameter Search

Finding recordings is quick and easy. Search by date/time, channel, resource, and any metadata.



Text and Voice Annotations

Multiple text and voice annotations can be quickly added to recordings along the time-line, documenting the timing of important actions and events.



Multi-Channel Graphical Time-Line

Quickly view the timing of recordings across any number of channels, and replay from the time-line.

Metadata Display on the Call-View Grid

Easily customize which metadata fields are presented on the call-view grid. Recordings may be sorted (ascending or descending) using any of the displayed metadata columns.

Flexible Playback Capabilities

Recordings may be replayed sequentially or mixed. Controls include pitch-corrected adjustable speed, loop, skip forward/back, playback Automatic Gain Control and more.

Instant Recall

The multi-channel Instant Recall tab helps call takers and dispatchers improve their accuracy and performance by quickly confirming what was said.

Call Notes

You can quickly create a note that summarizes the important events within each recording.

Channel Name	Start Time	Note
audio 1	2015-12-02 11:54:19 -05:00	Twin County Recording

Incident Tabs

Incident-related recording can be easily grouped together onto dedicated Incident Tabs. Incidents may be named, saved and recalled at a later date.

Jefferson County		
Properties and Notes		
Source Name	Channel Name	Start Time
NL740298	Console 15 ...	2014-05-23 14:59:07
NL740298	Console 13 ...	2014-05-23 14:57:29
NL740298	Console 11 ...	2014-05-23 14:56:45
NL740298	Console 2 P...	2014-05-23 14:56:27
NL740298	Console 13 ...	2014-05-23 14:56:07
NL740298	Console 1 S...	2014-05-23 14:52:22
NL740298	Console 15 ...	2014-05-23 14:51:30
NL740298	Console 14 ...	2014-05-23 14:51:30

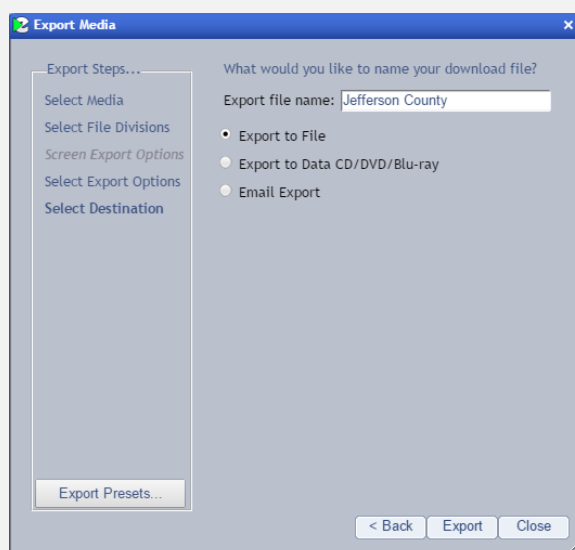
Resource Name	Volume	Time
Console 1 Super...		14:52:00 -04:00
Console 11 PD-3-A		
Console 13 CT-3		
Console 14 CT-1		
Console 15 CT-2		
Console 2 PD-3		

Talking Date and Time

Spoken date and time can be enabled during replay and may be incorporated within exported media.

Flexible Export and Email

The menu-driven export tool lets you quickly make copies of complete incidents or individual calls. Send via email or export to USB, CD, DVD or Blu-ray.



Live Monitoring

Multi-channel live monitoring allows you to conveniently listen to calls as they are occurring.

Channels		Browse		17 Resources	
Channel Name	Cha...	Live Mon...	Channel Status		
screen 1	001		Idle		
audio 1	002		Recording		
this is position 1	003		Idle		
audio 2	004		Idle		
Avtec 1	005		Inactive		
Avtec 2	006		Inactive		
Channel 7	007		Inactive		
Channel 8	008		Inactive		
sky 1	009		Inactive		
sky 2	010		Inactive		
sky 3	011		Inactive		
sky 4	012		Inactive		

Quality Factor

Quality Factor is call evaluation software that helps managers evaluate and quantify call taker proficiency in each area of performance specific to a communications center. Quality Factor includes an Evaluation Form builder to quickly design forms that identify key performance results on an individual, shift, and center basis. Quality Factor helps focus on areas that need improvement, provide analytical support data to bolster budgetary requests, and address citizen or government quality/performance inquiries.

Quality Factor™ Software

- ▶ How are your dispatchers and call takers performing?
- ▶ What training should you offer them?
- ▶ Who are your stars?
- ▶ Who needs to improve what in order to get that raise or promotion?

Eventide has developed Quality Factor software to help you answer those questions and more. Quality Factor software is a tool to help communications center managers evaluate and quantify the performance of dispatchers and call takers. With Quality Factor software, managers can easily measure performance trends and identify the skills needing improvement. Quality Factor software includes an Evaluation Form builder that lets you very quickly design forms that are specific to your center's needs. Rather than just having a general sense of a staff members' skills like communications, empathy, accuracy, conformance, and software tool usage, Quality Factor software allows you to breakdown a call or series of calls to identify and quantify call taker and dispatcher proficiency in each of these areas of performance.

Quality Factor reports help identify key performance results on an individual, shift, and center basis so that training can be focused on areas that need improvement. Quality Factor reports also provide analytical support data to bolster budgetary requests and to address citizen and government quality/performance inquiries.

Evaluations are performed within *MediaWorks Plus* software. Simply select a call (or calls), right-click, select Evaluate, and choose the desired form. The evaluation form (shown below) appears in a new tab.

Key Features

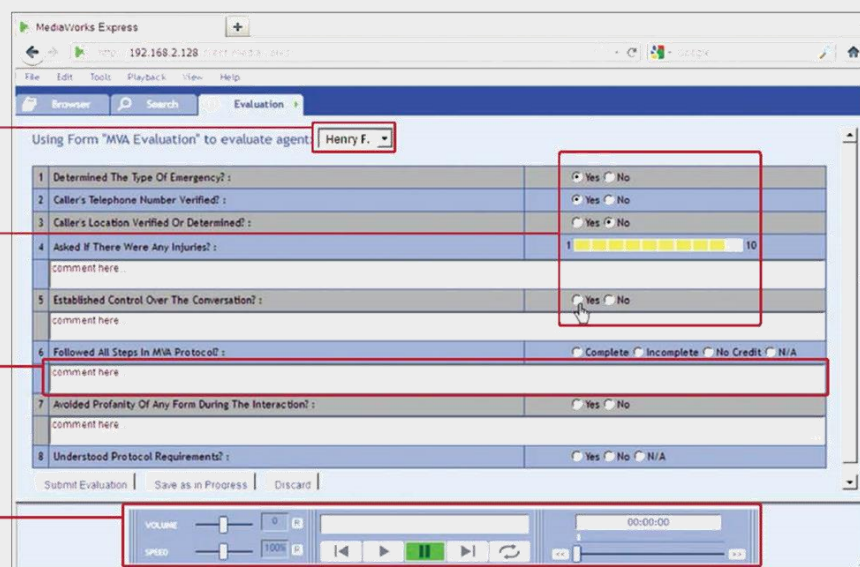
- Flexible and easy-to manage Call Evaluation and Reporting tool
- Evaluation forms are easily created and modified as needs change
- Automatic flagging of below threshold scores
- Auto-fail capability based on quantity of flags
- Reports provide valuable insight into performance and skill competency
- Agents may review their own evaluations & calls
- Secure role-based user access
- Operates within Eventide MediaWorks Plus browser based software

Select the Agent to be evaluated

Score each question via a single click

Enter a text comment (if applicable)

Replay controls are provided for use during evaluation



MediaWorks Express

192.168.2.128

File Edit Tools Playback View Help

Browser Search Evaluation

Using Form "MVA Evaluation" to evaluate agent: Henry F.

1	Determined The Type Of Emergency?	<input type="radio"/> Yes <input type="radio"/> No
2	Caller's Telephone Number Verified?	<input type="radio"/> Yes <input type="radio"/> No
3	Caller's Location Verified Or Determined?	<input type="radio"/> Yes <input type="radio"/> No
4	Asked If There Were Any Injuries?	1 2 3 4 5 6 7 8 9 10
5	Established Control Over The Conversation?	<input type="radio"/> Yes <input type="radio"/> No
6	Followed All Steps In MVA Protocol?	<input type="radio"/> Complete <input type="radio"/> Incomplete <input type="radio"/> No Credit <input type="radio"/> N/A
7	Avoided Profanity Of Any Form During The Interaction?	<input type="radio"/> Yes <input type="radio"/> No
8	Understood Protocol Requirements?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

Submit Evaluation | Save as in Progress | Discard

VOLUME | SPEED | 100% | 00:00:00

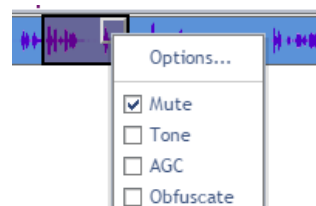
Our proposed solution includes a **Screen Recording** feature that can capture all workstation activity. The recordings are centrally archived on the primary NexLog recorder and can be viewed along with the calls for training, incident recreation, and exporting.

Contact Closure Detection provides definitive start and stop commands to the recorder so back-to-back calls at the console are recorded as individual interactions. Recordings begin at the exact moment a call is answered and terminate as soon as the call is released, which eliminates the problems associated with VOX triggering where calls are merged into single recordings or separated due to silence.

Identity Protection is available via the voice obfuscation and redaction tool.

It allows the user to modify and export recordings with silence, beep tones, and increased volume in the selections you choose. It also allows the pitch of the dispatcher or caller's voice to be altered for privacy purposes. The original call is left in its original, unaltered form for legal authenticity verification. This feature was designed specifically to assist PSAPs with

meeting Freedom of Information Act request, while still complying with the NC General Statute § 132-1.4 concerning identity protection.



System Status Notifications are available in a variety of ways on the NexLog platform. Administrators and Service Technicians can be notified by email, client interface, SNMP, and the 7" front panel display. Numerous notifications options include, but are not limited to, channel inactivity, failure to record, unusual recording length, system disconnection, screen recording disconnection, hard disk failure, process failure, and network disruption.

Secure Socket Layer (SSL) Encryption fully encrypts any audio or communication to and from the recorder via standard 256-bit web encryption. Certificates can be self-signed by the recorder or provided by Iredell County's standard SSL certificate issuing authority.

Integrated 7" Color LCD Touch Screen Display

Provides convenient control and replay at the server's front panel. Users can view the current status of each channel and each archive, receive visual and audible alerts, live monitor channels, and fully administer the configuration manager software. This feature also serves as an interface for direct connection to the recorder in the event of a network failure.



OFFICIAL BUDGETARY QUOTE

The following pages are the official budgetary quote provided by Carolina Recording Systems. The breakdown shows all parts and services related to this potential project along with line item costing.

FOR: Eventide NexLog Communications Recording System
Iredell County Emergency Communications

201 E. Water St.
Statesville, NC 28677

Candy Strezinski
(704) 878-5353
candy.strezinski@co.iredell.nc.us

Quote Prepared By
Derrick Duggins

derrick.duggins@crsnc.com
(919) 302-2297

Fax: (888) 776-0201
Help Desk: (888) 661-0202

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
4 to 6 Weeks	Net 30	FOB - Freight, Delivery - Prepaid and Add	12/31/2017	IREDELL0517

Line	Qty	Model	Description	Unit Price	Ext. Price
1	1	NexLog740	NexLog 740 - New Center This Eventide NexLog 740 recording server will be configured to record up to 56 Analog Channels, up to 48 VoIP Channels, up to 20 CAD Workstations, and is expandable for future recording needs. The 3U rack-mount recording chassis contains 12TB of RAID storage and a Linux Operating System. <u>Recording Solution Includes:</u> Web-Browser Playback Instant Recall Incident Recreation Redaction / Identity Protection Contact Closure Quality Factor Call Evaluation VESTA Integration Front Panel Display Sungard CAD Integration Central Archive	\$ 69,591.00	\$ 69,591.00
2	1	MotoP25	Motorola Astro P25 Integration - Applied to Recorder B Recording System Includes: - Integration to P25 system via Customer-Supplied Archive Information Servers (AIS) - License Fee for MCC7500 SDK - Qty: 1 - 4 Concurrent Decoder for P25 - Eventide Remote Install Prep *For all P25 implementations, payment is required up front due to pass-through licensing charge to Motorola Solutions for use of the integration's Software Development Kit (SDK).	\$ 75,490.00	\$ 75,490.00
3	1	NAS-16512	Network Attached Storage Server - 12TB RAID5, 16GB RAM, Windows Server 2012R2 Standard	\$ 4,795.00	\$ 4,795.00
4			Equipment Price		\$ 149,876.00
5	1	XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	\$ 12,500.00	\$ 12,500.00
6	1	Man S&H	Manufacturer Shipping	\$ 125.00	\$ 125.00
7			Solution Total		\$ 162,501.00

Installation Notes:

Customer's radio, telephone, and CAD vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location. Customer is responsible for insuring the necessary installation and integration work is completed by its other vendors.

Warranty Notes:

System Upgrade is covered under existing service agreement with 24/7 on-site service response.

Iredell County Eventide Recording System

Part Number	Description	Quantity	Price (Each)	Price (Extended)
NexLog 740 - New Center				
Total(\$69,591.00)				
NexLog740	NexLog 740 base system: 3U rack-mount, Intel Core2 Quad CPU, Dual NIC, Embedded Linux, NexLog base software, web-based configuration manager, and 1st year warranty.	1	\$9,985.00	\$9,985.00
105301	Integrated 7" Color LCD Touch Screen Display for NexLog 740	1	\$1,295.00	\$1,295.00
105378	Upgrade to 4 x 4TB Hot Swap h/w-RAID5 = 12TB storage	1	\$6,190.00	\$6,190.00
105321	Equip with 1 Multi-Drive for DVD-RAM (standard)	1	\$0.00	\$0.00
108233-000	Dual Hot-Swap power supplies, 120/240 VAC (standard-no charge)	1	\$0.00	\$0.00
324430	Rack Mount Slides - 4 Post, 3U (for NexLog 740)	1	\$360.00	\$360.00
105284-024	24-Channel Analog Card, 24 Ch. Licenses	2	\$6,000.00	\$12,000.00
105284-008	8-Channel Analog Card, 8 Ch. Licenses	1	\$2,700.00	\$2,700.00
109033-003	Quick Install Kit (9 ft. Cable + "66" Block):	3	\$220.00	\$660.00
108121	24 port GPIO PCI Card/Cable Kit (non-isolated; 24 inputs)	1	\$795.00	\$795.00
271052	Internal IP Recorder with First 8 G.711 Channels	1	\$3,850.00	\$3,850.00
271035	Additional Internal IP G.711 8-Channel license pack	5	\$1,750.00	\$8,750.00
324469	Single-port 100/GB PCI Network Card	2	\$188.00	\$376.00
271140	Eventide Interface license for VESTA 911 IP/SPAN Recording	1	\$2,495.00	\$2,495.00
271102	NexLog API Access License: Control and Tagging - For Sungard CAD Integration	1	\$3,495.00	\$3,495.00
209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only	1	\$3,495.00	\$3,495.00
271073	Screen Recording for 20 PCs (Requires MediaWorks PLUS)	1	\$4,000.00	\$4,000.00
271077	Quality Factor Software: FIRST 20 Agents (Requires MediaWorks PLUS)	1	\$2,500.00	\$2,500.00
271082	Quality Factor Software: 20 Agent ADD-ON license pack	1	\$1,990.00	\$1,990.00
271014	Central Archive License (for archive to another NexLog)	1	\$1,670.00	\$1,670.00
271083	8 pack MediaWorks PLUS (web) concurrent license	3	\$995.00	\$2,985.00
Motorola P25 Integration via AIS				
Total(\$75,490.00)				
271141	Mandatory license fee for Initial System Release - for end-customer with ONE AIS (or FIRST AIS) (Non-Discountable; must be pre-paid)	1	\$49,995.00	\$49,995.00
209220	Integration to ASTRO 25 system - Initial ASTRO version - SINGLE AIS	1	\$11,995.00	\$11,995.00
115015	Mandatory Remote Install Prep for P25; (Non-Discountable)	1	\$3,500.00	\$3,500.00
1173-000	DVSI 4-Port Decoder Unit (for P25, DMR, TRBO, and NXDN) - Max 3	1	\$10,000.00	\$10,000.00

Peripherals				
NAS-16512	Network Attached Storage Server - 12TB RAID5, 16GB RAM, Windows Server 2012R2 Standard	1	\$4,795.00	\$4,795.00
Shipping				
Man S&H	Manufacturer Shipping and Handling	1	\$125.00	\$125.00
Professional Services				
XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	1	\$12,500.00	\$12,500.00
Item Sub-Total				\$162,501.00



davenportgroup

Iredell County

Rack/UPS

Quote #Q-095480

Version 1

your **davenport group** representative

Mary Brown

account executive

mary.brown@davenportgroup.com

cell: 704.804.0984

corporate: 1.877.231.9114

Prepared For:

Iredell County
Candy Strezinski
201 E Water St
Stateville, NC 28677
candy.strezinski@co.iredell.nc.us

Quote Information:

Quote Number: 95480
Version Number: 1
Date: July 27, 2016
Quote Expiration: August 24, 2016

Rack/UPS

Qty	Description	Unit Price	Extended
1	TrippLite SmartRack 42-Units Premium Enclosure (A0688999)	\$1,174.00	\$1,174.00
2	Tripp Lite UPS Smart Online 2200VA 1800W Rackmount 120V LCD USB DB9 2URM - UPS - 1800-watt - 2200 VA (A7918297)	\$1,523.00	\$3,046.00
2	Internal Universal SNMP/Web management accessory card connects UPS to Ethernet (A0420119)	\$258.00	\$516.00
2	Tripp Lite 2400 VA Metered Power Distribution Unit (A0948548)	\$159.00	\$318.00
2	TrippLite IEC-320-C19 to NEMA 5-15P 14AWG Heavy Duty Power cord - 10 ft (A1470428)	\$20.00	\$40.00
2	Tripp Lite Piggyback Power Cord 13A 16AWG 5-15P/R to C13 - power cable (125 VAC) - 6 ft (A8414186)	\$7.00	\$14.00
1	Shipping	\$225.00	\$225.00
1	Discount	(\$574.00)	(\$574.00)
Rack/UPS Subtotal			\$4,759.00



Summary		Amount
	Rack/UPS	\$4,759.00
	Total	\$4,759.00





Terms and Conditions

Terms of payment are Net 15 days from shipment, unless otherwise agreed upon. We will assess a late fee of 1.5 percent per month on all amounts received after that time. Applicable tax and shipping will be included on your invoice. We reserve the right to cancel orders arising from pricing or other errors. Thank you for your business.

Signature

Date



davenportgroup



davenportgroup

Iredell County

Virtualization Project

Quote #Q-094770

Version 1

your **davenport group** representative

Mary Brown

account executive

mary.brown@davenportgroup.com

cell: 704.804.0984

corporate: 1.877.231.9114

Prepared For:

Iredell County
Candy Strezinski
201 E Water St
Stateville, NC 28677
candy.strezinski@co.iredell.nc.us

Quote Information:

Quote Number: 94770
Version Number: 1
Date: April 22, 2016
Quote Expiration: May 21, 2016

FX2 Chassis + 2 FC630 Nodes

Qty	Description	Unit Price	Extended
1	<p>PowerEdge FX2 PowerEdge FX2 Chassis for up to 4 Half-Width Nodes Dell Hardware Limited Warranty Plus On Site Service 3 Year Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 3 Year ProSupport: 7x24 HW / SW Tech Support and Assistance, 3 Year MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year Thank you choosing Dell ProSupport. For tech support, visit http://www.dell.com/support or call 1-800- 945-3355 FX2 Half-Width Node Filler Blank - Qty 2 Redundant Ethernet Switch Configuration PowerEdge FX2S Chassis Configuration with Flexible IO (up to 8 PCIe Slots) SD Storage for Chassis Management Controller CMC Enterprise for FX2 USER Guide, FX2 Chassis PowerEdge FN I/O Module User Documentation FX2 ReadyRails Sliding Rails Power Supply, Redundancy Alerting Enabled Configuration Dual, Hot-plug, Power Supply, 2000W, C19/C20 Power Cord Required Power Cord, C20 to C19, PDU Style, 16A, 250V, 2ft (0.6m) No Media Required</p>	\$2,882.00	\$2,882.00



FX2 Chassis + 2 FC630 Nodes

Qty	Description	Unit Price	Extended
2	PowerEdge FC630 Server Node PowerEdge FC630 Motherboard PowerEdge FC630 Regulatory Label, DAO ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch, 3 Year ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3 Year PowerEdge FC PCIE Mezzanine Adapter QLogic 57840S 10Gb Quad Port KR Blade Network Daughter Card iDRAC8 Enterprise, integrated Dell Remote Access Controller, Enterprise 2.5" Backplane with up to 2 Hard Drives and Onboard SATA Diskless Configuration, No Controller Intel Xeon E5-2650 v3 2.3GHz, 25M Cache, 9.60GT/s QPI, Turbo, HT, 10C/20T (105W) Max Mem 2133MHz - Qty 2 32GB RDIMM, 2133 MT/s, Dual Rank, x4 Data Width - Qty 12 Performance Optimized No Hard Drive No Systems Documentation, No OpenManage DVD Kit Internal Dual SD Module, Redundant SD Cards Enabled 16GB SD Card For iDSDM - Qty 2 No OS, No Utility Partition No Media Required	\$14,871.00	\$29,742.00
2	Dell PowerEdge FN410S I/O Module, 8x Internal to 4x SFP+ external ports Dell Hardware Limited Warranty Plus On Site Service ProSupport Plus: 7x24 Next Business Day Onsite Service, 3 Years ProSupport Plus: 7x24 HW/SW Technical Support and Assistance, 3 Years Software, Rights to use Full-Switch Mode, FN I/O Module	\$1,901.00	\$3,802.00
1	Shipping	\$52.00	\$52.00
1	Discount	(\$8,089.00)	(\$8,089.00)
FX2 Chassis + 2 FC630 Nodes Subtotal			\$28,389.00



Dell Networking N3024

Qty	Description	Unit Price	Extended
2	Dell Networking N3024, L3 ,24x1GbE, 2xCombo, 2x10GbE SFP+ fixed ports, Stacking, IO to PSU airflow, 1x AC PSU Dell Hardware Limited Warranty 3 Year Lifetime Limited Hardware Warranty with Basic Hardware Service Next Business Day Parts Only on Your Network Sw ProSupport Plus: Next Business Day Onsite Service After Problem Diagnosis, 3 Year ProSupport Plus: 7x24 HW/SW Tech Support and Assistance, 3 Year Dell Networking N2000/3000 Series User Guide Power Supply, 200w, Hot Swap, with V-Lock, adds redundancy to non-POE N3000 series switches Power Cord, 125V, 15A, 10 Feet, NEMA 5-15/C13 - Qty 2 Stacking Cable, for Dell Networking N2000/N3000/S3100 series switches (no cross-series stack), 0.5m	\$2,486.00	\$4,972.00
2	Shipping	\$10.00	\$20.00
1	Discount	(\$327.00)	(\$327.00)
Dell Networking N3024 Subtotal			\$4,665.00



Dell Storage SC4020i

Qty	Description	Unit Price	Extended
	Hardware Section		
1	SC4020 10Gb iSCSI - 4ports (Single drives)		
6	Dell 1.92TB, SAS 12Gb, SSD, Mainstream RL, 2.5		
18	Enclosure Blank, SAS, Drive Bay Blanks, 2.5"		
1	C13-C14, PDU, 12AMP, 6.5 FT (2m), Power cord, Qty2		
8	SFP+ Cable, 3M, CUS		
	Hardware Subtotal		\$44,989.00
	Software		
1	SW, Storage Center OS Core Base License	\$0.00	\$0.00
1	SW, Remote Data Protection w/ Live Volume Bundle Base License	\$5,375.00	\$5,375.00
	Software Subtotal		\$5,375.00
	Services & Installation		
1	Copilot Support Term: 3 year (36 months) - 24x7 Support Center w/ Priority On-Site (4 hour)	\$11,402.00	\$11,402.00
	Services & Installation Subtotal		\$11,402.00
1	Shipping	\$118.00	\$118.00
1	Discount	(\$2,808.00)	(\$2,808.00)
Dell Storage SC4020i Subtotal			\$59,076.00



VMware Licensing

Qty	Description	Unit Price	Extended
4	VMware vSphere 6 with Operations Management Enterprise Plus for 1 processor	\$3,121.00	\$12,484.00
4	Production Support/Subscription VMware vSphere 6 with Operations Management Enterprise Plus for 1 year	\$1,132.00	\$4,528.00
1	VMware vCenter Server 6 Standard for vSphere 6	\$5,150.00	\$5,150.00
1	Production Support/Subscription VMware vCenter Server 6 Standard for vSphere 6 (Per Instance) for 1 year Technical Support, 24 Hour Sev 1 Support -- 7 days a week	\$1,545.00	\$1,545.00
VMware Licensing Subtotal			\$23,707.00



Davenport Group Services

Qty	Description	Unit Price	Extended
1	Implementation & Knowledge Transfer (refer to SOW for Details)	\$10,000.00	\$10,000.00
Davenport Group Services Subtotal			\$10,000.00



Summary	Amount
FX2 Chassis + 2 FC630 Nodes	\$28,389.00
Dell Networking N3024	\$4,665.00
Dell Storage SC4020i	\$59,076.00
VMware Licensing	\$23,707.00
Davenport Group Services	\$10,000.00
Total	\$125,837.00





Terms and Conditions

Terms of payment for products and maintenance are Net 15 days from date of shipment, unless otherwise agreed upon. An invoice for products and maintenance will be issued upon shipment. A second invoice for services will be issued upon completion of those services, with terms of Net 15. Please note that a 1.5 percent per month late fee is assessed on all amounts outstanding beyond terms of invoice.

Signature

Date



davenportgroup



February 13, 2017
Customer: Iredell County
Quote: Vesta E9-1-1 Geo-Diverse
System Upgrade

QTY	DESCRIPTION	TOTAL
1	Vesta Backroom Equipment including:	\$ 117,042.12
	1 Year of Software Support	
10	Vesta 9-1-1 Workstations	
10	22" Touchscreen Monitors	
10	24 Key keypads	
10	CDR License for ECaTS	
1	Vesta Backroom Equipment including:	\$ 51,791.05
	1 Year of Software Support	
8	CommandPost Units including:	\$ 122,014.29
8	Docking Stations	
8	22" Touchscreen Monitors	
8	24 Key keypads	
8	CDR License for ECaTS	
1	Recommended Spare Parts	\$ 6,443.24
1	Shipping	\$ 2,229.68
1	Turn Key Installation	\$ 55,105.50
1	Airbus Field Engineering Services	\$ 6,400.00
3	Call Taker and Administrator Training	\$ 2,172.00
1	24x7 Remote Monitoring and Virus Protection	\$ 25,544.00
10	Blackbox KVM's	\$ 8,636.40
Total: (includes all options)		\$ 397,378.29
(This is a turnkey quote for the E9-1-1 system including installation, training, warranty and software support for 1 year. The Vesta E9-1-1 system requires a NENA approved NetClock at each Host Site.)		

Hi Tony,

Good morning. I hope all is well. I tried getting a quote for your project but without a layout and project details I am unable to do so. I am able to give you a ballpark figure, I hope this helps.

For a 12 station project you are looking at a ballpark figure of \$216,000. This would include shipping from our CO warehouse and install at the NC location. This breaks down to about \$18,000 per station.

I hope this helps.

Thanks!

Cher



Cher Ice

Xybix Systems, Inc.
Southeast Territory Manager
C: 919.904.3487
O:303.683.5656
F : 303.683.5454
<http://info.xybix.com/cher-ice>

Attachment 12 — The Red Springs Citizen News Article — can be found on the following pages.

This attachment pertains to questions 9 and 14.

POSTED ON [AUGUST 12, 2017](#) BY [RED SPRINGS CITIZEN](#)

City, county getting 911 backup

NEWS, TOP STORIES

By Bob Shiles - bshiles@robesonian.com



Lumberton's 911 call center, located on the second floor of the City Hall in downtown Lumberton, handled 55,000 calls in 2016, including almost 8,000 the month of Hurricane Matthew. A backup call center will be established on East Fifth Street.



LUMBERTON — Hurricane Matthew delayed establishment of the two state-mandated 911 backup centers for Lumberton and Robeson County, but both facilities should be up and running no later than early 2018, according to those overseeing the operations of the current Lumberton and Robeson County 911 communications centers.

According to Bill French, Lumberton's Emergency Services director, all of the state's Public Safety Answering Points, more commonly referred to as 911 call centers, were to have established functioning backup call centers by July 1. The state mandated the centers be established several years ago.

Although the backup centers do not have to mirror the existing primary call centers, they must have similar capacity to receive calls and dispatch units in emergencies, French said.

Lumberton's backup center, which French hopes will be operable



Bill French



by November or December, is being established at the Eastside Resource Center at 1608 E. Fifth St. Until the property was damaged by Hurricane Matthew, the center was to have been located at the City's Electric Utilities Department on Halsey Street.

The cost of equipment and retrofitting a building to meet the needs of a backup call center is an expensive venture, especially when the facility may never be used except for occasional operation to ensure that all equipment is operating properly.

During a meeting of the City Council on Wednesday, council members approved French's \$334,000 budget request for the total project. Of that total, \$245,000 will come from Lumberton's allocation of state 911 funds, with the remainder coming from the City's General Fund.

French said that state 911 funds are allocated to call centers based on a formula, which is always changing, based on such factors as the size of the center and its call volume. In 2016, Lumberton's center handled 55,000 calls.

"In October of last year, which included Hurricane Matthew, the number of calls was 7,908, French said. "I was so proud of my fellow communication workers who handled Matthew and all of the large call volumes related to the storm. Some had to work overtime and they did their job without complaining."

While work on Lumberton's backup center is moving forward, the establishment of Robeson County's center is also under way.

Georgette Callahan, a tele-communicator supervisor at Robeson County's 911 Communications Center, on Friday monitors emergency calls. The center handled more than 100,000 calls last year.



Jimmy Williamson

Robeson County's backup center will be in the old postal encoding building at 300 Commerce Drive in Lumberton, according to the county's communications director, Jimmy Williamson. Williamson said Friday that other sites had been considered, including the former BB&T building and the current county Veterans Services building, both in downtown Lumberton.

Williamson said that he is not certain how much the facility will cost to renovate and equip, but it will most likely exceed the cost being spent on the Lumberton center.

"We serve five small towns plus the Robeson County Sheriff's Department," said Williamson. "In 2016 we handled more than 100,000 calls, These are calls we dispatched for law enforcement, EMS and the county's more than 30 fire departments. This number does not include other 911 calls we received."

Williamson said it's a good idea to have a backup center in case the current communications center on Legend Road, next to the Sheriff's Office, should happen to go down.

"But we hope we never have to use it," he said.

Plans are for the county backup center to be up and running by early 2018, Williamson said.

Originally there had been discussions between Lumberton and the county about sharing a backup center, but according to both French and Williamson it was eventually determined that it would be more economically feasible and operationally efficient if two separate centers were established.

"Ultimately we decided we should seek our own solutions," said French. "Shared costs would be large."

Attachment 13 — Grant Questions — can be found on the following pages.

5. Please outline project goals and objectives.

This project is for a Regional Initiative and Replacement. Iredell County Emergency Communications (ECOM) has taken a regional approach providing shared equipment and components that support E 9-1-1. ECOM has exceeded maximum capacity and needs to replace its current public safety answering point (PSAP). The Board of Commissioners' chairman has provided a letter to accompany this grant request.

Attachment 1 contains a copy of Board of Commissioners' letter.

ECOM is currently located on the lower level of a two-story non-hardened masonry building, without windows. The area is approximately 5,300 total square feet, which includes office spaces. Approved staffing is one supervisor and seven dispatchers per shift, with two call takers for peak shifts (a total of ten on-duty during peak hours of 11:00 a.m. to 11:00 p.m. Call takers and dispatchers are positioned too closely to one another, which creates a noisy and stressful work environment.

Attachment 2 contains photographs of the center.

The proposed Iredell County Public Safety Complex project is a \$17.3+ million project, combining emergency medical services (EMS), Fire Marshall, Emergency Management, and Emergency Communications into one facility. The cost estimates for the ECOM portion of this project are approximately \$9 million. The County is requesting \$4,334,412.20 through this grant process to cover the additional space needs, professional support, and technology associated with the ECOM portion of this project. There is an estimated \$828,000 in technology costs that are eligible for reconsideration if a full grant award is not realized. The requested amount represents 48.16 percent of the total project costs for the ECOM portion of the facility. The new public safety facility includes a total of 13,143 square footage for the 9-1-1 and emergency operations center (EOC) area. ECOM has 7,438 square feet. The EOC is 2,473 square feet, with 3,232 square feet of shared space, which includes conference rooms, training space, offices, restrooms, and kitchen. Iredell County entered into agreements with Wilkes and Alexander counties as part of a regional backup initiative. ECOM has no room in the current center to house Wilkes and/or Alexander counties long-term if the need were to arise; the agencies would be housed in the EOC if it was not activated. As such, 2,760 square feet of space was added to the Public Safety Complex plan to provide the regional backup for Wilkes and Alexander counties and Mooresville Police. This will also allow for potential space for a co-location or consolidation, if that decision were to be made in the future. The total space, therefore, for ECOM and the EOC is 15,903 square feet. The County has already committed to the Public Safety Complex. This grant request includes construction costs for the add-on space (2,760 square feet) only, not the remainder of the facility. Approval of this grant would enable Iredell County to honor those agreements and provide the space that will be needed for future growth.

Iredell County respectfully submits this grant request in support of an individual PSAP replacement and regional backup initiative. Iredell County is a regionalized backup location providing a backup solution for Wilkes County and Alexander County primary PSAPs, the Town of Mooresville Police dispatch center (which is the approved backup for ECOM), and the City of Statesville Police dispatch center. The grant request is for construction of a new 9-1-1 facility with associated infrastructure and technology. The new facility will function as Iredell County's primary PSAP and will serve as a

regional backup center for Mooresville Police, Statesville Police, as well as Wilkes and Alexander counties' 9-1-1 operations. Alexander County and Wilkes County entered separate Memorandum of Understandings (MOUs) with Iredell County on May 2, 2016, and April 19, 2016, respectively. Currently Mooresville and Statesville are non-funded secondary PSAPs within Iredell County with Mooresville approved as the backup.

Attachment 3 contains the MOUs with Alexander County and Wilkes County. Attachment 4 contains a copy of Mooresville Police Department's backup plan.

ECOM is a vital link between residents, businesses, visitors, and public safety agencies. ECOM is the primary PSAP for Iredell County, with responsibility for the Sheriff's Office, Troutman Police, Iredell County EMS, and consolidated fire dispatch responsibilities within the county. Requests for Mooresville Police and Statesville Police are transferred to the respective agency only if there are no injuries.

Each of the nine workstation positions has the same or similar layouts, with five monitors for customer premise equipment (CPE), computer aided dispatch (CAD), radio, geographic information system (GIS) mapping from Esri, and general information technology (IT) applications. Track lighting is installed, but not used, as it produces glare on the computer monitors. McGuire Nuclear Power facility, which is located on Lake Norman in Mecklenburg County, has station alert sirens throughout Iredell County and equipment positioned in ECOM. The system is owned by Duke Energy and reports alarm and evacuation conditions to ECOM. This system is connected via communications circuits from Duke Energy to ECOM. A dedicated workstation in ECOM receives the alarms and triggers the sirens.

Iredell County has already begun the process for a new facility complex to house 9-1-1, Emergency Management, and the EOC. Other spaces are designed to support the Fire Marshall, EMS base and administration. The design-build process is underway with a general contractor and its architectural subcontractor under contract. Groundbreaking occurred in late October.

Only 9-1-1 and shared spaces with the EOC are part of this grant request.

The primary goal of this grant request is to provide a 9-1-1 communications facility that can serve as a regional backup center. Currently there is no space within Iredell County ECOM for a regional backup center. A grant award will help ensure that adequate space and workstations are available should any of the participating agencies need to evacuate their current centers. For Alexander and Wilkes counties, this will ensure alignment with North Carolina § 143B-1406(f)(5), which states, "...a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP ... The plan must identify the alternative capability of taking the redirected 911 calls." The North Carolina 911 Board has stated in its operating standards that the backup PSAP, when staffed, shall be capable of performing the emergency functions performed at the primary. The objectives of this goal are as follows:

- Objective 1: Provide adequate space to accommodate Alexander and Wilkes counties and the Town of Mooresville and City of Statesville
- Objective 2: Adhere to established rules for PSAP facilities within 09 NCAC 06C.0210, and for the use of grant funds, as stated within 09 NCAC 06C.0400

- Objective 3: Incorporate recommended standards for mission-critical facilities published by the Federal Emergency Management Agency (FEMA), the National Fire Protection Association (NFPA), and the National Emergency Number Association (NENA), where able
- Objective 4: Provide functional areas, which currently do not exist, to be utilized during prolonged events, such as severe weather or man-made or natural disasters
- Objective 5: Offer properly designed functional areas to improve the safety and security of operations personnel

The secondary goal of this grant request is to provide technology systems that enhance operations and provide for the needs of other agencies, pursuant to the MOUs that are in place. The objectives of this goal are as follows:

- Objective 1: Align the new 9-1-1 center to continue to meet both technological and operational standards set by the North Carolina 911 Board
- Objective 2: Move, update, or replace, as needed, equipment and software; where applicable ensure the capability exists to support Next Generation 9-1-1 (NG9-1-1) technologies
- Objective 3: Conduct thorough system testing before acceptance.

While this project is already underway, to meet industry standards for a hardened facility to house mission-critical operations, and ensure redundancy of critical systems, as required by the North Carolina 911 Board, and security of personnel and equipment, financial support in the form of a grant is a necessity.

Iredell County ECOM would like to note that it has completed the required State audit. While there were deficiencies, an action plan was instituted. ECOM is compliant with State legislation. [Note: The answers to the grant questions are also provided as Attachment 13 for ease of reading due to formatting constraints within this document.]

6. Please provide an implementation strategy and work plan, including a timeline.

Iredell County has committed to a new public safety facility with a total cost in excess of \$17 million. The construction funds requested through this grant process are only to cover the add-on costs to support backup for Alexander and Wilkes counties and Mooresville Police. In addition, technology systems to enhance technological and operational standards are requested.

Iredell County entered into a contractual relationship with Edifice / ADW Architects for the design-build of the public safety complex in 2016. Mission Critical Partners provided input into the programming for the 9-1-1 center and associated spaces, such as the mechanical rooms and offices. Facility construction is expected to be complete towards the end of 2018, beginning of 2019.

Attachment 5 contains a copy of the floor plan for the facility.

Until that time, Iredell County ECOM will continue to operate from the current center. However, upgrades to equipment are underway. Iredell County has upgraded the CAD system and is in the process of upgrading the radio consoles; both key systems. The County selected the Superion (formally SunGard) CAD system; this was a much-needed update as the old system was not fully integrated to other needed applications and did not provide the quality of service expected by staff,

citizens, and first responders.

Iredell County currently operates with four radio systems: the County very high frequency (VHF) system, the Statesville City-owned 800 megahertz (MHz) system, the Urban Area Security Initiative (UASI) system, and the State's VIPER system. To dispatch effectively, it became necessary to update the radio consoles gradually to the Motorola MCC7500 consoles, so that the center can connect to the Charlotte UASI system and the State VIPER system. The goal is to directly connect to the State VIPER system once the new facility is operational. This equipment will transition to the new center.

Other technology and furnishings, such as workstations and chairs, will be procured to coincide with substantial facility completion. This will ensure full warranties are available as near to cutover as possible. Acceptance testing will be provided by the respective vendor, with input to acceptance testing documents and oversight from the County project team and its consultant.

The new facility complex is a large construction project, with many tasks not associated with 9-1-1. Construction is expected to continue into 2019—meaning the window is 20 months or more. The good news is that a construction firm and architectural firm are in place, the groundbreaking has been held, and the County has been proactively working on this important project. Important remaining steps include the following:

- 1) Construction of the new facility for 9-1-1 operations (began October 2017)
- 2) Confirm tower requirements for new location (anticipated November 2017)
- 3) Ensure grounding meets Motorola R56 or other industry standards (on-going at varying stages of construction)
- 4) Procure new technology and furnishings (will occur in late 2018, depending on required procurement length)
- 5) Develop systemization / transition plan (anticipated September 2018)
- 6) Reach substantial completion of new facility (intent late 2018 / early 2019)
- 7) Install, test, and accept new technology (following substantial completion)
- 8) Address any facility punch list issues in 9-1-1 area (on-going following substantial completion and temporary occupancy)
- 9) Transition CAD system, including testing and acceptance (anticipated early 2019)
- 10) Transition any MCC7500 radio consoles, including testing and acceptance (anticipated early 2019)
- 11) Go-live / Physically transition 9-1-1 staff to new facility (anticipated second quarter 2019, dependent on overall schedule; will be updated accordingly)

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

Interface or compatibility issues are not expected at this time. The new facility will house Iredell County ECOM and serve as a regional backup center to the agencies previously identified. Iredell County ECOM and Mooresville Police, which is the backup for Iredell County, both operate Superion (formerly SunGard) CAD systems; thus, there will be no compatibility issues. While Statesville Police operate a New World CAD system, an interface could be established to address any long-term needs for backup. The CAD system will be relocated to the new site prior to and during go-live to

ensure that the old and new center remain operational until the transition is complete.

Per the executed MOUs with Alexander and Wilkes, the counties are responsible for their hardware, software, and equipment at Iredell County ECOM. Iredell County is providing space in the new facility and will answer incoming 9-1-1 calls that are transferred from either county until respective staff arrives, when the backup center is activated.

Iredell County has an Eventide 48-channel logging recorder that will be expanded to accommodate serving as a regional backup. This will facilitate the continuous recording for all users of the new facility.

Iredell County ECOM has the difficult task of communicating with its responder agencies via different technologies, bands, frequencies, talkgroups, etc. that are in use. ECOM uses both analog (traditional) VHF and ultra high frequency (UHF), and digital 800 MHz trunked radio systems. As a work-around, ECOM has installed a cross-band patching solution to “repeat” transmissions between VHF and 800 MHz; however, this is only partially effective. As mentioned earlier, ECOM is in the process of updating their radio consoles gradually to the MCC7500, so that the center can connect to the Charlotte UASI system and the State VIPER system.

Iredell County contracted with Mission Critical Partners to provide operational and technical assessments prior to pursuing this grant. The reports can be provided upon request.

8. *Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.*

The Development Tier Designation¹, § 143B-437.08, defines the tier designations used annually by the North Carolina Department of Commerce to assign an economic tier to each county. § 143B-437.08(a) states, “Tiers Defined. - A development tier one area is a county whose annual ranking is one of the 40 highest in the State. A development tier two area is a county whose annual ranking is one of the next 40 highest in the State. A development tier three area is a county that is not in a lower-numbered development tier.”

Per the Labor & Economic Analysis Division’s 2017 tier designations, Iredell County is a Tier 3. The Rural Center 2016 Impact Report denotes Iredell County as one of fourteen suburban counties, but not one of six urban counties.² Access NC, through the North Carolina Department of Commerce, estimates that 37.9 percent of Iredell County’s 2010 U.S. Census population live in a rural area of the county.

Rural counties are defined as having a population density of no more than 250 people per square mile. This definition of rural has been incorporated in legislation adopted by the N.C. General Assembly. The 2017 projected population in Iredell County is 176,191, approximately 295 people per square mile. This does, however, represent an increase of 17 percent in ten years. (In 2007, it is

¹ http://www.ncleg.net/EnactedLegislation/Statutes/HTML/BySection/Chapter_143B/GS_143B-437.08.html

² <http://impact.ncruralcenter.org/>

estimated that Iredell County would average 252 people per square mile; just over the definition for rural.)

While obviously not a distressed county by definition, 33.1 percent of county residents were low-income from 2011 to 2015; their incomes were less than twice the federal poverty level. According to Budget & Tax Center data, the county's hourly median wage is \$15.50; a family of three needs \$25.17 per hour to make ends meet; a shortfall of 61.6 percent. The data from the Budget & Tax Center states, "The richest 5% of the county's households had an average income that was 27 times greater than that of the poorest fifth of households and 6 times greater than that of the middle fifth of households, on average, from 2011 to 2015."

With the close access to the city of Charlotte and part of Lake Norman in the county limits, Iredell County is a high-cost area, as evidenced by the access to affordable housing. Statistics from the Budget & Tax Center note the following:

- 47.7% of renters in this county spent 30% or more of their income on rent—meaning their rent was unaffordable—on average from 2011-2015.
- Rent and utilities for a safe, modest two-bedroom unit at the county's fair market monthly rent was \$854 in 2016.
- The two-bedroom housing wage in the county was \$16.42 in 2016, which far exceeds the state's minimum wage of \$7.25 per hour. This means that a person earning the minimum wage would have to work 91 hours per week to afford a modest two-bedroom unit at fair market rent.

Attachment 6 contains the tier rankings, economic snapshot, and U.S. Census data.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

North Carolina general statutes define allowable expenses for the use of 9-1-1 funds. Unfortunately, construction costs and towers are not allowable, and these are items for which funding is needed. However, the grant process allows for "capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(d) and construction costs."

The first priority is a 9-1-1 communications facility that can adequately serve as a regional backup center, supporting Iredell County ECOM on a full-time basis and providing backup capabilities for Statesville and Mooresville as well as Alexander and Wilkes counties. In the current facility design, ECOM has 7,438 square feet, the EOC is 2,473 square feet, with 3,232 square feet of shared space, which includes conference rooms, training space, offices, restrooms, and kitchen. An additional 2,760 square feet is planned to accommodate the regional backups for Alexander and Wilkes counties and Mooresville Police. The total square footage is 15,903. This will provide space for four positions for Alexander County, two positions for Wilkes County, three positions for Statesville Police, and five positions and office space for Mooresville. As there are no expansion capabilities in the current location of Iredell County ECOM, entertaining a regional backup or other types of expansion in that location would not be possible.

The second priority is to provide infrastructure, equipment, and software that meets both

technological and operational standards set by the North Carolina 911 Board and allows for the continued dispatch of first responder agencies within the county. Some infrastructure, such as a tower, will be procured. Other equipment, hardware, and software will be moved, updated, or replaced as required.

While many of the project components for which grant funding is being sought are eligible expenses, Iredell County has no funding to support these purchases.

The approved 2016 911 fund balance for Iredell County was \$589,771.42, of which \$544,698.18 is encumbered. This leaves less than the approved carry forward percentage. In September 2016, Iredell County submitted a funding reconsideration request for radio dispatch consoles. While 911 funds can be used for emergency telephone equipment, telecommunicator furniture, and dispatch equipment, as noted in NCGS § 143B-1406(d), it is obvious the funds are not sufficient to equip a new 9-1-1 center, even with the CAD system and radio consoles transitioning.

Attachment 7 contains the 2016 approved 911 fund balance. Attachment 8 contains the funding reconsideration request with associated documentation.

As noted earlier, the primary priority is the add-on construction costs for the new facility, which is not an allowable expense. The current space is inadequate for ECOM, let alone the agencies that are relying on Iredell County to provide backup services. Local funding sources are inadequate to fund the overall plan, including technology, and accordingly, grant funds are sought to implement this vision that is so vital to the safety of citizens and first responders of Iredell County. If funding is not received, Iredell County will not be able to provide the necessities required to serve as a regional backup, placing the citizens of Alexander and Wilkes counties at risk. This creates a liability for all counties involved, as well as the State. While Alexander and Wilkes counties could create backup centers within their respective counties, this is not a fiscally responsible decision. In August 2017, an article published in The Red Springs Citizen described the backup centers for Lumberton and Robeson County that are being pursued; one is in excess of \$330,000 and the other is expected to exceed that amount. It stands to reason that providing a regional backup, while costing money upfront, should offer cost benefits in the long-term.

Attachment 12 contains The Red Springs Citizen news article.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

Iredell County ECOM's mission is to efficiently serve the community and local government agencies with effective emergency communications services. ECOM serves as a facilitator of communications for public safety agencies within the county. ECOM will maintain a high standard of quality service to the citizens, visitors, and first responders of Iredell County.

It is the vision of Iredell County ECOM to standardize systems for improved interoperability, including the CAD system, CPE, and radio, into a single primary PSAP, while also providing adequate space to support the MOUs with Alexander and Wilkes counties, the Town of Mooresville, and other interested PSAPs. There is currently no available space that could be used to house a regional

backup location while providing optional space for future co-location or consolidation efforts to bring the two law enforcement dispatch services in the county to a single dispatch agency.

ECOM's CAD system and logging recorder will be expanded to support multi-agency, multi-jurisdictional communications operations. For CAD and mapping, additional licenses will be needed.

As the overall goals of this project are space to serve as a regional backup center with technology to support mission-critical public safety operations, Iredell County ECOM's long-range plans fit perfectly into this project.

Attachment 9 contains a copy of the Iredell County 5-year Strategic Plan.

Iredell County ECOM also follows the North Carolina 911 Board's best practices for technology replacement.

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

Iredell County's 911 fund balance is insufficient to fund the requests of this project. While some of the expenses are eligible, the two largest components (construction and the radio tower) are ineligible. The approved 2016 911 fund balance for Iredell County was \$589,771.42, of which \$544,698.18 is encumbered. This leaves less than the approved carry forward percentage. In addition, Iredell County submitted a funding reconsideration request for radio dispatch consoles in September 2016. While 911 funds can be used for emergency telephone equipment, telecommunicator furniture, and dispatch equipment, as noted in NCGS § 143B-1406(d), it is obvious the funds are not sufficient to equip a new 9-1-1 center, even with the CAD system and radio consoles transitioning.

Attachment 7 contains the 2016 approved 911 fund balance. Attachment 8 contains the funding reconsideration request with associated documentation.

Even without a grant, the need still exists for a new facility. While Iredell County has already entered a design-build contract with Edifice, funds are needed for the construction add-on costs to serve as a regional backup and for the infrastructure and technology needs to meet the requirements of the North Carolina 911 Board, specifically 09 NCAC 06C .0210, Public Safety Answering Point (PSAP) Facilities; 09 NCAC 06C .0212 Dispatching Systems; 09 NCAC 06C .0213 Computer Aided Dispatching (CAD) Systems; and 09 NCAC 06C .0402 Grants for Construction or Renovation. County funds are already being expended on the public safety complex; no additional funds are accessible.

Cost estimates for this project (inclusive of the 9-1-1 associated spaces only) total approximately \$9 million, of which \$4,334,412.20 is requested for this project. The requested amount represents 48.16 percent of the total project costs. The requested funding covers eligible costs where current 911 funds are not available and non-eligible costs that cannot be funded through 911 funds. Of the requested amount, over \$828,000 are eligible costs that could be a reconsideration request.

If Iredell County is awarded funding for this initiative, professional support will be needed to assist with procurement and implementation of the various technological components and to ensure a successful transition to the new facility. Iredell County intends to continue its relationship with Mission Critical Partners to provide this professional support and overall program management services.

Attachment 10 contains the anticipated technology costs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Iredell County is pursuing a grant from the North Carolina 911 Board for add-on construction costs to serve as a regional backup center and outfitting of the new 9-1-1 facility to serve as a primary PSAP for Iredell County. Square footage has been allocated to support a future co-location or consolidation effort, if that decision is made in the future. The center will have space to serve as a regional backup for the City of Statesville, Alexander County and Wilkes County.

Attachment 3 contains the MOUs with Alexander County and Wilkes County.

The MOUs establish a formal arrangement where Iredell County makes available to Alexander and Wilkes counties its 9-1-1 center and EOC for the counties' respective use during critical events, such as a failure to their primary center. Iredell County agreed to maintain its 9-1-1 center and EOC, keep it operational, functional, and as technologically up-to-date as reasonable with the agreed upon shared operational cost. Iredell County will ensure that the counties have access to the facility at all times.

The MOUs identify that Iredell County will provide a fully operational facility for backup purposes. The counties are responsible for costs incurred from hosting their backups at the Iredell County facility, to include hardware, software, and other equipment that might be required. The counties are to ensure that their backup operations, hardware, software, and equipment do not interfere with Iredell County's 9-1-1 operations.

13. Identify intended collaborative efforts between participating PSAPs.

The new facility will serve as the primary PSAP for Iredell County and as a regional backup for the secondary PSAPs in Iredell County, and the counties of Alexander and Wilkes. Where appropriate, Iredell County will work together with the agencies and with local, state, and federal agencies to maximize interoperability and economies of scale.

As a regional backup, 9-1-1 lines for Alexander and Wilkes counties will be transferred to Iredell County in the event of any failure in the respective county. Until such time as affected county personnel arrive at Iredell County ECOM, Iredell County telecommunicators will be responsible for answering and processing calls for Alexander and Wilkes counties. Alexander and Wilkes counties both understand that space is limited without the construction of a new facility, to include added consoles. In order to plan for the expected continued growth for both counties over the next ten years, additional work area for up to ten consoles has been added to the facility scope; three each

for Mooresville and Alexander County and two each for Wilkes County and Statesville.

9-1-1 calls for Mooresville and Statesville are already answered by Iredell County ECOM, and transferred to the respective agency when necessary, only when there are no injuries involved. When serving in a backup capacity, staff from the respective agency will handle the calls without the need to transfer. In the event of a major event, and EOC space is used for an activation, the new facility add-on includes space to accommodate seating as a regional backup for the four agencies.

When necessary, Iredell County will work with the agencies to identify any operational policies that must be in place when Iredell County is activated in a backup capacity to ensure a continued level of service to the first responders and citizens of the region.

Attachment 3 contains the MOUs with Alexander County and Wilkes County.

14. Identify how resource sharing will take place.

By building a facility that will allow for the space and technology needs of three counties, Iredell County has circumvented a need for Wilkes and Alexander counties to build or create separate backup arrangements. Combining resources such as technology and connectivity provides a long-term savings for the upgrading and maintenance of one backup rather than three separate backup locations. While no definitive savings is available, Lumberton and Robeson County are estimated to spend in excess of \$670,000 total for their backup centers.

As mentioned above, as a regional backup, 9-1-1 lines for Alexander and Wilkes counties will be transferred to Iredell County in the event of any failure in the respective county. Until affected county personnel arrive at Iredell County ECOM, Iredell County telecommunicators will be responsible for answering and processing calls for Alexander and Wilkes counties. 9-1-1 calls for Mooresville and Statesville are already answered by Iredell County ECOM, and transferred to the respective agency when necessary. When serving in a backup capacity, staff from the respective agency will handle the calls without the need to transfer.

Iredell County ECOM will work closely with the other agencies participating in this initiative to ensure resources and technology are optimally utilized. For example, ECOM's upgrade to an Eventide recording system will allow all agencies, including those utilizing the facility as a backup, to have continuous audio recording to meet North Carolina state standards and local requirements. In addition, the radio consoles will be equipped with Alexander County talkgroups and radio frequencies, which will allow for seamless operation in the new facility. ECOM already has access to Mooresville's and Statesville's radio systems.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

This initiative is not expected to impact the operational plan of Iredell County ECOM. It will, however, be necessary for ECOM to ensure that staffing is sufficient to handle the influx of calls when the facility is activated for backup purposes. This should not be an issue, assuming ECOM's authorized strength is appropriate and the center is fully staffed.

As noted in the strategic plan, Iredell County ECOM desires to standardize systems for improved interoperability, including the CAD system, CPE, and radio, into a single primary PSAP, while also providing adequate space to support the MOU with Alexander and Wilkes counties, the Town of Mooresville, and other interested PSAPs. There is no available space that could house a regional backup location while providing optional space for future co-location or consolidation efforts to bring the two law enforcement dispatch services in the county to a single dispatch agency.

ECOM's CAD system and logging recorder will be expanded to support multi-agency, multi-jurisdictional communications operations. For CAD and mapping, additional licenses will be needed.

As the overall goals of this project are space to serve as a regional backup center with technology to support mission-critical public safety operations, Iredell County ECOM's strategic plans fit perfectly into this project.

Attachment 9 contains a copy of the Iredell County 5-year Strategic Plan.

For Alexander and Wilkes counties, this new facility initiative will enhance the backup capabilities provided by Iredell County. This will ensure alignment with North Carolina § 143B-1406(f)(5), which states, "...a PSAP must have a plan and means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP ... The plan must identify the alternative capability of taking the redirected 911 calls."³ The North Carolina 911 Board has stated in its operating standards that the backup PSAP, when staffed, shall be capable of performing the emergency functions performed at the primary. Alexander and Wilkes counties' backup plans rely on Iredell County being able to provide the necessary capabilities.

Questions 16 to 22 are not applicable as they pertain to consolidation.

23. Current 911 Fund Balance

\$589,771.42

24. Estimated June 30, 2017 911 Fund Balance

\$45,073.24

25. Amount Requested

Amount Requested: \$4,334,412.20

Of this, at least \$828,000 are items that are allowable expenses – and are requirements for the new facility – that could be items for reconsideration.

³ http://www.ncga.state.nc.us/enactedlegislation/statutes/html/bychapter/chapter_143b.html

26. Total Project Cost

The cost estimates for the ECOM portion of the new \$17+ million Public Safety Complex are estimated at \$9 million. The County has already committed over \$4.6 million to the construction project itself.

27. List planned expenditures.

The primary goal of this grant request is to provide a 9-1-1 communications facility that can adequately serve as a regional backup center. The secondary goal of this grant request is to provide technology systems that enhance operations. Grant funds are requested for the planned expenditures listed below.

- Facility Construction (9-1-1 and associated spaces only)
- CPE/Telephony
- CAD System – 2 positions
- Logging Recorder
- Radio Consoles – 4 consoles
- Tower
- NetClock
- Workstation Furniture and Chairs
- Cabling
- Audiovisual
- Furniture, Fixtures, & Equipment
- Project Contingencies
- Consultant Support

Grant funding is sought for the add-on construction costs of the new Public Safety Complex that will house Iredell County ECOM, including an EOC. Only the square footage attributable to the regional backup initiative (2,760 square feet) has been provided as estimates. The budgetary estimates for construction costs for the 9-1-1 spaces provide the basis for other costs and fees associated with construction.

Grant funding is also sought for technology within the new facility to answer, process, and dispatch emergency calls for service, and for associated infrastructure. This includes telephony, computers, servers, logging recorder, and furniture.

Additional information on the planned expenditures can be found in response to the question that follows.

Add-on construction cost estimates are \$966,000. Technology cost estimates are \$3,020,800.20. Consultant support is estimated at \$347,612. The total project cost is estimated at \$4,334,412.20.

Attachment 10 contains the anticipated technology costs.

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

Construction Costs: \$966,000

Budgetary costs for the additional square footage of 2,760 to provide backup space for Alexander and Wilkes counties and Mooresville Police. Construction costs are estimated at \$350 a square foot to account for the requisite hardening of the new PSAP facility.

9-1-1 Technology Costs: \$2,911,878.20

Iredell County experienced many difficulties obtaining current quotes from vendors. As such, as many quotes as possible were obtained for this grant request. Iredell County has utilized quotes from responsive vendors and Mission Critical Partners' subject matter experts based on their work and industry knowledge when a vendor quote was not available.

Attachment 11 contains the vendor quotes. A copy of the Motorola proposal for the MCC7500 consoles will be provided upon request. (The document is 74 pages in length.)

Computer Aided Dispatch: \$4,550

A quote was provided for adding two new CAD positions for Iredell County. Iredell County has already purchased the CAD system and ten positions.

Administrative Telephone System: \$28,000

Moving into a new 9-1-1 facility requires a new administrative telephony system. Similar administrative telephony systems have been quoted for other projects of similar size. The estimated cost includes the equipment, network, installation, and support.

9-1-1 Telephone System: \$420,786

Iredell County currently utilizes an Airbus DS Communications (formerly Cassidian) Sentinel CPE. This system is not NG9-1-1-compliant as it is unable to process IP-based calls. 9-1-1 in the United States is undergoing a dramatic change in the technology and methods that deliver 9-1-1 calls to PSAPs; this inability will introduce limitations in the near future. Iredell County has 16 centralized automatic message accounting (CAMA) 9-1-1 trunks: 8 wireless and 8 wireline. Wireless Communications provided a quote for a Vesta Geo-Diverse NG9-1-1 system for replacement.

Recording System: \$162,501

Best practice is for 9-1-1 PSAPs to record and log all 9-1-1 telephone calls and radio traffic. Carolina Recording Systems provided a quote for an AIS Eventide NexLog recording system.

Radio System: \$339,801

This is for four Motorola MCC7500 digital consoles. Iredell County has already purchased 8 of the needed 12 consoles.

9-1-1 Console Workstations/Chairs: \$230,400

Xybix provided a quote for 12 workstation consoles at \$216,000. Twelve chairs, estimated at \$1,200 per chair, is \$14,400.

NetClock: \$14,499

A NetClock is needed to provide a reliable time source by which critical systems can synchronize time. Critical systems include 9-1-1 telephony, radio, CAD, and other administrative systems. Time synchronization is critical for accurate time documentation of events that may be reported to the PSAP, or managed by the PSAP.

Audiovisual: \$203,000

An audiovisual system supports the mission of the PSAP with desired control and presentation functionality. The system can be used for monitoring events and receiving briefings from local, state, and national levels. The system will increase the awareness capability within the facility, and provide a state-of-the art media delivery system, including displays, an interactive projector, audio conferencing system, and audio. This system can be used for training functions, event briefings, and other presentations.

Radio Tower: \$580,000

A 200-foot self-supporting tower is recommended by Mission Critical Partners to provide adequate height and antenna space to support all participating agencies. This estimate includes all engineering and construction.

Furniture, Fixtures, & Equipment: \$225,000

Telecom Structural Cabling: \$316,625

This is for the structured cabling infrastructure to support the facility and critical 9-1-1 systems. The estimate is based on previous quotes for similar projects and Mission Critical Partners' expertise.

In-building Distributed Antenna System (DAS): \$110,000

This system would enhance the reception of wireless signals within the facility. This allows staff to coordinate actions while using communication devices within the building. This expands the capability of the PSAP to deliver communication services using multiple communication platforms. This estimate is based on similar systems that Mission Critical Partners has worked on for other projects.

Smart Board: \$12,000

This interactive whiteboard that uses touch detection for user can be used for educational purposes and incident management during major events.

9-1-1 Technology Subtotal: \$2,647,162.00

9-1-1 Technology 10% Contingency: \$264,716.20

9-1-1 Technology Total (including Contingency): \$2,911,878.20

Backup 9-1-1/Training: Technology Costs: \$108,922

Phones: \$5,520

Phones for use during activations and backup scenarios.

Laptop Computers: \$25,500

For use during activations and backup scenario.

Audiovisual: \$15,000

An audiovisual system is to support the mission of the backup and EOC with desired control and presentation functionality. The system can be used for monitoring events and receiving briefings from local, state and national levels. This system can be used for training functions, event briefings, and other presentations.

Desktop Computers: \$4,050

These computers will be used for the support applications and administrative functions.

Smart Board: \$12,000

This interactive whiteboard uses touch detection and will be used for educational purposes and incident management during critical incidents and/or EOC events.

Overhead Projectors: \$3,250

To provide visual and situational awareness when needed.

Facsimile/Copier: \$1,200

For dissemination and copying information.

Wall Monitors: \$32,000

To display CAD data, Phone Status, WebEOC and other information as needed.

White Board: \$350

For training and incident management.

Map Board: \$150

For situational awareness and incident management.

Backup 9-1-1/Training Technology Costs Subtotal: \$99,020.00

EOC/Backup 9-1-1/Training Technology Costs 10% contingency: \$9,902.00

Backup 9-1-1/Training Technology Costs Total (including contingency): \$108,922.00

Total Technology Costs: \$3,020,800.20

Consultant Support: \$347,612

Iredell County intends to continue its relationship with Mission Critical Partners for project management support and coordination of all project components, to include grant reporting, oversight and coordination of all technology components to include procurement support, coordination between vendors and vendor oversight, implementation, and transition planning and support. This estimate was based on similar work for other clients.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for

future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

Iredell County ECOM incurs monthly and/or annual recurring charges, which will continue in the new facility, including the following:

- Language Line (monthly)
- Automatic number identification (ANI)/Automatic location identification (ALI) (monthly)
- T1 connections (monthly)
- Administrative lines (monthly)
- Analog (monthly)
- Telephone services (monthly)
- Maintenance agreements for satellite, radio consoles, phones, logging recorder, CAD, mapping, addressing and console cleaning (annually)

There are also facility recurring expenses, such as power; water; garbage; cable; heating, ventilation, and air conditioning (HVAC); pest control, as well as annual maintenance agreements.

Costs generally exceed \$490,000 annually. Recurring maintenance costs of the systems and facility are within the current or future revenue capacity of the County. 911 funds will continue to be used for eligible expenses.

The capital costs requested within this grant are anticipated to be costs incurred one-time or infrequently, with plans to begin accumulating funding for future upgrades or replacement through ongoing anticipated 911 surcharges and through inclusion in long-range capital investment planning.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

The two goals of this initiative are to provide a new 9-1-1 facility with associated infrastructure and technology to serve Iredell County and those participating in the regional backup. The goals will not be met until the facility is complete and ECOM has transitioned fully to the new center, which is anticipated to be in the first quarter of 2019. Fortunately, there will be significant stages where developments will be realized.

Short-term goals are those milestones to be accomplished within six months of a potential grant award acceptance. Intermediate goals are those milestones to be accomplished between months 7 and 12. Long-term goals are those milestones to be accomplished in the last 12 months of the project. The preliminary (anticipated) timelines, particularly technology, will be further refined as the project progresses and short-term milestones are reached.

Short-term:

- Continue construction of the new facility for 9-1-1 operations with add-on space to serve as a regional backup center
- Work with consultant to identify project constraints
- Identify tower requirements and any Federal Communications Commission (FCC)/Federal

Aviation Administration (FAA) approvals needed

Intermediate:

- Prepare technology and furnishings procurement documents
- Develop systemization / transition plan
- Procure equipment (based on lead time)

Long-term:

- Procure equipment
- Reach substantial completion of new facility
- Install, test, and accept new technology
- Transition CAD system
- Transition any MCC7500 radio consoles
- Go-live / Physically transition 9-1-1 staff to new facility

Monthly reports will be provided to the North Carolina 911 Board, to include an update on the milestones. Measurements will be made by determining if respective tasks, activities and milestones were successfully completed in the anticipated timeframe. If a risk is identified, this will be reported to the North Carolina 911 Board within one week.

Mission Critical Partners has been identified by the County to provide professional project management support. Mission Critical Partners has been and will continue to work with the County to ensure the project's success. Mission Critical Partners will also communicate with vendors regarding scope of work, budget, and timelines as contracted.

Any changes and additions to documented plans and schedules will require the County's approval throughout the life of the project from execution, monitoring and control, through completion and post-cutover acceptance activities.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

Vendors will be required to provide acceptance testing criteria upon which respective performance will be judged. Mission Critical Partners will review the acceptance test plans and provide recommendations. Training, testing and acceptance plans for each project component will be overseen by the County's project manager and/or consultant; results will be documented. Any failed tests will be required to be redone. Individual technologies will not be accepted until the contracted results are proven. For example, the radio tower and antennas will require extensive testing for acceptance. The system will not be accepted and the contractor will not receive final payment until all test acceptance criteria pass. Local and state code compliance, industry standards and contracted scope will be used to determine the availability of the facility for temporary occupancy. Occupancy will need to be coordinated with the construction manager for the project as other entities are also affected by this decision.

Status calls and on-site meetings (as needed) will be facilitated by the project manager; meeting minutes will be taken.

Monthly reports will be provided to the North Carolina 911 Board and will include updates on the

construction progress, communications systems, and other activities for the current reporting period as well as anticipated activities in those areas for the upcoming month. Interim reports will be produced as requested or if a risk is identified that will impact scope, schedule, or budget.

32. Identify how data will be collected and presented.

The County's project manager and/or consultant will maintain relevant project documentation in a central project file. The project manager is responsible for ensuring all documentation has been filed. The project file will be archived at project close-out, with a copy of final documents provided to the County for their records, if requested.

All project-related data, including meeting minutes, monthly reports, project schedules, budgets, requests for qualifications (RFQs), proposals (RFPs), and/or bids (RFBs), and all contracts and change orders, will be collected in soft copy and hard copy (when applicable). All soft copies will be stored electronically. All hardware and software documentation copies will be provided to ECOM by the respective manufacturer / vendor. All programming and construction documents will be maintained by the project architect. At facility acceptance, the contractor will provide a red-lined as-built set of the construction documents to be kept at the new facility.

Monthly reports will be submitted to the North Carolina 911 Board in accordance with grant requirements.

Project Title: *Robeson County PSAP Backup Center*

Grant Fiscal Year: *2018B*

Project Director: *Jimmy Williamson*

Project Contact: *Kirsten Oxendine and Chad Deese*

Project Contact Title: *Kirsten (Supervisor), Chad (Communications IT)*

Address: *38 Legend Dr., Lumberton, NC 28358*

Phone: *Jimmy 910-734-0518, Kirsten 910-674-7877, Chad 910-734-9769*

Email: *jwilliamson@robesoncoso.org, kirsten.locklear@co.robeson.nc.us,
cdeese@robesoncoso.org*

Grant Program: *E911 Enhancement/Replacement*

Grant Type: *Individual PSAP Enhancement/Replacement*

PSAP Applicant: *Robeson County Communications*

1. ***Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal Staff for the applicant PSAP? Yes***
2. ***Has the applicant PSAP implemented a plan and secured the means for call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan) Yes***
3. ***If the answer to #2 above is NO, please explain in detail why the plan has not been implemented? N/A***
4. ***Has the North Carolina 911 Board been notified that the backup plan has not been implemented? N/A***
5. ***Please outline project goals and objectives.***

Robeson County Communications will benefit in several ways if awarded funding from the grant program. Our primary goal is to provide the citizens of Robeson County with outstanding service and commitment through the use of a back-up center that is

corresponding to our primary PSAP. Robeson County Communications serves as the primary PSAP for the citizens in the rural area.

The primary PSAP is located at 38 Legend Dr., Lumberton, NC. The back-up PSAP will be located at 300 Commerce Avenue, near the Lumberton area. The backup PSAP is 2.2 air miles from the primary PSAP.

Robeson County Communications provides dispatch and calls for service for various agencies and other municipalities within our jurisdiction which include:

Robeson County Sheriff's Office

Robeson County EMS

Robeson County Fire Departments (32 volunteer departments)

Robeson County Rescue Squads (8 rescue organizations)

Rowland Police

Parkton Police

Fairmont Police

Red Springs Police

Robeson County Communications serves as the after-hours answering point for the following:

Robeson County DSS (Adult and Child Protective Services)

Robeson County Water Department

Robeson County Animal Control

NC Department of Transportation

In 2016, Robeson County Communications surpassed the number of calls/reports taken within a one year period estimating at 100,188 with actual reports initiated. This number does not include calls answered, transferred, etc.

Attachment Geographical Map (Primary PSAP and Backup PSAP)

Project Description

6. *Please provide an implementation strategy and work plan, including a timeline.*

The project is being implemented and the initial back-up plan has been approved by the State 911 Board. Our delay in progress was due to Hurricane Matthew (October 2016). Hurricane Matthew was devastating to our county and incurred a substantial amount of damage totaling millions of dollars.

Various quotes have been received from vendors and will be submitted to the State 911 Board for final approval. It is estimated that the project will be completed by January 2018.

- 7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.**

The Interface/compatibility between the existing equipment housed in the primary 911 center as well as the purposed equipment to be purchased and placed inside the backup center are exactly the same. We are mirroring our existing equipment to make our backup alike.

Statement of Need

- 8. Please indicate how your PSAP or group of PSAPS meet the statutory criterion of serving rural and high cost area.**

By definition from the NC General Assembly, Robeson County qualifies as a rural county as its population is 141.3 per square mile (2010 US Census). The NC General Assembly states that a county have no more than 250 people per square miles to be considered rural. The N.C. Department of Commerce annually ranks the state's 100 counties based on economic well-being and assigns each a Tier designation. The 40 most distressed counties are designated as Tier 1, the next 40 as Tier 2 and the 20 least distressed as Tier 3. Robeson County is designated as a Tier 1 county. Robeson County meets the criteria for a rural county.

- 9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.**

Robeson County government is operates on a tight budget due to the aftermath of Hurricane Matthew. It is vital to receive this grant award so that the delay will not be increased in being able to provide a viable back-up PSAP for citizens and visitors of Robeson County. Just as the incident with Hurricane Matthew and the extreme flooding that our county endured, if our current PSAP should fail, we would have no outlet to reach our public safety personnel or citizens, to ensure their safety.

- 10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.**

Robeson County's 911 Fund balance supports the plan with funding for eligible expenses. The goal of Robeson County is to implement a back-up center that will provide emergency services/dispatch capabilities for the citizens of the county in the event that the primary PSAP fails to operate or is incapacitated by a natural disaster. Robeson County E-911 Long Term goal is to continue the annual process of identifying and establishing a direction for growth and development for the Robeson County E-911 Communications Center. This process involves a working partnership with members of

our community to ensure they receive the most professional, effective, and efficient emergency communications service possible. One of the pivotal points of the entire structure of the Robeson County E-911 Communications Center is the Emergency Telecommunicator. Our foundation must be strong with highly trained and professional employees.

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

In the event that we are not awarded the North Carolina Grant Program Award, we will not be able to complete the project. Without the grant, we will still need the back-up center as mandated by the NC 911 Board. Robeson County does not have any other sources of revenue as the devastation of Hurricane Matthew (October 2016) has depleted the bulk of the general fund. The financial distress that Robeson County is experiencing exhibits the need for the grant as the county is not able to fund the project. Robeson County will continue to use the 911 Fund Balance for eligible costs, however will not be able to cover renovations or fund a majority of the technology/radio equipment that will be needed. Robeson County has a 911 Fund balance of \$1,798,628.11. The grant money will be used towards technology/equipment required to support the back-up center.

Attachment contains a report from Robeson County's 911 Fund Balance

Financial Data

23. Current 911 Fund Balance \$1,798,628.11

24. Estimated June 20, 2018 911 Fund Balance \$1,107,313.70

25. Amount Requested \$339,065.26

26. Total Project Cost \$1,522,122.50

Attachment contains the cost estimate. Attachment contains vendor quotes

27. List planned expenditures.

Total Non-Eligible Expenses

Radio Equipment	\$173,185.75
Console and Control Station	\$111,608.50
License Modification	\$14,390.00
Consoles	\$39,881.01
	\$339,065.26

Budget and Budget Narrative

28. Provide a budget narrative that briefly explains the reason for each requested budget item

The items requested are a necessity for Robeson County Communications back-up PSAP to function at the capacity as the Primary PSAP

Radio Equipment- A quote was received from Amerizon Wireless. This equipment includes Moducom Radios and installation costs.

Consolette and Control Stations- A quote has been received from Amerizon Wireless. The consolette and control stations serve as a link from the radio systems to the consoles.

License Modification- . A quote was received from Amerizon Wireless to reflect that the radio licenses must be modified to support that Robeson County Communications has a back-up center

Consoles- A quote was received from Eaton Wrightline Corporation for five (5) consoles. The console is needed to complete the outfitting of the Robeson County Communications backup center.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long- term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

Any cost that will be associated with the maintenance of the back-up center will be provided by the communications annual operating budget through the Robeson County General Fund.

Evaluation

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with the timeline and milestones for meeting short, intermediate, and long term goals.

This project will be monitored by the project committee to ensure that the goals and deadlines are being achieved. The back-up center will be used to its full capacity once it is complete. Our County Manager, Assistant County Manager, Public Buildings Director, 911 Communications Director, Communications IT, along with the Construction Project Manager will work together along with those on site to gauge the progress and will provide the information according to the grant obligation.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptable criteria.

Our team will work with the construction on site to ensure that the back-up center project is completed according to the timeline. Robeson County Communications will ensure that we meet requirements according to grant standards.

32. Identify how data will be collected and presented

Information/data will be collected and reviewed by the county project team and will track the progress as required by the grant standards. The county project team will use the timeline, project budget, final design, and strategic plans to collect data and ensure grant conditions are met.

North Carolina 911 Board
PSAP Revenue-Expenditure Report
For the period July 1, 2016 - June 30, 2017 (SFY17)
Modified Accrual

911 Approved Ending Fund balance June 30, 2016

\$1,557,873.46

June 30, 2015 Ending Fund Balance-Approved by the North Carolina 911 Board for PSAP Revenue-Expenditure Report period July 1, 2015 - June 30, 2016 (FY2016)

Revenue

\$466,034.53

911 revenue received from the North Carolina 911 Board representing 911 service fee collections made during the period July 1, 2016 - June 30, 2017 (FY2017) Modified Accrual

Interest

\$0.00

Interest earned on the Emergency Telephone System Fund (911) between July 1, 2016 - June 30, 2017 (FY2017) Modified Accrual

Expenditures

\$225,279.88

Total expenditures made in compliance with eligible 911 fund uses between July 1, 2016 - June 30, 2017 (FY2017) Modified Accrual-- as listed on the detailed expenditure total

Emergency Telephone System Fund Balance June 30, 2017

\$1,798,628.11

Grant Revenue (revenue reported should be for fiscal year incurred)

\$0.00


Grant Expenditure (expenditures reported should be for fiscal year incurred)

\$0.00

As Finance Officer for Robeson County, I
(Governing Unit)

Carla Kinlaw
Name

certify that I have written or reviewed this Revenue/Expenditure Report and that all the information in the report is true and correct as of this date.


Signature

9/28/2017
Date

carla.kinlaw@co.robeson.nc.us
E-Mail

910-671-3038
Phone

Attachment 1

The Primary PSAP.



The Backup PSAP.















North Carolina General Assembly
House of Representatives

REPRESENTATIVE CHARLES GRAHAM
47TH DISTRICT

OFFICE: 1309 LEGISLATIVE BUILDING
16 W. JONES STREET
RALEIGH, NC 27601-2808
PHONE: (919) 715-0875
FAX: (919) 754-3303
EMAIL: charles.graham@ncleg.net
DISTRICT: 4820 FAYETTEVILLE ROAD
LUMBERTON, NC 28358
(910) 608-0430

COMMITTEES:

AGRICULTURE
APPROPRIATIONS—GENERAL BUDGET
APPROPRIATIONS
SUBCOMMITTEE ON JUSTICE & PUBLIC SAFETY
COMMERCE AND JOB DEVELOPMENT
EDUCATION, K-12
STATE AND LOCAL GOVERNMENT II
TRANSPORTATION
HOUSE DEMOCRATIC RURAL CAUCUS
JOINT LEGISLATIVE AMERICAN INDIAN AFFAIRS
CAUCUS, CHAIR

December 6, 2017

NC 911 Grant Committee
NC Department of Information Technology
Post Office Box 17209
Raleigh, North Carolina 27619-7209

To whom it may concern:

In 2014, the North Carolina General Assembly passed House Bill 797 which stated, **"A public safety answering point must have a plan and means to serve as a back-up PSAP and must maintain the plan and means for 9-1-1 call-taking in the event 9-1-1 calls cannot be received and processed in the primary PSAP."**

I have been informed by the Robeson County Manager, Mr. Ricky Harris, that due to the unexpected expenditures following Hurricane Matthew, funds are not available to complete the back-up or secondary PSAP center, as required by House Bill 797. Mr. Harris says that an additional \$300,000 will be needed to complete the implementation of the back-up center.

I fully support Robeson County's request for a grant from the NC 911 Board for the \$300,000 necessary to complete this important project. The safety and security of our citizens must be of primary concern.

Thank you for your consideration of this important project. Please feel free to contact my office if I may be of service to you.

Sincerely,


Charles Graham

CG:lsf





North Carolina General Assembly
Senate

SENATOR DANNY EARL BRITT, JR.
13TH DISTRICT

OFFICE: 2117 LEGISLATIVE BUILDING
16 WEST JONES STREET
RALEIGH, NC 27601
PHONE: (919) 733-5651
EMAIL: DANNY.BRITT@NCLEG.NET
DISTRICT: ROBESON & COLUMBUS COUNTIES

COMMITTEES:

APPROPRIATIONS ON JUSTICE AND PUBLIC SAFETY
AGRICULTURE/ENVIRONMENT/NATURAL RESOURCES
JUDICIARY
STATE AND LOCAL GOVERNMENT
TRANSPORTATION

December 6, 2017

NC 911 Board
NC Department of Information Technology
P. O. Box 17209
Raleigh, NC 27619

Dear Board Members:

I am writing in support of a grant that has been submitted by Robeson County to secure additional funds for the PSAP center. The County is currently undertaking the task to complete the back-up PSAP center as required by legislation passed in 2014. They budgeted \$200,000 for completion of this update; however, now they are in need of \$300,000 more before implementation can be completed. Last year Hurricane Matthew brought many unexpected expenditures for Robeson County and this has caused a significant hardship on their budget. Not only is the updated PSAP a legislated mandate, it is vital to the safety of our citizens. Safety is always our first priority and without the additional funds to complete this project our citizens and First Responders will be those who suffer, not to mention this additional financial burden on Robeson County.

I appreciate your time and consideration of this grant request and would be available to discuss it in more detail if you wish. Thank you for all you do for our great state!

Sincerely,


Senator Danny E. Britt, Jr.

DEB/cjd

CC: Ricky Harris, County Manager
Robeson County



North Carolina 911 Board Grant Application

The 2018B Grant Application has been created in Microsoft Word for ease of completion. An NCID IS NOT required for downloading, completing or submitting this application.

It is recommended that you download this application into Microsoft Word so that you may be able to enter, cut, paste and edit as needed. **This application is NOT compatible with iPad, Apple products or apps. It requires 'Active X Interaction'.** There are no character limitations to the amount of data you can enter into a free text screen; once the visible field is full the data will begin to scroll. Do not submit an application until you are sure that you will not need to change it. After an application is completed and submitted, it may NOT be modified by the applicant. If there are questions after the submission, the applicant will be required to contact and work with 911 Board staff to accomplish those modifications. All attachments submitted must be in either MS Word, MS Excel or Adobe pdf format and reference which question (ie: number) the attachment accompanies.

This is a competitive grant process. After the "General Information", there are 25 questions that must be answered by all applicants plus an additional 7 questions that must be completed for those agencies seeking a consolidation grant. Each of the 32 questions are weighted differently and scored. Scoring is based on the content of the answer to the question asked. Scoring is not based on the length of the answer. Applicants are reminded that the 2018 grant priorities established by the 911 Board are 1) consolidation of two or more primary PSAPs, and 2) regional initiatives providing backup among multiple PSAPs.

Once completed, the application along with any accompanying documents must be emailed to 911comments@its.nc.gov . Applications will only be accepted via email. Any application received from the U.S. Postal Service, fax or other media will not be accepted. The deadline for filing is midnight, Friday December 15, 2017. If you have any questions, please contact Richard Taylor at Richard.taylor@nc.gov or by phone at 919-754-6624.

General Information

Project Title

Grant Fiscal Year – 2018B

Project Director

Project Contact

Project Contact Title

Address

Phone

252-257-3364 or 252-257-3456

Email

veniciaharris@warrencountync.gov

Three types of grants are available, as described below. In the box following these descriptions, please select the Grant Type which most appropriately fits your request.

- **Consolidation** - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 143B-1406(e) and costs not authorized under G.S. 143B-1406(e) to include construction costs.
- **Individual PSAP Enhancement/Replacement** - the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
- **Regional Initiative Enhancement/Replacement** - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs or a primary PSAP with approved secondary PSAPs. Costs of relocation of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Grant Type *Regional Initiative Enhancement/Replacement*

PSAP Name *Warren County E-911 Communications*

1. ***Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal staff for the applicant PSAP?***

YES

2. ***Has the applicant PSAP implemented a plan and secured the means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan)?***

YES

3. ***If the answer to #2 above is NO, please explain in detail why the plan has not been implemented?***

Click or tap here to add text

4, Has the North Carolina 911 Board been notified that backup plan has not been implemented?

Yes

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

5. Please outline project goals and objectives.

Warren County E-911 is working with Halifax and Franklin County E-911 to establish a regional backup PSAP serving at least three counties. Warren County E-911 recognized the need to enter into a regional backup plan in order to limit the financial hardship on its citizens. Lengthy discussions and planning have led to a Memorandum of Agreement (MOA) between Halifax and Warren county approved by both Boards of Commissioners. A regional backup PSAP will be located in Halifax County and contain backup equipment for each participating county. The goal of Warren County's Regional Backup Equipment project is to acquire equipment and furniture for the regional backup PSAP and provide a consistent uninterrupted and efficient 911 service to Warren County citizens and visitors in the event of a natural disaster or man-made evacuation. Objectives include: purchasing new equipment and furniture, installing equipment, installing software, testing equipment and software, testing connectivity and complying with NG911 standards. The new backup facility will provide adequate space for the Warren County E-911 Backup Center and will be used for cross training of personnel as well. Currently, Warren County maintains only one primary answering point (PSAP) in the county which receives all emergency and non-emergency calls. The Primary 911 dispatches for Law enforcement (Sheriff, Norlina PD, Warrenton PD), 14 Fire Departments, EMS, 1 Rescue, Emergency Management and NC Forestry Service. A temporary back up plan, approved by the 911 board, is in place with the Halifax County E-911 Center. However, if a disaster or man-made evacuation occurs the Primary 911 center (PSAP) will be unable to operate for a period of time having a negative impact to citizens and visitors alike as well as creating a significant burden on the Halifax County 911 Center acting as temporary backup. The backup center will mirror current equipment at the Primary 911 center, (3) CADs, (3) 911 telephones, (3) mapping displays of Warren County, (3) MCC5500 radio stations with VHF and Viper, (3) computers with EMD software, PRO/QA, recorder, servers, internet and UPS battery packs.

6. Please provide an implementation strategy and work plan, including a timeline.

Halifax E911 PSAP is in the process of building a new primary building, as outlined in the MOA between Halifax and Warren County. While the Regional Backup Halifax will allow Warren County use of the Halifax primary PSAP upon occurrence of a Service Outage or Disaster Situation in Warren County until such time as Warren is able to restore emergency call operations or disaster is no longer in effect. (see MOU attached). Warren County will be responsible for equipping the new facility with (3) new 911 consoles (answering and dispatching positions), including workstations, CAD monitors, 911 phones, mappings display of Warren County, MCC5500 radio stations with VHF and Viper, computers wit EMD software, PRO/QA, recorder, servers, internet, and connection equipment or devices in a designated section of the new Halifax County primary building. Bidding

for equipment will take place simultaneously with final construction of the Halifax backup facility. The bidding documents will be made available to qualified contractors and subcontractors, who within a given period of time, reply with their bids. Warren County 911 staff will answer questions during bidding, issue addenda, and assist in contract negotiations. The Warren County 911 PSAP, will continue to operate as normal with no interruptions. Halifax and Warren County will form a Committee to develop policies and procedures. Once, the facility is completed and the equipment is installed Warren County will test out the equipment a log will be kept and telecommunicators will be trained. The timeline is outlined below:

- 07/15/2020 solicit bids
- 10/15/2020 award contracts
- 11/01/2020 install equipment at Halifax regional backup PSAP

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

We foresee no problems with the interface or compatibility between existing equipment and equipment to be deployed, as the same vendors used for the primary site will be engaged for this backup project. The project extends current compatibility with existing technology in use within the Primary PSAP. However, all equipment will be thoroughly tested and validated before being integrated and interfaced with the systems already in place at Warren County's Primary PSAP.

Equipment required includes:

(3) 911 Phones- Vesta system Reconfigure to a VESTA geo-diverse and redundant solution

(3) CAD computers with software licenses.

A new virtual server environment with multiple nodes using a Neverfail application will be added to provide a geo-diverse and redundant CAD solution.

EMD software and licenses.

(3) Mapping computers- displaying maps of Warren County

Logging Recorder system: Carolina Recording

Furnitures: console furnitures and chairs for three work stations

(3) MCC5500 radios



Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §143b-1407(b) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

8. Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

Warren County, NC is located in the eastern piedmont and borders the State of Virginia. Warren County has two lakes, Kerr Lake and Lake Gaston which are critical infrastructure lakes supplying drinking water for citizens in Warren and surrounding counties of Vance, Granville, Franklin, Halifax, Northhampton as well as numerous municipalities. Warren County serves an area of 443 square miles and has a population of 20,972 based on 2010 Census data. The population density is 47 persons per square mile designating Warren County as a rural area. Statistics from the U.S. Census show that 15.60% of families and 19.40% of the population are below the poverty line. The unemployment rate is higher than the state and national averages and currently stands at 6.2% while the state and national averages are both at 4.1%, according to the Bureau of Labor Statistics. The NC Department of Commerce has designated Warren County as Tier 1 (one of the most distressed counties). The decline of tobacco and other agricultural-based industries as well as the closure of textile and furniture manufacturing plants has caused an economic downturn in the county for the past decade. The lack of business and job growth in the county intensifies economic challenges while reducing the tax base, which the County relies on for the majority of its revenues.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

The single funding priority is the purchase of backup equipment and work stations to be housed in

the regional backup PSAP located in Halifax County. Without funding, participation in a regional backup PSAP would be on hold for the foreseeable future. Failure to obtain funding for this project would result in continued reliance on a strained and stressed temporary backup system with Halifax County. Warren County has been designated Tier 1 by the North Carolina Department of Commerce, indicating it is one of the 40 most distressed counties in the state. It is unlikely that Warren County will be able to fund this project without 100% grant funding, due to belt tightening of the operating budget, decreasing tax base/revenues and a decline in overall fund balance for the last two years. Declines in fund balance of over \$2,500,000 during the last two years have left the county with a reduced unrestricted fund balance of \$6,802,639.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

Although Warren County does not have a long-term or strategic technology plan, this project addresses the most important short-term and long-term deficiency -- a lack of adequate, extended, backup capability and coverage. Implementation of this project will sufficiently address the long-term and strategic need of adequate, extended, backup capability and coverage.

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

The current unreconciled 911 fund balance for Warren County is \$244,862 and based on current operations and anticipated funding is insufficient to fund the project in whole or in reasonable stages at the present time or in the future. Current 911 funding is utilized and appropriated along side county funds for ongoing equipment leases and other permitted uses for operations of the Primary PSAP. The percentage of grant funding requested is 100% of total project costs.

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Currently, Halifax County E-911 supports Warren County E-911 operations, having an approved back-up plan by the NC911 Board for short-term operations and support. Attached to this application is an MOA between Warren County and Halifax County PSAPs. This MOA will be transitioned into an Inter-local agreement to further detail expectations and operating standards moving forward with the regional initiative.

13. Identify intended collaborative efforts between participating PSAPs.

Administrative roles from Warren County are all aware that this project will require local, state and federal funding resources to secure the long-term objectives of this application. Halifax County will lead this incentive with putting together a committee with representation from Halifax, Franklin and Warren Counties. This committee will work together on objectives and resources to ensure effective and efficient operations.

14. Identify how resource sharing will take place.

Resource sharing will take place both from an operational and financial stand point.

The unification of CAD systems for each County will provide a CAD-to-CAD solution, GIS/Mapping and Record Management System. It will also provide radio consoles and connectivity with each County to provide short and long term radio communications during regularly scheduled or unexpected events that interrupts communications.

The telephone system will be another resource for sharing as the telephone system will be GEO diversified by Halifax and Warren County, with Franklin County completing its BETA version of NG911.

Resource sharing will also take place by the cross-training of each agencies personnel as all systems will be unified in operational retention and usage.

Warren County understands that this regional incentive will require ongoing financial resources for daily operations and sustainability of communications equipment and

building maintenance.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

The regional initiative will give Warren County a long-term backup plan for relocation should a planned or unexpected event remove operations from our primary PSAPs. The distance between our primary PSAP locations and the regional center should provide enough distance to ensure redundancy should one center become inoperable due to a downed power, telephone or technical line.

This initiative will allow Halifax, Franklin and Warren County to work together, sharing resources, equipment, software, and provide cross training opportunities for increasing personnel support should one county need more assistance than another.

Halifax, Franklin and Warren County will work together moving forward for creating a comprehensive communication plan for primary and secondary PSAP operations.

NOTE: The following section on “Consolidation Project Plan” is ONLY required if your type of grant is a “Consolidation”. If your project IS NOT a Consolidation, proceed to question # 23 to complete the grant application.

16. Indicate how a consolidation would take place and improve service

Click or tap here to enter text.

17. Indicate how the consolidated PSAP should be organized and staffed

Click or tap here to enter text.

18. Indicate what services the consolidated PSAP should perform

Click or tap here to enter text.

19. Indicate how consolidated PSAP policies should be made and changed

Click or tap here to enter text.

20. Indicate how the consolidated PSAP should be funded exclusive of grant funding

Click or tap here to enter text.

21. Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

Click or tap here to enter text.

22. Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

Click or tap here to enter text.



FINANCIAL DATA

23. Current 911 Fund Balance

\$244,862 is the current 911 fund balance for Warren County.

24. Estimated June 30, 2017 911 Fund Balance


\$245,636 is the estimated fund balance for June 30, 2018.

25. Amount Requested

\$779,507.99

26. Total Project Cost

779,507.99



Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2016 PSAP budget.

27. List planned expenditures

Quantity (3) Vesta 911 telephones, diversification of a single Backroom to GEO-Diverse

\$175,435.16

Quantity (3) MCC5500 Conventional Dispatch Consoles

\$501,873.00

Quantity (3) CAD Hardware and Software, Server, Dell Precision Tower 5810, Wireless Messaging for CAD, Neverfail for physical server

\$68,651.00

Quantity (3) NexLog 740 Recorder

\$29,059.16

Quantity (3) Dell computers to support CAD, Mapping, EMD

\$4,489.67

TOTAL: \$779,507.99

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

In order to sufficiently backup current primary PSAP operations, Warren County must acquire the above listed equipment in the above listed quantities to upfit the regional backup PSAP located in Halifax County. The list of equipment is a duplicate and up-to-date reflection of current equipment in operation at the primary PSAP, but which also takes into account future needs.

Products and services for the grant project will be procured by Warren County following NC Purchase and Contract Administrative Code (Title 1 Department of Administration Chapter 5 – Purchase and Contract) in all phases of procurement including solicitation, selection, competitive processes and contracting.

Warren County will follow existing county procurement policies in accordance with G.S. 143-129 which establishes the procedure of formal bidding and G.S. 143-131 which establishes the procedure for the informal bidding process. All documentation of project expenses, payments, etc. will be in accordance with the General Accepted Accounting Principles. The project will also comply with any additional requirements set forth in the project contract with the NC 9-1-1 Board and the State of North Carolina.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

Once the regional backup PSAP becomes operational, Warren County will budget funds for maintenance of its equipment, its emergency staffing and ongoing testing and operations. Warren County will also continue to budget and administer funding provided by the NC9-1-1 Board for any backup PSAP eligible expenses the same as those funds have been applied in the past for primary PSAP sites.



Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

A project plan will be developed and coordinated with Halifax County. That plan, along with executed Inter-local agreements will define the goals, scope and timeline of the project.

Coordinating with Halifax County, progress reports at pre-determined intervals will be based on measured progress of the project compared to the project plan. The measurement will be made by determining if the tasks, activities and pre-determined milestones were successfully completed within the projected timelines.

County staff will work with all vendors to communicate and document expectations of the scope of work, budget and timelines. In cooperation with Halifax County, a critical path schedule will be implemented and monitored for alignment and impact on the master schedule.

The Warren County E-911 Communications Manager and County Manager will be responsible for reporting progress and other communication to the NC911 Board.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

Reporting to the NC911 Board will be the responsibility of Warren County E-911 Communications Manager and County Manager, with the support of the project committee made up of representatives from Halifax and Franklin County.

Monthly reports will be provided to the NC911 Board that will include the current status of all funded activities, as well as documentation of all completed milestones, any project timeline changes, and all expenditures from the awarded funding along with expenditures from the 911 surcharge funds. All reporting will be commensurate with any requirements set forth by the awarding entity, the NC911 Board. Interim reports will be produced as requested or if a risk is identified that will impact scope, schedule or budget.

32. Identify how data will be collected and presented

The data will be collected electronically and manually and will include, but not be limited to, meeting minutes, email, project schedules, master schedules, schematic designs, and all executed documents such as vendor and services contracts, all identified deliverables, all evaluation documentation and all change orders.

All documentation will be maintained by the E-911 Communications Manager and County Manager in a central file that is structured by individual tasks, milestones and evaluation documentation. A review of the project file contents will be conducted every 60 days during the life of the project to ensure that all relevant documentation is stored appropriately and any activities such as acceptance or change activities and related documents are enclosed. The project file will be reviewed at project closeout to assure completeness.

Once you are satisfied with your application, please email the completed application along with all attachments to 911comments@its.nc.gov The deadline for filing is midnight, Friday, December 15, 2017. **NO APPLICATIONS WILL BE ACCEPTED AFTER THAT DATE**

Once you have submitted the application including all necessary attachments, you will receive a reply email within 24 hours advising you that the grant application has been received. If you **DO NOT** receive the confirmation email within 24 hours, please contact Richard Taylor Richard.taylor@nc.gov or call 919-754-6624

North Carolina 911 Board Grant Application

General Information

Project Title

Grant Fiscal Year – 2018B

Project Director

Project Contact

Project Contact Title

Address

Phone

Email

Three types of grants are available, as described below. In the box following these descriptions, please select the Grant Type which most appropriately fits your request.

- **Consolidation** - A consolidation project involves combining one or more PSAPs with a primary PSAP with an integrated management structure that serves the same populations and jurisdictions previously served by offering grant funding for both PSAP costs authorized under G.S. 143B-1406(e) and costs not authorized under G.S. 143B-1406(e) to include construction costs.
- **Individual PSAP Enhancement/Replacement** - the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.
- **Regional Initiative Enhancement/Replacement** - Regional initiatives are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such initiatives comprise projects involving two or more primary PSAPs or a primary PSAP with approved secondary PSAPs. Costs of relocation of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Grant Type *Individual PSAP Enhancement/Replacement*

PSAP Name *Wilson County Emergency Communications*

1. *Has the Revenue/Expenditure Report for FY16 been completed and approved by the NC 911 Board Fiscal staff for the applicant PSAP?*

YES

2. *Has the applicant PSAP implemented a plan and secured the means for 911 call-taking in the event 911 calls cannot be received and processed in the primary PSAP (backup plan)?*

YES

3. *If the answer to #2 above is NO, please explain in detail why the plan has not been implemented?*

N/A

4. Has the North Carolina 911 Board been notified that backup plan has not been implemented?

N/A

Project Description

Required for all grant types, this should be a thorough, concise, and complete description of the proposed project.

5. Please outline project goals and objectives.

The goal of this project is to upgrade the current MCC7500 consoles at the primary and backup centers. The objectives are to maintain console operation for both the conventional and backup control station operation should console connectivity with the Viper Master site be disrupted. This upgrade will also ensure the console equipment has the latest firmware versions.

6. Please provide an implementation strategy and work plan, including a timeline.

March 2018 – Request updated proposals from Gately

March 2018 – Request purchase orders

April 2018 – Receive purchase orders

April 2018 – Place equipment orders

June/July 2018 – Installation completed

7. Please identify the interface or compatibility between existing equipment and/or software and that which you intend to purchase.

As this would be an upgrade to existing equipment and software, there are no compatibility concerns.

Statement of Need

Required for all grant types, this statement should reference the relationship of the grant project to NCGS §143b-1407(b) and the current funding priorities established by the Grant Policy and Procedures and include evidence of any financial need.

8. Please indicate how your PSAP or group of PSAPs meets the statutory criterion of serving a rural or high cost area.

In accordance with NCGS 53a-37(5), Wilson County falls within the criteria of being a rural area in that the largest city, Wilson, had a 2016 estimated population of 49,620. This is well below 1% of North Carolina's 2016 estimated population of 10,146,788.

9. Please identify funding priorities, their impact on operational services, and consequences of not receiving funding.

Wilson County Sheriff's office is planning to upgrade their radios to Viper to improve their ability to communicate with surrounding counties in a multi-agency emergency and to improve the safety of their deputies by better radio coverage within the county. The impact of not receiving funding to upgrade the consoles would prevent a direct connection to the Viper Master and would not allow a backup method of communication with the Sheriff's office units.

10. Please provide a copy of your PSAP's long-term or strategic technology plan and identify how the project fits within it.

Our PSAP long-term plan does not currently include RF equipment updates of this scale.

11. Please identify the likelihood of completing the project utilizing your 911 fund balance and the percentage of grant funding being requested in relation to total project costs.

Our centers general budget is funded by both the County and City. Both the County and City budgets are experiencing challenges as a result of recent decreases in property values. As this project falls outside the scope of permitted expenses of the 911 fund, using the 911 fund balance to fund this project is not an option.

Regional Initiative Enhancement/Replacement

Required for all Regional Initiative Enhancement/Replacement project types. Regional initiative enhancement/replacement projects are regional approaches which provide for shared use of the components that support E-911, such as equipment, resources, and/or co-location of technology. Such projects may involve two or more primary PSAPs.

12. What is the relationship of participating PSAPs to the initiative? Provide MOUs between PSAPs identifying each participant PSAP's responsibilities to the project.

Click or tap here to enter text.

13. Identify intended collaborative efforts between participating PSAPs.

Click or tap here to enter text.

14. Identify how resource sharing will take place.

Click or tap here to enter text.

15. Indicate how the initiative impacts the operational or strategic plans of the participating agencies.

Click or tap here to enter text.

NOTE: The following section on “Consolidation Project Plan” is ONLY required if your type of grant is a “Consolidation”. If your project IS NOT a Consolidation, proceed to question # 23 to complete the grant application.

16. Indicate how a consolidation would take place and improve service

Click or tap here to enter text.

17. Indicate how the consolidated PSAP should be organized and staffed

Click or tap here to enter text.

18. Indicate what services the consolidated PSAP should perform

Click or tap here to enter text.

19. Indicate how consolidated PSAP policies should be made and changed

Click or tap here to enter text.

20. Indicate how the consolidated PSAP should be funded exclusive of grant funding

Click or tap here to enter text.

21. Indicate what changes or improvements should be made to inter-communications among the local governments participating in the consolidation in order to better support operations.

Click or tap here to enter text.

22. Discuss sustainability of the consolidation project during the proposed term of the project, and for the foreseeable future.

Click or tap here to enter text.

A red geometric graphic consisting of several overlapping triangles and polygons, creating a layered, mountain-like effect. The text "FINANCIAL DATA" is centered within this graphic.

FINANCIAL DATA

23. Current 911 Fund Balance

24. Estimated June 30, 2017 911 Fund Balance

\$530,150.65

25. Amount Requested

\$157,913

26. Total Project Cost

\$157,913

Budget and Budget Narrative

A budget and budget narrative must be supplied for all types of projects, as well as a copy of the applicant agency's approved FY 2016 PSAP budget.

27. List planned expenditures

\$125,335 Equipment for the console upgrades

\$ 32,578 Installation and optimization of the console upgrade equipment

28. Provide a budget narrative that briefly explains the reason for each requested budget item.

\$125,335 includes all necessary RF equipment, switches, cabling, and controllers to facilitate the necessary console upgrades to support the Sheriff's department move to a Viper radio solution.

\$ 32,578 is the cost to have the equipment installed and any re-programming of existing equipment.

29. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify those expenses including the projected costs and the specific sources for future/long-term funding and demonstrate how the project will be sustained in the future without additional 911 Grant Program funding.

The only recurring charges anticipated will be normal routine maintenance that will be handled by Gately Communications. The routine maintenance of all RF equipment is an item that is included in our annual budget.



Evaluation

All applications must include evaluation information. The final report shall include an evaluation demonstrating that the equipment or services funded by the grant have been purchased, installed/implemented, and are performing as expected.

30. Explain how your evaluation will measure the achievement of the goals and objectives identified in the Project Description with a timeline and milestones for meeting short, intermediate, and long term goals.

We anticipate the project will be completed within 6 months of being awarded the grant. This includes the purchase, reprogramming, and installation of all necessary RF equipment.

Short term goals will be requesting updated equipment quotes and requesting purchase orders which would be completed within 45 days of being awarded the grant.

Within 90 days of being awarded the grant our intermediate goals would be to order and receive all necessary equipment and schedule installation.

Our long term goal for this project will be measured by the completion of the project which we anticipate to be completed within 6 months of being awarded the grant.

31. Describe how evaluations will be conducted, including performance parameters which must be met in order to meet acceptance criteria.

The project will be coordinated and reviewed by the Director or her designee. There will be vendor meetings and communication to ensure that installation is progressing on a weekly basis at minimum.

32. Identify how data will be collected and presented

Progress will be reported to the board on a monthly basis at minimum. The data associated with this project will be the receipt of equipment quotes, purchase orders, and equipment.

Wilson County VIPER Migration and Subscriber Radio Proposal

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary information of Motorola Solutions, Inc. ("Motorola") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola.

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8/30/2017



System Overview

At the request of Wilson County, North Carolina, Motorola is providing costs for RF channel expansions for the Dodge City VIPER Radio Network site that serves the Wilson County area. New GTR8000 equipment with antennas, transmission lines and tower top amplifier will also be provided for the current VIPER ARS site at Wilson.

In order to enhance system performance and prevent system busy conditions due to channel resource limitations the state of NC will require channel capacity expansions at the Dodge City site.

As part of the VIPER Radio network expansion Wilson County will supply equipment for the sites referenced in this document. Viper personnel will relocate channels to expand the Quantar radio based sites in the area that serve Wilson County. Viper personnel will install the new GTR8000 equipment at the Wilson site.

In addition to Viper radio equipment Motorola is providing cost for equipment and licenses for conversion of the current MCC7500 dispatch consoles at the Primary and Backup Dispatch Centers for operation on the Viper Radio Network. Two GCP8000 Conventional Site Controllers will be provided that will serve to maintain console operation for conventional and backup control station operation should console connectivity with the Viper Master site be disrupted. Wilson County shall be responsible for obtaining the leased Ethernet links to the Viper Master site from both the Primary and Backup dispatch centers. Wilson County shall also be responsible for recurring costs for the leased Ethernet circuits used with the console system.

Details regarding the consoles, RF site expansion and new ARS site are listed below:

Dodge City

Wilson, County is to provide a (1) RF channel expansion with expansion rack for the GTR ESS system at Dodge City.

Wilson Site

Wilson County is to provide GTR8000 ESS primary and expansion racks with (8) channels for the Wilson site. Wilson County is to provide replacement TTA, antennas and transmission line for the Wilson Viper site.

← SHP

Primary and Backup Dispatch Centers

Motorola is providing equipment and licenses for conversion of the current MCC7500 dispatch consoles at the Primary and Backup Dispatch Centers for operation on the Viper Radio Network. Two GCP8000 Conventional Site Controllers will be provided that will serve to maintain console operation for conventional and backup control station operation should console connectivity with the Viper Master site be disrupted.

Equipment Lists

Wilson County Sheriff's Portable and Mobile Radios:

QTY	NOMENCLATURE	DESCRIPTION
	H51UCF9PW6	
107	N	APX 4000 7/800 MHZ MODEL 2 PORTABLE
107	H885BK	ADD: 3 YEAR SERVICE FROM THE START LITE
107	QA04865	ADD: TWO KNOB CONFIGURATION
107	QA02756	ENH: 3600 OR 9600 TRUNKING BAUD SIN
	M22URS9PW1	
100	N	APX4500 7/800
100	G175	ADD: ANT 3DB ELEVATED FEED 762-870
100	G24	INT: 3 YEAR SERVICE FROM THE START LITE
100	QA02756	ADD: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM
100	W22	ADD: STD PALM MICROPHONE APEX
100	G67	ADD: REMOTE MOUNT O2 WWM
100	GA00804	ADD: APX O2 CONTROL HEAD (Green)
100	G444	ADD: APX CONTROL HEAD SOFTWARE
100	G831	ADD: SPKR 15W WATER RESISTANT
100	GA00235	ADD: NO GPS ANTENNA NEEDED

Wilson County Fire/EMS Portable and Mobile Radios:

QTY	NOMENCLATURE	DESCRIPTION
	H51UCF9PW6	
192	N	APX 4000 7/800 MHZ MODEL 2 PORTABLE
192	QA04865	ADD: TWO KNOB CONFIGURATION
192	QA02756	ENH: 3600 OR 9600 TRUNKING BAUD SIN
192	H885BK	ADD: 3 YEAR SERVICE FROM THE START LITE
	M22URS9PW1	
96	N	APX4500 7/800
96	QA02756	ADD: 3600 OR 9600 TRUNKING BAUD SINGLE SYSTEM
96	GA00804	ADD: APX O2 CONTROL HEAD (Green)
96	G444	ADD: APX CONTROL HEAD SOFTWARE
96	G66	ADD: DASH MOUNT
96	W484	ALT: ANT 3DB GAIN 762-870MHZ
96	W22	ADD: STD PALM MICROPHONE APEX
96	G142	ADD: NO SPEAKER NEEDED
96	GA00235	ADD: NO GPS ANTENNA NEEDED
96	G24	INT: 3 YEAR SERVICE FROM THE START LITE

Wilson County VIPER Console Conversion:

8/30/2017



QTY	NOMENCLATURE	DESCRIPTION
2	T7038	GCP 8000 SITE CONTROLLER
2	CA00303AA	ADD: QTY (1) SITE CONTROLLER
2	X153AW	ADD: RACK MOUNT HARDWARE
2	CA01136AA	MCC 7500 CONVEN SITE OPER
16	BLN1311	MCC 7500 / MCC 7100 TRUNKING OPERATION FIELD-ADD LICENSE
1	SQM01SUM0239	MASTER SITE CONFIG UPGRADE
1	CA00996AL	ADD: NM/ZC LICENSE KEY 7.14
1	CA00997AL	ADD: UCS LICENSE KEY 7.14
4	CA02105AA	MCC7500/MCC7100 CONSOLE LIC
2	SQM01SUM0205	GGM 8000 GATEWAY
2	CA01616AA	ADD: AC POWER
2	CLN1856	2620-24 ETHERNET SWITCH

Wilson County VIPER RF Site Equipment:

QTY	NOMENCLATURE	DESCRIPTION
1	SQM01SUM7054	GTR 8000 EXPANDABLE SITE SUBSYSTEM
1	CA00855AA	ADD: 700/800 MHZ
1	X304AE	ADD: QTY (4) GTR 8000 BASE RADIOS
4	X591AE	ENH: ASTRO 25 SITE REPEATER SW
1	CA01706AA	ADD: ADD: GGM 8000 GATEWAY
1	CA00862AA	ADD: SITE & CABINET RMC W/CAPABILITY OF 7-24 BRS
1	CA00879AA	ADD: PRIMARY 6 PORT CAVITY COMBINER
1	CA00882AA	ADD: 700 MHZ TX FILTER W/PMU
2	CA00303AA	ADD: QTY (1) SITE CONTROLLER
2	CA02219AA	ADD: ASTRO 25 SITE REPEATER SITE CONTROLLER SOFTWARE IV&D
1	X882AH	ADD: 7.5 FT OPEN RACK, 48RU
1	CA02684AA	ADD: AC ONLY POWER DISTRIBUTION
6	DS3500072	NEMA 5-20 TO IEC C15 CORD, 10 FT FOR GTR RACKS
1	SQM01SUM7054	GTR 8000 EXPANDABLE SITE SUBSYSTEM
1	CA00855AA	ADD: 700/800 MHZ
1	X304AE	ADD: QTY (4) GTR 8000 BASE RADIOS
4	X591AE	ENH: ASTRO 25 SITE REPEATER SW
1	CA00877AA	ADD: CABINET RMC FOR EXPANSION RACK
1	CA00880AA	ADD: EXPANSION 6 PORT CAVITY COMBINER
1	CA01058AA	ADD: 700/800 PHASING HARNESS
2	CA00884AA	ADD: QTY (1) XHUB
1	X882AH	ADD: 7.5 FT OPEN RACK, 48RU
1	CA02684AA	ADD: AC ONLY POWER DISTRIBUTION
6	DS3500072	NEMA 5-20 TO IEC C15 CORD, 10 FT FOR GTR RACKS

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1	DS428E83I01C110	CONTROL MONITORING UNIT, NON-DIVERSITY, 796-824 MHZ, SNMP, 110 VAC
1	DS428E83I01T	TTA, NON-DIVERSITY, 796-824 MHZ, REDUNDANT LNA, TEST PORT, BYPASS
1	DSCC80711	OMNI, CORPORATE COLLINER, 10.5DBD, 746-870MHZ, PIM & 25KW PIP RATED
15	L1705	LDF4-50A CABLE: 1/2" LDF HELIAX POLY JKT PER FOOT
1	DDN1088	L4TNM-PSA TYPE N MALE PS FOR 1/2 IN CABLE
1	DDN1090	L4TDM-PSA 7-16 DIN MALE PS FOR 1/2 IN CABLE
5	TDN9289	221213 CABLE WRAP WEATHERPROOFING
5	L1705	LDF4-50A CABLE: 1/2" LDF HELIAX POLY JKT PER FOOT
2	DDN1088	L4TNM-PSA TYPE N MALE PS FOR 1/2 IN CABLE
250	DSAVA550	AVA5-50, COAXIAL CABLE, CORRUGATED COPPER, 7/8 IN, BLACK PE JACKET
2	DSA5NFS	N FEMALE FOR AVA5-50 CABLE
6	DSSG7812B2U	SG78-12B2U SUREGROUND GROUNDING KIT FOR 7/8 IN COAXIAL CABLE
2	DSL5SGRIP	L5SGRIP 7/8" SUPPORT HOIST GRIP
250	L1705	LDF4-50A CABLE: 1/2" LDF HELIAX POLY JKT PER FOOT
1	DDN1088	L4TNM-PSA TYPE N MALE PS FOR 1/2 IN CABLE
1	DDN1089	L4TNF-PSA TYPE N FEMALE PS FOR 1/2 IN CABLE
6	DSSG1212B2U	SG12-12B2U, SUREGROUND 1/2", 48"
2	DSL4SGRIP	L4SGRIP SUPPORT HOIST GRIP 1/2" LDF
9	DSSSH12	SSH-12 1/2" SNAPSTAK HANGER 10PK
9	DSSSH78	SSH-78 7/8" SNAPSTAK HANGER 10PK
18	DSUA3	UA-3 UNIVERSAL ANGLE ADAPTOR KIT, KIT OF TEN
1	DS1090501WA	RF SPD, 700-1000MHZ BROADBAND 15 VDC PASS NM ANT, NF EQUIP PIP, ASIG
1	DS1090501WA	RF SPD, 700-1000MHZ BROADBAND 15 VDC PASS NM ANT, NF EQUIP PIP, ASIG
25	L1700	FSJ1-50A CABLE: 1/4" SUPERFLEX POLY JKT PER FOOT
2	DDN9769	F1TNM-HC 1/4" TYPE N MALE CONNECTOR FOR FSJ1-50A CABLE
25	L1702	FSJ4-50B CABLE: 1/2" SUPERFLEX POLY JKT PER FOOT
2	DDN9682	F4PNMV2-HC 1/2" TYPE N MALE PLATED CONNECTOR
1	DSCC80711	OMNI, CORPORATE COLLINER, 10.5DBD, 746-870MHZ, PIM & 25KW PIP RATED
15	L1705	LDF4-50A CABLE: 1/2" LDF HELIAX POLY JKT PER FOOT
2	DDN1090	L4TDM-PSA 7-16 DIN MALE PS FOR 1/2 IN CABLE
2	TDN9289	221213 CABLE WRAP WEATHERPROOFING
250	L3405	AVA7-50 CABLE: 1 5/8" AVA HELIAX POLY JKT PER FOOT
2	DDN9383	AL7DF-PSA 1-5/8" 7-16 DIN FEMALE POSITIVE STOP CONNECTOR
6	DSSG15806B2A	SG158-06B2A 1-5/8" SUREGROUND GROUNDING
2	DSL7SGRIP	L7SGRIP 1-5/8" SUPPORT HOIST GRIP
9	DSSSH158	SSH-158 1-5/8" SNAPSTAK HANGER 10PK
9	DSUA3	UA-3 UNIVERSAL ANGLE ADAPTOR KIT, KIT OF TEN
1	DSTSXD FMBF	RF SPD, 698-2700MHZ DC BLOCK HIGH PWR, DIN FEM/MALE BI-DIR W/ BRACKET
1	DSGSAKITD	GROUND STRAP KIT - DIN
25	L1705	LDF4-50A CABLE: 1/2" LDF HELIAX POLY JKT PER FOOT

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2	DDN1090	L4TDM-PSA 7-16 DIN MALE PS FOR 1/2 IN CABLE
1	SQM01SUM7054	GTR 8000 EXPANDABLE SITE SUBSYSTEM
1	CA00855AA	ADD: 700/800 MHZ
1	X301AE	ADD: QTY (1) GTR 8000 BASE RADIO
1	X591AE	ENH: ASTRO 25 SITE REPEATER SW
1	CA00862AA	ADD: SITE & CABINET RMC W/CAPABILITY OF 7-24 BRS
1	CA00880AA	ADD: EXPANSION 6 PORT CAVITY COMBINER
1	CA01058AA	ADD: 700/800 PHASING HARNESS
2	CA00884AA	ADD: QTY (1) XHUB
1	X882AH	ADD: 7.5 FT OPEN RACK, 48RU
1	CA02684AA	ADD: AC ONLY POWER DISTRIBUTION
2	DS3500072	NEMA 5-20 TO IEC C15 CORD, 10 FT FOR GTR RACKS

Pricing

PRICING OPTION #1:

Description	List Price Equipment	Discounted Equipment	Installation & Optimization	Total
Sheriff Radios	\$ 813,761.00	\$ 616,003.25	\$ 38,672.00	\$ 654,675.25
Fire/EMS Radios	\$ 1,078,848.00	\$ 816,600.00	\$ 40,694.00	\$ 857,294.00
Console Upgrade	\$ 139,000.00	\$ 125,335.00	\$ 32,578.00	\$ 157,913.00
RF Site Equipment	\$ 377,739.00	\$ 356,045.00	\$ 33,165.00	\$ 389,210.00
			Total	\$ 2,059,092.25
			Bulk Purchase Discount with PO by 10/30/17	\$ (325,000.00)
			DISCOUNTED TOTAL:	\$ 1,734,092.25

PRICING OPTION #2: (Without Fire/EMS Radios)

Description	List Price Equipment	Discounted Equipment	Installation & Optimization	Total
Sheriff Radios	\$ 813,761.00	\$ 616,003.25	\$ 38,672.00	\$ 654,675.25
Console Upgrade	\$ 139,000.00	\$ 125,335.00	\$ 32,578.00	\$ 157,913.00
RF Site Equipment	\$ 377,739.00	\$ 356,045.00	\$ 33,165.00	\$ 389,210.00
			Total	\$ 1,201,798.25
			Bulk Purchase Discount with PO by 10/30/17	\$ (175,000.00)
			DISCOUNTED TOTAL:	\$ 1,026,798.25

**The pricing provided on this sheet is based on the Design Assumptions listed below.*



Budget Performance Report

Date Range 07/01/17 - 08/31/17

Include Rollup Account and Rollup to Object

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
Fund 13 - EMERGENCY TELEPHONE SYSTEM FUND									
REVENUE									
Department 4314 - ENHANCED 911									
34053	FEES	465,102.00	.00	465,102.00	38,758.55	.00	38,758.55	426,343.45	8
38101	INTEREST ON INVESTMENTS	750.00	.00	750.00	.00	.00	.00	750.00	0
39000	FUND BALANCE APPROPRIATED	340,616.00	.00	340,616.00	.00	.00	.00	340,616.00	0
Department 4314 - ENHANCED 911 Totals		\$806,468.00	\$0.00	\$806,468.00	\$38,758.55	\$0.00	\$38,758.55	\$767,709.45	5%
REVENUE TOTALS		\$806,468.00	\$0.00	\$806,468.00	\$38,758.55	\$0.00	\$38,758.55	\$767,709.45	5%
EXPENSE									
Department 4314 - ENHANCED 911									
41900	PROFESSIONAL SERVICES	93,900.00	.00	93,900.00	.00	.00	.00	93,900.00	0
42320	SUPPLIES	7,000.00	.00	7,000.00	.00	.00	.00	7,000.00	0
43110	TRAVEL	1,000.00	.00	1,000.00	78.54	500.00	78.54	421.46	58
43520	REPAIRS TO EQUIPMENT	5,000.00	.00	5,000.00	.00	400.00	175.51	4,424.49	12
43800	DATA PROCESSING SERV & EQUIP	16,752.00	456.00	17,208.00	.00	.00	17,208.00	.00	100
43950	TRAINING	10,000.00	(456.00)	9,544.00	415.00	.00	415.00	9,129.00	4
44400	CONTRACTS/ MAINTENANCE	122,824.00	.00	122,824.00	56,619.13	16,942.60	56,619.13	49,262.27	60
44882	E911/DATA BASE PROVISION	196,484.00	.00	196,484.00	26,977.44	.00	27,525.37	168,958.63	14
45000	CAPITAL OUTLAY \EQUIPMENT	353,508.00	.00	353,508.00	.00	.00	.00	353,508.00	0
Department 4314 - ENHANCED 911 Totals		\$806,468.00	\$0.00	\$806,468.00	\$84,090.11	\$17,842.60	\$102,021.55	\$686,603.85	15%
EXPENSE TOTALS		\$806,468.00	\$0.00	\$806,468.00	\$84,090.11	\$17,842.60	\$102,021.55	\$686,603.85	15%
Fund 13 - EMERGENCY TELEPHONE SYSTEM FUND Totals									
REVENUE TOTALS		806,468.00	.00	806,468.00	38,758.55	.00	38,758.55	767,709.45	5%
EXPENSE TOTALS		806,468.00	.00	806,468.00	84,090.11	17,842.60	102,021.55	686,603.85	15%
Fund 13 - EMERGENCY TELEPHONE SYSTEM FUND Totals		\$0.00	\$0.00	\$0.00	(\$45,331.56)	(\$17,842.60)	(\$63,263.00)	\$81,105.60	
Grand Totals									
REVENUE TOTALS		806,468.00	.00	806,468.00	38,758.55	.00	38,758.55	767,709.45	5%
EXPENSE TOTALS		806,468.00	.00	806,468.00	84,090.11	17,842.60	102,021.55	686,603.85	15%
Grand Totals		\$0.00	\$0.00	\$0.00	(\$45,331.56)	(\$17,842.60)	(\$63,263.00)	\$81,105.60	

Standards Committee Update

Donna Wright

a) Back-Up PSAP Testing Discussion

Education Committee Report

Jimmy Stewart

Telecommunicator Certification Stake Holder Meeting

- * Thursday, April 12, 2018
Embassy Suites in Greensboro
 - o 10:00 AM – 2:00 PM
 - o Registration will be required
 - o Lunch will be provided based
the number garnered from
registration

We identified organizations and representatives from the different stakeholder groups:

It was decided that we would not extend invitations to each of the 117 PSAPS as they are recipients and not stakeholders

- a. North Carolina Association of Chiefs of Police

Chief Mike Yaniero, President
myaniero@ci.jacksonville.nc.us

Mr. George H. Erwin, Jr., Executive Director
ncacperwin@hotmail.com

b. North Carolina Association of Fire Chiefs

Chief Steve Neal, President
sneal@ncafc.com

Mr. Jake Whisnant, Executive Director
jwhisnant@ncafc.com

c. North Carolina State Fire Fighters Association

Deputy Chief Barry Overman, President
barry@ncsfa.com

Mr. Tim Bradley, Executive Director
tim@ncsfa.com

d. North Carolina Office of Emergency Medical Services (NCOEMS)

Mr. Tom Mitchell, Chief

tom.mitchell@dhhs.nc.gov

Mr. Todd Messer, Education and Credentialing
Manager

todd.messer@dhhs.nc.gov

e. North Carolina Sheriff's Association

Sheriff Carson H. Smith, Jr., President

carson.smith@pendersheriff.com

Executive Director?

f. North Carolina Emergency Management
Association

Mr. Scott Garner, President

sgarner@brunswickes.com

g. North Carolina Justice Academy

Mr. Trevor Allen, Director

tjallen@ncdoj.gov

h. North Carolina Community College System

Ms. Tracy McPherson, Director, Public Safety
Training Programs

mcphersont@nccommunitycolleges.edu

i. North Carolina APCO

Ms. Melanie Neal, Chapter President

melanie.neal@ncapco.org

j. North Carolina NENA

Ms. Rachel Bello, President

rachel.bello@wakegov.com

k. North Carolina Criminal Justice Education and
Training Standards Commission

Mr. Steven Combs, Director

scombs@ncdoj.gov

l. North Carolina 911 Board Staff members

m. North Carolina Association of County
Commissioners

Ms. Brenda Howerton, President
bhowerton@dconc.gov

Mr. Kevin Leonard, Executive Director
kevin.leonard@ncacc.org

n. North Carolina League of Municipalities

Mayor Pro Tem Michael Lazzara, President
citycouncil@ci.jacksonville.nc.us

Mr. Paul Meyer, Executive Director
pmeyer@nclm.org

o. North Carolina Fire Marshal's Association

Mr. Thomas Bender – President
thomas.bender@chathamnc.org

p. North Carolina Association of Rescue and EMS

Mr. Terry Foxx – Commander
tfoxx@alexanderrescue.org

Mr. Joel Faircloth – Executive Director
jfaircloth@ncarems.org

- q. North Carolina Department of Insurance-Office
of the State Fire Marshal

Ms. Kim Williams, Deputy Director
kim.williams@ncdoi.gov

Extend an invitation to the Deputy Director she
believe is appropriate if she desires.

- r. North Carolina Sheriffs Education and Training
Standards Commission

Ms. Diana Konopka
No email listed
919-779-8213 (o)
919-662-4515 (f)

- s. North Carolina Association of Emergency Medical
Services Administrators

Mr. Bobby Cooper, Chairman
bobby.cooper@transylvaniacounty.org

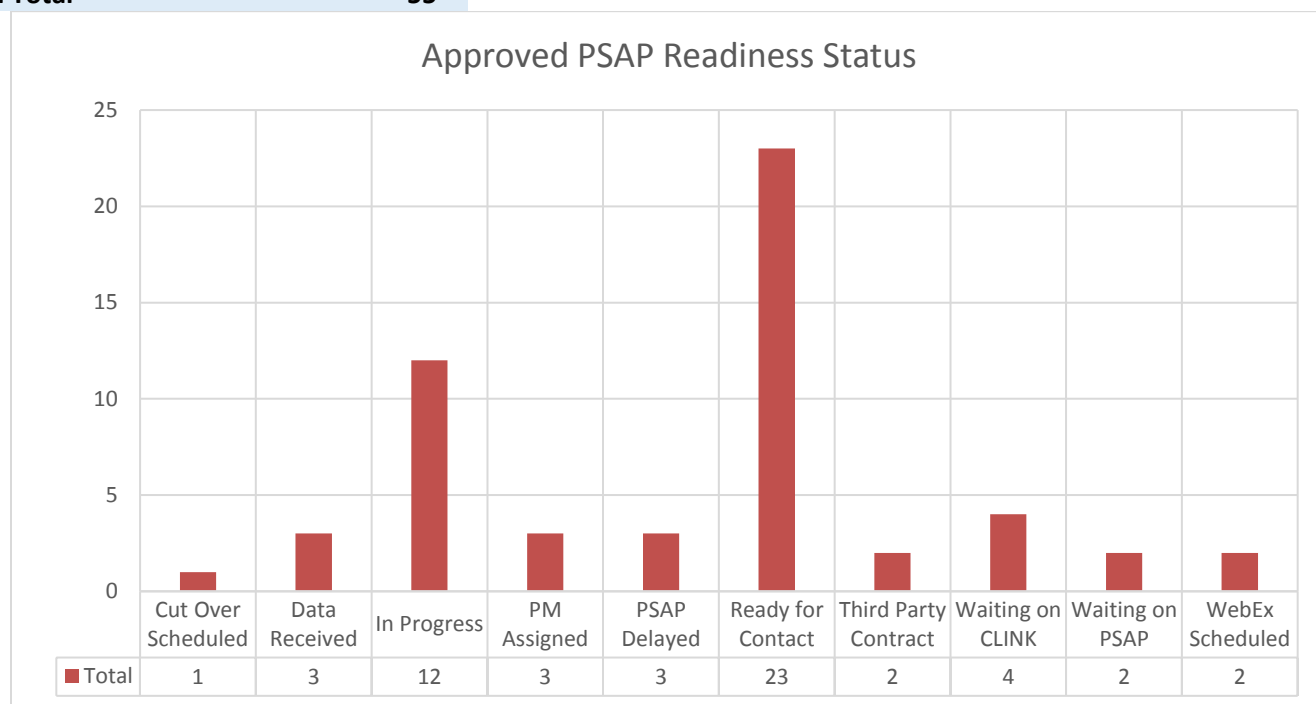
- Consensus of everyone is that the overall outcome of the meeting is to have support for the initiative to move it forward in a positive direction. It was also agreed that one objective of the meeting is to ensure that any opposition is duly noted, but that it is presented with sound reasoning as to the opposition for consideration in order to maintain the integrity of the requirements presented thus far.

Technology Committee Report

Jeff Shipp

- a) Update on ESINet Deployment
- b) GIS RFP Release
- c) NMAC Update

Approved PSAP Readiness Status	Total
Cut Over Scheduled	1
Data Received	3
In Progress	12
PM Assigned	3
PSAP Delayed	3
Ready for Contact	23
Third Party Contract	2
Waiting on CLINK	4
Waiting on PSAP	2
WebEx Scheduled	2
Grand Total	55



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PSAP	AT&T PSS Consultant	Readiness Status	AT&T PM	Service Request	Comments
Avery Co.	Silvia Diaz	PSAP Delayed		Hosted	Requested to be put on hold
Beaufort Co.	Peter Fontneau	Ready for Contact		Hosted	RFA - Meeting Requested
Beech Mountain PD	Greg Ellenberg	Ready for Contact		ESInet	Need to Present Cost Analysis
Boone PD	Greg Ellenberg	Ready for Contact		ESInet	Need to Present Cost Analysis
Brunswick Co.	Tullie Warren	WebEx Scheduled		ESInet	
Burke Co.	N/A	Third Party Contract		ESInet	
Cabarrus Co.	Greg Ellenberg	Ready for Contact		ESInet	February Meeting / A911 Contract?
Carteret Co.	Ed Rickett	Ready for Contact		Hosted	RFA - Meeting Requested
Cary PD	Greg Ellenberg	In Progress		ESInet	
Charlotte FD	Greg Ellenberg	Ready for Contact		ESInet	RFA - Meeting Requested
Charlotte Meck PD	Greg Ellenberg	Ready for Contact		ESInet	RFA - Meeting Requested
Chowan Co.	Ed Rickett	In Progress		ESInet	
City of Durham	Greg Ellenberg	In Progress		ESInet	Transition from A911 - July 1
City of Lumberton	Greg Ellenberg	PM Assigned	Denise Frasca	Hosted/ESInet BU	Hosted Primary - ESInet B/U
City of New Bern	Greg Ellenberg	Ready for Contact		ESInet	Need to Present Cost Analysis
City of Rocky Mount	Peter Fontneau	Data Received		ESInet	
Cleveland Co.	Greg Ellenberg	Ready for Contact		Hosted	Need to be done with Shelby
Columbus Co.	Silvia Diaz	Ready for Contact		ESInet	
Cornelius PD	N/A	Third Party Contract		ESInet	
Craven Co.	Greg Ellenberg	Ready for Contact		Hosted	Need to Present Cost Analysis
Cumberland Co.	Ed Rickett	Data Received		Hosted	
Edgecombe Co.	Peter Fontneau	Waiting on PSAP		Hosted	
Forsyth FD and SO	Greg Ellenberg	PSAP Delayed		ESInet	New Building Q1 2018
Gaston Co.	Ed Rickett	Data Received		Hosted	Backup PSAP to the Hosted Platform by 11/1/18. Primary PSAP to the Hosted Platform by 3/1/19.
Guilford Metro	Greg Ellenberg	In Progress		ESInet	
Havelock PD	Greg Ellenberg	Ready for Contact		ESInet	Need to Present Cost Analysis
Henderson Co.	Tullie Warren	Ready for Contact			
Hoke Co.	Greg Ellenberg	Ready for Contact		Hosted	
Kings Mountain	Greg Ellenberg	Ready for Contact		Hosted	Cleveland County is a Back Up
Lincoln Co.	Greg Ellenberg	In Progress		Hosted	Interim Solution
Madison Co.	Tullie Warren	Ready for Contact			
Martin Co.	Ed Rickett	In Progress		Hosted	
Medic	Greg Ellenberg	Ready for Contact		ESInet / Private Network	RFA - Meeting Requested
Mitchell Co.	Greg Ellenberg	In Progress		Hosted	
Nash Co.	Peter Fontneau	In Progress		Hosted	
Pasquotank Co	Ed Rickett	Waiting on CLINK		Hosted	
Perquimans Co.	Silvia Diaz	Waiting on CLINK		Hosted	RFA - Meeting Requested
Pitt Co.	Greg Ellenberg	Ready for Contact		ESInet	
Polk Co.	Greg Ellenberg	In Progress		Hosted	RFA - Meeting Requested
Randolph Co.	Peter Fontneau	Ready for Contact		ESInet	
Richmond Co.	Greg Ellenberg	PM Assigned	Taylor Tompkins	Hosted	Interim Solution
Rockingham Co.	Silvia Diaz	Ready for Contact		ESInet	
Rutherford Co.	Greg Ellenberg	In Progress		Hosted	
Scotland Co.	Greg Ellenberg	In Progress		ESInet	
Shelby PD	Greg Ellenberg	Ready for Contact		Hosted	Need to be done with Cleveland Co. - Has Grant Deadline
Stokes Co.	Silvia Diaz	Waiting on CLINK		ESInet	
Surry Co.	Ed Rickett	Ready for Contact		ESInet	
Tarboro PD	Peter Fontneau	WebEx Scheduled		Hosted	
Vance Co.	Greg Ellenberg	Waiting on PSAP		ESInet	
Wake Co.	Greg Ellenberg	Cut Over Scheduled	Dave Smith	ESInet	
Watauga Co.	Greg Ellenberg	Ready for Contact		ESInet	Need to Present Cost Analysis
Wayne Co.	Greg Ellenberg	PSAP Delayed		Hosted	New Building Q3 2018 - RFA - Meeting Requested
Wilson Co.	Silvia Diaz	Waiting on CLINK		Hosted	
Winston Salem PD	Greg Ellenberg	PM Assigned	David Battershell	ESInet	
Yancey Co.	Greg Ellenberg	In Progress		Hosted	

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Technology Committee Report

Jeff Shipp

b) GIS RFP Release

STATE OF NORTH CAROLINA Department of Information Technology Finance Division	REQUEST FOR PROPOSAL NO. 41-2017-05SM	
	Offers will be publicly opened: February 8, 2018	
	Issue Date: January 11, 2018	
Refer <u>ALL</u> inquiries regarding this RFP to: Shamekia Gales Shamekia.Gales@nc.gov 919-754-6358	Commodity Number: 206-54	
	Description: 9-1-1 GIS synchronization and 911 database management services	
	Using Agency: Department of Information Technology	
See page 2 for mailing instructions.	Requisition No.: RQ20369602	

OFFER AND ACCEPTANCE: The State seeks offers for the Services and/or goods described in this solicitation. All offers and responses received shall be treated as offers to contract. The State's acceptance of any offer must be demonstrated by execution of the acceptance found below, and any subsequent Request for Best and Final Offer, if issued. Acceptance shall create a contract having an order of precedence as follows: Best and Final Offers, if any, Special terms and conditions specific to this RFP, Specifications of the RFP, the Department of Information Technology Terms and Conditions, and the agreed portion of the awarded Vendor's offer.

EXECUTION: In compliance with this Request for Proposal, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all Services or goods upon which prices are offered, at the price(s) offered herein, within the time specified herein. By executing this offer, I certify that this offer is submitted competitively and without collusion.

Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.

OFFEROR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY, STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO
PRINT NAME & TITLE OF PERSON SIGNING:	FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	E-MAIL:

Offer valid for ninety (90) days from date of offer opening unless otherwise stated here: ____ days

ACCEPTANCE OF OFFER: If any or all parts of this offer are accepted, an authorized representative of NC Department of Information Technology (NC DIT) shall affix their signature hereto and this document and the documents identified above shall then constitute the written agreement between the parties. A copy of this acceptance will be forwarded to the awarded Vendor(s).

<u>FOR NC DIT USE ONLY</u> Offer accepted and contract awarded this ____ day of _____, 20 __, as indicated on attached certification, by _____ (Authorized representative of NC DIT).
--

DELIVERY INSTRUCTIONS: The Vendor must deliver one (1) **signed original** and one (1) **copy** of the Offer to Issuing Agency in a sealed package with Company Name and RFP Number clearly marked on the front. **Vendor must return all the pages of this solicitation in their response.** The Vendor must also submit **two (2) signed, executed electronic copy** of its offer on a USB Flash Drive(s). The files should not be password-protected and should be capable of being copied to other media.

Address envelope and insert offer number as shown below. Please note that the US Postal Service does not deliver any mail (US Postal Express, Certified, Priority, Overnight, etc.) on a set delivery schedule to this Office. **It is the responsibility of the Vendor to have the offer in this Office by the specified time and date of opening.**

DELIVER TO:
OFFER NUMBER: 41-2017-05SM Department of Information Technology Attn: Shamekia Gales 3700 Wake Forest Rd Raleigh, NC 27609

Sealed offers, subject to the conditions made a part hereof, will be received at February 9, 2018 until 2:00pm Eastern Standard Time on the day of opening and then opened, for furnishing and delivering the commodity as described herein. Offers must be submitted in a sealed package with the Execution page signed and dated by an official authorized to bind the Vendor's firm. Failure to return a signed offer shall result in disqualification. All offers must comply with Section VI, Proposal Content and Organization.

Offers will not be accepted by electronic means. This RFP is available electronically at <https://www.ips.state.nc.us/ips/>. All inquiries regarding the RFP specifications or requirements are to be addressed to the contact person listed on Page One.

NON-RESPONSIVE OFFERS: Vendor offers will be deemed non-responsive by the State and will be rejected without further consideration or evaluation if statements such as the following are included:

- "This offer does not constitute a binding offer",
- "This offer will be valid only if this offer is selected as a finalist or in the competitive range",
- "The Vendor does not commit or bind itself to any terms and conditions by this submission",
- "This document and all associated documents are non-binding and shall be used for discussion purposes only",
- "This offer will not be binding on either party until incorporated in a definitive agreement signed by authorized representatives of both parties", or
- A statement of similar intent.

VENDOR'S LICENSE OR SUPPORT AGREEMENTS: The terms and conditions of the Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this RFP may apply to the extent such terms and conditions do not materially change the terms and conditions of this RFP. In the event of any conflict between the terms and conditions of this RFP and the Vendor's standard agreement(s), the terms and conditions of this RFP relating to audit and records, jurisdiction, choice of law, the State's electronic procurement application of law or administrative rules, the remedy for intellectual property infringement and the exclusive remedies and limitation of liability in the DIT Terms and Conditions herein shall apply in all cases and supersede any provisions contained in the Vendor's relevant standard agreement or any other agreement. The State shall not be obligated under any standard license and/or maintenance or other Vendor agreement(s) to indemnify or hold harmless the Vendor, its licensors, successors or assigns, nor arbitrate any dispute, nor pay late fees, legal fees or other similar costs.

DIGITAL IMAGING: The State will digitize the Vendor's response if not received electronically, and any awarded contract together with associated contract documents. This electronic copy shall be a preservation record, and serve as the official record of this solicitation with the same force and effect as the original written documents comprising such record. Any printout or other output readable by sight shown to reflect such record accurately is an "original."

QUESTIONS CONCERNING RFP: Written questions concerning this RFP will be received until January 25, 2018 at 2:00pm Eastern Standard Time. They must be sent via e-mail to: Shamekia.Gales@nc.gov. Please insert "**Questions 41-2017-05SM**" as the subject for the email. The questions should be submitted in the following format:

Citation	Vendor Question	The State's Response
Offer Section, Page Number		

The State will prepare responses to all written questions submitted, and post an addendum to the Interactive Purchasing System (IPS) <https://www.ips.state.nc.us/ips/>. Oral answers are not binding on the State.

Vendor contact regarding this RFP with anyone other than Shamekia Gales may be grounds for rejection of said Vendor's offer.

ADDENDUM TO RFP: If a pre-offer conference is held or written questions are received prior to the submission date, an addendum comprising questions submitted and responses to such questions, or any additional terms deemed necessary by the State will be posted to the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/>, and shall become an Addendum to this RFP. Vendors' questions posed orally at any pre-offer conference must be reduced to writing by the Vendor and provided to the Purchasing Officer as directed by said Officer.

Critical updated information may be included in these Addenda. It is important that all Vendors bidding on this RFP periodically check the State website for any and all Addenda that may be issued prior to the offer opening date.

BASIS FOR REJECTION: Pursuant to 9 NCAC 06B.0401, the State reserves the right to reject any and all offers, in whole or in part; by deeming the offer unsatisfactory as to quality or quantity, delivery, price or service offered; non-compliance with the specifications or intent of this solicitation; lack of competitiveness; error(s) in specifications or indications that revision would be advantageous to the State; cancellation or other changes in the intended project, or other determination that the proposed specification is no longer needed; limitation or lack of available funds; circumstances that prevent determination of the best offer; or any other determination that rejection would be in the best interest of the State.

NOTICE TO VENDORS: The State may, but will not be required to evaluate or consider any additional terms and conditions submitted with an Offeror's response. This applies to any language appearing in or attached to the document as part of the Offeror's response. By execution and delivery of this Invitation for Offer and response(s), the Offer agrees that any additional terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect unless such are specifically accepted by the State.

LATE OFFERS: Regardless of cause, late offers will not be accepted and will automatically be disqualified from further consideration. It shall be the Vendor's sole risk to ensure delivery at the designated office by the designated time. Late offers will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM: The NC electronic Vendor Portal (eVP) allows Vendors to electronically register with the State to receive electronic notification of current procurement opportunities for goods and Services available on the Interactive Purchasing System at the following web site: <https://www.ips.state.nc.us/ips>

POINTS OF CONTACT: Contact by the Offeror with the persons shown below for contractual and technical matters related to this RFP is only permitted if expressly agreed to by the procurement officer named on page 2, or upon award of contract:

Vendor Contractual Point of Contact	Vendor Technical Point of Contact
[NAME OF VENDOR] Street: [STREET ADDRESS] [CITY, STATE, ZIP] Attn: Assigned Contract Manager	[NAME OF VENDOR] Street: [STREET ADDRESS] [CITY, STATE, ZIP] Attn: Assigned Technical Lead

State Point of Contact
NC Department of Information Technology Finance Division Street: 3700 Wake Forest Rd. Raleigh, NC 27606 Attn: Shamekia Gales

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I. Introduction

The purpose of this RFP and any resulting contract award is to solicit offers for the services of a qualified vendor to provide statewide 9-1-1 GIS synchronization and 9-1-1 database management services for routing 9-1-1 calls. All proposed services are required to comply with NENA i3 NG9-1-1 GIS standards, and can support a fully functional NG9-1-1 geo-based call routing platform.

Capabilities sought by this RFP are a vendor that will provide:

1. The collection of GIS street files, boundaries and 9-1-1 data currently used by all 117 PSAPs
2. The collection of ALI information from all 117 PSAPs
3. The collection of MSAP information from all 117 PSAPs
4. Data synchronization of ALI, MSAG and GIS provided files
 - a. Synchronization will include support for discrepancy and error correction with the PSAPs
5. Creation of GIS workflows for establishing GIS as the primary data management tool to maintain the NG9-1-1 database
6. Ongoing geodatabase management support for a period of time to manage the GIS, data and spatial interface function to the ECRF
7. Optionally an ECRF that will interface with the selected statewide NG9-1-1 vendor

The North Carolina 911 Board (911 Board) is an agency within the NC Department of Information Technology (DIT). The 911 Board has contracted with AT&T for the implementation of a statewide Emergency Services IP Network (ESInet), and a Hosted Call Processing system. This is part of a transition into a fully functional Next Generation 9-1-1 (NG9-1-1) eco-system compliant with the NENA i3 Standards and Best Practices. The work described in this RFP will be used by the ESInet Provider to route 9-1-1 calls. North Carolina is the twenty eighth largest state in terms of size, encompassing 53,819 square miles with a population of approximately 10,042,802 in 100 counties. North Carolina has many populated cities and urbanized areas, but by land mass North Carolina is primarily a rural state with a mountainous region in the west and a coastal region in the east. The top five most populous metropolitan areas are listed in the following table:

Table 1: Most Populous NC Metropolitan Areas

Rank	City	County	Population
1	Charlotte	Mecklenburg	827,097
2	Raleigh	Wake	451,066
3	Greensboro	Guilford	285,342
4	Durham	Durham	257,636
5	Winston-Salem	Forsyth	241,218

North Carolina has one hundred seventeen (117) County and Municipally -operated primary PSAPs that require interconnection to the ESInet, and the ability to route calls through a GIS database engine. The State wishes to engage with a single vendor to perform services. The awarded Vendor will be responsible for all services provided by their proposed subcontractors, if so utilized. All subcontractors and their roles, responsibilities and accountable tasks shall be identified in the Vendor's responses.

Other State Agencies have interests in GIS systems, data and use of such pursuant to their respective legislative authority. These agencies may have relevant data that could be used by the vendor to adjust, augment or modify the existing maps and data. The 911 Board is aware of GIS efforts, by the following:

- NCDOT Local Road Collection
- AddressNC

The 911 Board anticipates that other GIS efforts, together with any contract resulting from this RFP, may be coordinated through an Information Technology Project pursuant to G.S. 143B-1340 *et seq.* It is also anticipated that the awarded Vendor may participate in the Project, and may work with other Agencies to ensure the NG9-1-1 requirements for data development and maintenance are met. Participation may include adding to or modifying existing work and/or workflow processes that are currently used to manage 9-1-1 data and to create a procedure for spatially managing the NG9-1-1 call routing database. Other GIS efforts are expected to support a State-wide Linear Referenced System (LRS) and provide the base for State-wide geocoding and routing. The State wants to avoid duplicating GIS efforts and costs for the separate development and maintenance of multiple centerline related datasets. Although the 911 Board cannot provide specific information or controls for other GIS efforts identified, the Board seeks to ensure that Vendors are aware of the potential future coordination among such efforts and NextGen 9-1-1 GIS.

TERM CONTRACT: This solicitation will result in a Term Contract pursuant to 9 NCAC 06B.0701(1) for the NC 911 Board. *The Agreement shall be and operate as a single Vendor contract.* The Agreement it may be used as a Convenience Contract, available, but not mandatory, for the use of non-State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

In addition, the State reserves the right to make partial, progressive or multiple awards: where it is advantageous to award separately by items; or where more than one supplier is needed to provide the contemplated specifications as to quantity, quality, delivery, service, geographical areas; and where other factors are deemed to be necessary or proper to the purchase in question.

II. Bidding Information

A. Procurement Schedule

The Procurement Manager will make every effort to adhere to the following schedule:

Action	Responsibility	Date
Issue of RFP	Department of Information Technology	1/11/18
Deadline To Submit Additional Questions	Potential Vendors	1/25/18
Response to Written Questions/RFP Amendments	Department of Information Technology	1/30/18
Submission of Offer	Vendor(s)	2/8/18
Offer Evaluation	Evaluation Committee	TBD
Selection of Finalists	Evaluation Committee	TBD

Action	Responsibility	Date
Negotiations (optional)	Evaluation Committee designees and selected Vendor(s)	
Best and Final Offers from Finalists (optional)	Vendors	TBD
Oral Presentation and/or Product Demonstrations by Finalists (optional)	Vendors	TBD
Contract Award	IT Procurement Office	4/9/18
Protest Deadline	Vendors	15 days after award

B. Instructions to Vendors

Additional acronyms, definitions and abbreviations may be included in the text of the RFP.

- 1) Offers submitted electronically, or via facsimile (FAX) machine will not be accepted.
- 2) **EXECUTION:** Failure to sign under EXECUTION section will render offer invalid.
- 3) **PROMPT PAYMENT DISCOUNTS:** Vendors are urged to compute all discounts into the price offered. If a prompt payment discount is offered, it will not be considered in the award of the Agreement except as a factor to aid in resolving cases of identical prices.
- 4) **MISCELLANEOUS:** Masculine pronouns shall be read to include feminine pronouns and the singular of any word or phrase shall be read to include the plural and vice versa.
- 5) **VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** Electronic Vendor Portal (eVP) allows Vendors to electronically register with the State to receive electronic notification of current procurement opportunities for goods and Services available on the Interactive Purchasing System at the following web site: <https://vendor.ncgov.com/vendor/login>
- 6) **ORGANIZATION:** Vendors are directed to carefully review Section VI herein and fully comply with the content and organizational requirements therein.
- 7) **E-PROCUREMENT: This is an E-Procurement solicitation.** See paragraph #38 of the attached North Carolina Department of Information Technology Terms and Conditions Services made part of this solicitation contain language necessary for the implementation of North Carolina's statewide E-Procurement initiative. It is the Vendor's responsibility to read these terms and conditions carefully and to consider them in preparing the offer. By signature, the Vendor acknowledges acceptance of all terms and conditions including those related to E-Procurement.
 - a) General information on the E-Procurement service can be found at <http://eprocurement.nc.gov/>
 - b) Within two days after notification of award of a contract, the Vendor must register in NC E-Procurement @ Your Service at the following web site: <http://eprocurement.nc.gov/Vendor.html>

- c) As of the RFP submittal date, the Vendor must be current on all E-Procurement fees. If the Vendor is not current on all E-Procurement fees, the State may disqualify the Vendor from participation in this RFP.
- 8) **E-VERIFY:** Pursuant to N.C.G.S. §143B-1350(k), the State shall not enter into a contract unless the awarded Vendor and each of its subcontractors comply with the E-Verify requirements of N.C.G.S. Chapter 64, Article 2. Vendors are directed to review the foregoing laws. Any awarded Vendor must submit a certification of compliance with E-Verify to the awarding agency, and on a periodic basis thereafter as may be required by the State.
- 9) **RESTRICTIONS ON CONTRACTS WITH THE STATE:** Reserved.
- 10) **PROPOSAL SIZE:** Vendors are directed to limit the size of their response to no more than 200 pages including text, diagrams, drawings, and attachments.

C. General Conditions for Proposals

- 1) **DEFINITIONS, ACRONYMS AND ABBREVIATIONS:** Generally, see 9 NCAC 06A.0102 for definitions. The following are additional defined terms:
 - a) **24x7:** A statement of availability of systems, communications, and/or supporting resources every hour (24) of each day (7 days weekly) throughout every year for periods specified herein. Where reasonable downtime is accepted, it will be stated herein. Otherwise, 24x7 implies NO loss of availability of systems, communications, and/or supporting resources.
 - b) **Deliverables:** Deliverables, as used herein, shall comprise all Hardware, Vendor Services, professional Services, Software and provided modifications to any Software, and incidental materials, including any goods, Software or Services access license, data, reports and documentation provided or created during the performance or provision of Services hereunder. Deliverables include "Work Product" and means any expression of Licensor's findings, analyses, conclusions, opinions, recommendations, ideas, techniques, know-how, designs, programs, enhancements, and other technical information; but not source and object code or software.
 - c) **Goods:** Includes intangibles such as computer software; provided, however that this definition does not modify the definition of "goods" in the context of N.C.G.S. §25-2-105 (UCC definition of goods).
 - d) **NCDIT or DIT:** The NC Department of Information Technology, formerly Office of Information Technology Services.
 - e) **Open Market Contract:** A contract for the purchase of goods or Services not covered by a term, technical, or convenience contract.
 - f) **Reasonable, Necessary or Proper:** as used herein shall be interpreted solely by the State of North Carolina.
 - g) **RFP:** Request for Proposal
 - h) **The State:** Is the State of North Carolina, and its Agencies.
 - i) **Vendor:** Company, firm, corporation, partnership, individual, etc., submitting an offer in response to a solicitation.
- 2) **READ AND REVIEW:** It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and comply with all specifications, requirements and the State's intent as specified herein. If a Vendor discovers an inconsistency, error or omission in this solicitation, the Vendor should request a clarification from the State's contact person listed on the front page of the solicitation. Questions and clarifications must be submitted in writing and may be submitted by personal delivery, letter, fax or e-mail within the time period identified hereinabove.
- 3) **VENDOR RESPONSIBILITY:** The Vendor(s) will be responsible for investigating and recommending the most effective and efficient technical configuration. Consideration shall be given to the stability of the proposed configuration and the future direction of technology, confirming to the best of their ability that the recommended approach is not short lived. Several approaches may exist for hardware configurations, other products and any software. The Vendor(s) must provide a justification for their proposed hardware, product and software solution(s) along with costs thereof. Vendors are

encouraged to present explanations of benefits and merits of their proposed solutions together with any accompanying Services, maintenance, warranties, value added Services or other criteria identified herein. The Vendor acknowledges that, to the extent the awarded contract involves the creation, research, investigation or generation of a future RFP or other solicitation; the Vendor will be precluded from bidding on the subsequent RFP or other solicitation and from serving as a subcontractor to an awarded vendor. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Vendor, or as a subcontractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP or other solicitation.

- 4) **ELIGIBLE VENDOR:** The Vendor certifies that in accordance with N.C.G.S. §143-59.1(b), Vendor is not an ineligible vendor as set forth in N.C.G.S. §143-59.1 (a).
- 5) **ORAL EXPLANATIONS:** The State will not be bound by oral explanations or instructions given at any time during the bidding process or after award. Vendor contact regarding this RFP with anyone other than the Agency contact or procurement officer named on Page 2 above may be grounds for rejection of said Vendor's offer. Agency contact regarding this RFP with any Vendor may be grounds for cancellation of this RFP.
- 6) **INSUFFICIENCY OF REFERENCES TO OTHER DATA:** Only information that is received in response to this RFP will be evaluated. Reference to information previously submitted or Internet Website Addresses (URLs) will not suffice as a response to this solicitation.
- 7) **CONFLICT OF INTEREST:** Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32. The Vendor shall not knowingly employ, during the period of the Agreement, nor in the preparation of any response to this solicitation, any personnel who are, or have been, employed by a Vendor also in the employ of the State and who are providing Services involving, or similar to, the scope and nature of this solicitation or the resulting contract.
- 8) **CONTRACT TERM:** A contract awarded pursuant to this RFP shall have an effective date as provided in the Notice of Award. The term is anticipated at minimum of **three** (3) years, and will be determined upon receipt and evaluation of RFP responses. The term established will expire upon the anniversary date of the effective date unless otherwise stated in the Notice of Award, or unless terminated earlier. The State retains the option to extend the awarded contract for **two** (2) additional term periods at its sole discretion.
- 9) **EFFECTIVE DATE:** This solicitation, including any Exhibits, or any resulting contract or amendment shall not become effective nor bind the State until the appropriate State purchasing authority/official or Agency official has signed the document(s), contract or amendment; the effective award date has been completed on the document(s), by the State purchasing official, and that date has arrived or passed. The State shall not be responsible for reimbursing the Vendor for goods provided nor Services rendered prior to the appropriate signatures and the arrival of the effective date of the Agreement. No contract shall be binding on the State until an encumbrance of funds has been made for payment of the sums due under the Agreement.
- 10) **RECYCLING AND SOURCE REDUCTION:** It is the policy of this State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of goods purchased. However, no sacrifice in quality of packaging will be acceptable. The Vendor remains responsible for providing packaging that will protect the commodity and contain it for its intended use. Vendors are strongly urged to bring to the attention of the purchasers at the NCDIT Statewide IT Procurement Office those products or packaging they offer which have recycled content and that are recyclable.
- 11) **HISTORICALLY UNDERUTILIZED BUSINESSES:** Pursuant to N.C.G.S. §§143B-1361(a), 143-48 and 143-128.4 and any applicable Executive Order, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business

enterprises and non-profit work centers for the blind and severely disabled. Additional information may be found at: <http://ncadmin.nc.gov/businesses/hub/>.

- 12) **CLARIFICATIONS/INTERPRETATIONS:** Any and all amendments or revisions to this document shall be made by written addendum from the DIT Procurement Office. Vendors may call the purchasing agent listed on the first page of this document to obtain a verbal status of contract award. If either a unit price or extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded.
- 13) **RIGHTS RESERVED:** While the State has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the State of North Carolina, or the procuring Agency, to award a contract. Upon determining that any of the following would be in its best interests, the State may:
- a) waive any formality;
 - b) amend the solicitation;
 - c) cancel or terminate this RFP;
 - d) reject any or all offers received in response to this RFP;
 - e) waive any undesirable, inconsequential, or inconsistent provisions of this RFP;
 - f) if the response to this solicitation demonstrate a lack of competition, negotiate directly with one or more Vendors;
 - g) not award, or if awarded, terminate any contract if the State determines adequate State funds are not available; or
 - h) if all offers are found non-responsive, determine whether Waiver of Competition criteria may be satisfied, and if so, negotiate with one or more known sources of supply.
- 14) **ALTERNATE OFFERS:** The Vendor may submit alternate offers for various levels of service(s) or products meeting specifications. Alternate offers must specifically identify the RFP specifications and advantage(s) addressed by the alternate offer. Any alternate offers must be clearly marked with the legend as shown herein. Each offer must be for a specific set of Services or products and offer at specific pricing. If a Vendor chooses to respond with various service or product offerings, each must be an offer with a different price and a separate RFP offer. Vendors may also provide multiple offers for software or systems coupled with support and maintenance options, provided, however, all offers must satisfy the specifications.

Alternate offers must be clearly marked

“Alternate Offer for ‘name of Vendor’”

and numbered sequentially with the first offer if separate offers are submitted.

This legend must be in bold type of not less than 14-point type on the face of the offer, and on the text of the alternative offer.

- 15) **CO-VENDORS:** Vendors may submit offers as partnerships or other business entities. Such partners or other “co-Vendors”, if any, shall disclose their relationship fully to the State. The State shall not be obligated to contract with more than one Vendor. Any requirements for references, financial statements or similar reference materials shall mean **all** such partners or co-Vendors.
- 16) **SUBMITTING AN OFFER:** Each Vendor submitting an offer warrants and represents that:
- a) The offer is based upon an understanding of the specifications and requirements described in this RFP.
 - b) Costs for developing and delivering responses to this RFP and any subsequent presentations of the offer as requested by the State are entirely the responsibility of the Vendor. The State is not liable for any expense incurred by the Vendors in the preparation and presentation of their offers.

- 17) **SUBMITTED MATERIALS:** All materials submitted in response to this RFP become the property of the State and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the State and the Vendor resulting from this RFP process.
- 18) **MODIFICATIONS TO OFFER:** An offer may not be unilaterally modified by the Vendor.

D. Evaluation Process

- 1) **BEST VALUE:** "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" Information Technology procurement is to enable Vendors to offer and the Agency to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement. Evaluation shall also include compliance with information technology project management policies, compliance with information technology security standards and policies, substantial conformity with the specifications, and other conditions set forth in the solicitation.
- 2) **SOURCE SELECTION** A trade-off/ranking method of source selection will be utilized in this procurement to allow the State to award this RFP to the Vendor providing the Best Value, and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against other non-price factors.
 - a) The evaluation committee may request clarifications, an interview with or presentation from any or all Vendors as allowed by 9 NCAC 06B.0307. However, the State may refuse to accept, in full or partially, the response to a clarification request given by any Vendor. Vendors are cautioned that the evaluators are not required to request clarifications; therefore, all offers should be complete and reflect the most favorable terms. Vendors should be prepared to send qualified personnel to Raleigh, North Carolina, to discuss technical and contractual aspects of the offer.
 - b) Evaluation Process Explanation. State Agency employees will review all offers. All offers will be initially classified as being responsive or non-responsive. If an offer is found non-responsive, it will not be considered further. All responsive offers will be evaluated based on stated evaluation criteria. Any references in an answer to another location in the RFP materials or Offer shall have specific page numbers and sections stated in the reference.
 - c) To be eligible for consideration, a Vendor's offer must substantially conform to the intent of all specifications. Compliance with the intent of all specifications will be determined by the State. Offers that do not meet the full intent of all specifications listed in this RFP may be deemed deficient. Further, a serious deficiency in the offer to any one factor may be grounds for rejection regardless of overall score.
 - d) Vendors are advised that the State is not obligated to ask for, or accept after the closing date for receipt of offer, data that is essential for a complete and thorough evaluation of the offer.
- 3) **BEST AND FINAL OFFERS (BAFO):** If negotiations or subsequent offers are solicited, the Vendors shall provide BAFOs in response. Failure to deliver a BAFO when requested shall disqualify the non-responsive Vendor from further consideration. The State may establish a competitive range based upon evaluations of offers, and request BAFOs from the Vendors within this range; e.g. "Finalist Vendors". The State will evaluate BAFOs and add any additional weight to the Vendors' respective offer. Additional weight awarded from oral presentations and product demonstrations during negotiations, if any, will be added to the previously assigned weights to attain their final ranking.
- 4) **EVALUATION CRITERIA:** Each of the criteria below shall be evaluated in accordance with the solicitation documents:

- a) Substantial Conformity to Solicitation Specifications
 - b) Strength of references relevant or material to technology area(s), or Specifications.
 - c) Illustration(s) and/or explanations of the Statewide Technical Architecture objectives, principles and best practices to the proposed solution.
 - d) Cost
- 5) **PAST PERFORMANCE:** The Vendor may be disqualified from any evaluation or award if the Vendor or any key personnel proposed, has previously failed to perform satisfactorily during the performance of any contract with the State, or violated rules or statutes applicable to public bidding in the State.
 - 6) **EVALUATION METHOD:** This procurement will be evaluated in accordance with the State's Narrative Method; meaning the State agency will identify the major criteria that are critical to the success of the RFP and compare Vendor Offers.
 - 7) **INTERACTIVE PURCHASING SYSTEM (IPS):** The State has implemented links to the Interactive Purchasing System (IPS) that allow the public to retrieve offer award information electronically from our Internet web site: <https://www.ips.state.nc.us/ips/>. Click on the IPS BIDS icon, click on Search for BID, enter the Agency prefix-offer number 41-2017-05SM, and then search. This information may not be available for several weeks dependant upon the complexity of the acquisition and the length of time to complete the evaluation process.
 - 8) **PROTEST PROCEDURES:** Protests of awards exceeding \$25,000 in value must be submitted to the issuing Agency at the address given on the first page of this document. Protests must be received in this office within fifteen (15) calendar days from the date of this RFP award and provide specific reasons and any supporting documentation for the protest. **All protests will be governed by Title 9, Department of Information Technology (formerly Office of Information Technology Services), Subchapter 06B Sections .1101 - .1121.**

III. Technical Proposal

- 1) **ENTERPRISE ARCHITECTURE STANDARDS:** The North Carolina Statewide Technical Architecture is located at the following website: (<https://it.nc.gov/services/it-architecture/statewide-architecture-framework>). This provides a series of domain documents describing objectives, principles and best practices for the development, implementation, and integration of business systems. Agencies and Vendors should refer to these Architecture documents when implementing enterprise applications and/or infrastructure.
- 2) **ENTERPRISE LICENSING:** In offering the best value to the State, Vendors are encouraged to leverage the State's existing resources and license agreements. The agreements may be viewed at: <http://it.nc.gov/services/license-and-agreements>
 - a) Identify components or products that are needed for your solution that may not be available with the State's existing license agreement.
 - b) Identify and explain any components that are missing from the State's existing license agreement.
 - c) If the Vendor can provide a more cost effective licensing agreement, please explain in detail the agreement and how it would benefit the State.
 - d) Explain the transportability and transferability of the proposed license agreements. Any licenses or warranties purchased on behalf of the State for this project must be transferable at the time the Vendor is paid under contract for said component
- 3) **VIRTUALIZATION:** Reserved
- 4) **NCID:** Reserved
- 5) **CLOUD SERVICE PROVIDERS (CSPs):** For offers featuring a cloud-hosted solution, vendors shall describe how the proposed solution will support the agency's information system security compliance

requirements as described in the Statewide Information Security Manual, specifically relating to, and without limitation, the sections relating to cloud services: <http://it.nc.gov/statewide-resources/policies>. *The 9-1-1 GIS synchronization and 911 database management services will be required to receive and securely manage all GIS related data. As such, the 9-1-1 GIS synchronization and 911 database management services will be classified as NENA i3, Statewide Critical/Moderate.* To comply with policy, State agencies are required to perform annual security/risk assessments on their information systems using NIST 800-53 controls. This requirement additionally applies to all vendor provided, agency managed Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) solutions. Assessment reports such as the Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type 2, SSAE 16, and ISO 27001 are preferred and offered solutions already meeting these requirements are requested to include these reports as part of their submission. The expectation is for the vendor to supply a hosted GIS system with capabilities for performing the management and maintenance of the NG9-1-1 geo-database. The GIS system must contain the ability to perform the spatial interface functions necessary to replicate to the ECRF within the NG9-1-1 system. In addition, the GIS system must meet the State security policies as defined.

- 6) **SOLUTIONS NOT HOSTED ON STATE INFRASTRUCTURE:** For offers featuring a solution not hosted on State infrastructure, vendors shall describe how the proposed solution will support the agency's information system security compliance requirements as described in the Statewide Information Security Policies: <http://it.nc.gov/statewide-resources/policies>. To comply with these policies State agencies are required to perform annual security/risk assessments on their information systems using NIST 800-53 controls. This requirement additionally applies to all agency managed Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) solutions. Assessment reports such as the Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type 2, SSAE 16, and ISO 27001 are preferred and offered solutions already meeting these requirements are requested to include these reports as part of their submission.
- 7) **BRANDING:** Reserved
- 8) **EQUIVALENT ITEMS:** Whenever a material, article or piece of equipment is identified in the specification(s) by reference to a manufacturer's or Vendor's name, trade name, catalog number or similar identifier, it is intended to establish a standard for determining substantial conformity during evaluation, unless otherwise specifically stated as a brand specific requirement (no substitute items will be allowed). Any material, article or piece of equipment of other manufacturers or Vendors shall perform to the standard of the item named. Equivalent offers must be accompanied by sufficient descriptive literature and/or specifications to provide for detailed comparison. Samples of items, if required, shall be furnished at no expense to the State and if not destroyed in the evaluation process, may be returned to the Vendor at the Vendor's expense.
- 9) **LITERATURE:** All offers shall include specifications and technical literature sufficient to allow the State to determine that the proposed solution substantially meets all specifications. This technical literature will be the primary source for evaluation. If a specification is not addressed in the technical literature it must be supported by additional documentation and included with the offer. Offer responses without sufficient technical documentation may be rejected.
- 10) **EQUIVALENT GOODS:** The State may, in its sole discretion, investigate any substitute or equivalent goods irrespective of any representation made by a Vendor or manufacturer.
- 11) **DEVIATION FROM SPECIFICATIONS:** Any deviation from specifications indicated herein must be clearly identified as an exception and listed on a separate page labeled "Exceptions to Specification." Any deviations shall be explained in detail. **The Vendor shall not construe this paragraph as inviting deviation or implying that any deviation will be acceptable. Offers of alternative or non-equivalent goods or services may be rejected if not found substantially conforming; and**

if offered, must be supported by independent documentary verification that the offer substantially conforms to the specified goods or services specification.

- 12) **SCOPE OF WORK:** The selected Vendor will aggregate the specified GIS data layers and their representative attributes into a seamless statewide dataset. The basis of this aggregated dataset will come from a combination of available source data from local PSAPs, County and Municipal governments, North Carolina state agencies, and any specific or unique data capabilities and resources derived from the Vendor.

The Vendor's geodatabase model is required to comply with the NENA GIS Data Model standards for the NG9-1-1. Please refer to Attachment B for the NENA data dictionary. The GIS data layers listed below and their associated attribute data represents the expectation for the NG9-1-1 geodatabase created through the proposed process by the GIS vendor. These data layers are required to enable ECRF/LVF functions within the NG9-1-1 system.

- Road Centerlines
- Site/Structure Address Points
- Administrative Boundary
 - State
 - County

The GIS vendor will include and use all existing and available source data that is commonly used in legacy 9-1-1 call routing to aid in development of the NG9-1-1 geodatabase. This includes the ALI database, MSAG, and GIS maps. The GIS vendor will also be involved in the coordination and oversight necessary to compile the statewide aggregation of data into the NG9-1-1 database. Typical attributes include:

- Centerline layer
- Address points layer
- Emergency services response boundary layers
- Other additional or supplemental layers as deemed necessary
- Synchronization of Automatic Location Identification (ALI)/GIS/ MSAG databases)
 - Municipal
- Emergency Services Boundary
 - PSAP Boundary
 - Fire
 - Police
 - EMS
- Road Name Alias Table
- Cell Sector Location

The selected Vendor will aggregate the specified GIS data layers and their representative database attributes into a seamless statewide dataset that is synchronized with 9-1-1 call routing data (ALI and MSAG) to transition from legacy call routing into NG9-1-1 call routing. The basis of this aggregated dataset will come from a combination of available source data (ALI, GIS, MSAG and other appropriate files) from local PSAPs, County and Municipal governments, North Carolina state agencies, and any specific or unique data capabilities and resources derived from the Vendor.

In the process of synchronizing the statewide NG9-1-1 database, the Vendor will continually provide feedback to the PSAPs. Any gaps, errors and discrepancies that are identified will be referred to the PSAP for reconciliation with the existing database providers. It is the State's expectation that the actual remediation of the identified errors and discrepancies will be conducted by the local entities. The Vendor shall provide sufficient information and guidance to the local entities (PSAPs) for the remediation of their data. (Remediation may include ALI modifications, MSAG updates and correction of streets, boundaries and address points)

It is the responsibility of the Vendor to verify the completeness of the attribute information gathered and to identify the proposed solution to meet the intent of these specifications. Exceptions to any facet of the specifications must be clearly stated within the Vendor's proposal. Exceptions shall include an alternative where applicable. Any alternative must include a thorough description of the configuration, implementation and operation of the alternative to assist the evaluation team in understanding the purpose of the exception, and alternative.

- 13) **PROJECT ORGANIZATION:** Describe the organizational and operational structure it proposes to utilize for the work described in this RFP, and identify the responsibilities to be assigned to each person Vendor proposes to staff the work.

The Vendor shall provide project management and coordination to ensure the success of the overall project. The Vendor shall maintain regular contact with the NC 9-1-1 board, and the State project management office as well as the NG9-1-1 service provider to configure and implement the geographic (location based) call routing functionality.

In addition to any other necessary or suggested project management services, the Vendor will provide the following items:

a) **Single Point of Contact (SPOC)**

The Vendor shall assign a single point of contact (SPOC) to serve as the vendor's primary project manager to coordinate all aspects of the project with the NC 911 Board and the Board's designees. The SPOC will coordinate and work as needed with the NG9-1-1 service provider to ensure deliverables can be utilized for call routing. The SPOC shall remain engaged for the duration of the contract period and only replaced with written approval by the NC 911 Board. The Board reserves the right of approval of the proposed project manager or any reallocation of project managers for the duration of the contract period.

Also, Vendor shall provide the name and background of the proposed individual and provide a brief description of the responsibilities of the SPOC. While not required, a PMP certified PM is preferred.

b) **Project Kick-off meeting**

The Vendor shall coordinate a project kick-off meeting with NC 911 Board representatives and additional project stakeholders as necessary. The Vendor's project manager shall attend the kick-off meeting in person at the Boards designated meeting point.

The project kick-off meeting shall serve as a session with the entire team to communicate the project objectives and distribute a firm action plan.

The objective of the project kick-off meeting is to outline the project action plan, assign areas of responsibilities, and create a common understanding of the project outcomes and schedules. All potential stakeholders must be identified and every effort made by the vendor to conduct the kick-off to accommodate the stakeholders. Based upon the vendor's prior experience, scope of work, and size of the State the vendor will provide a "best effort" action plan here.

c) **Project Planning**

The Vendor shall provide a project management plan that will be tailored to the specifications for 9-1-1 GIS synchronization and 9-1-1 database management services. With numerous stakeholders and parallel projects/activities in flight proper scoping, scheduling, communications and risk management will be paramount. At a minimum, the vendor will provide the following management plans:

- **Scope Management Plan** (Includes: WBS development process, deliverable acceptance process)

- **Communications Management Plan** (Includes: Stakeholder Register, Stakeholder Communication Specifications, Communications Schedule)
- **Schedule Management Plan** (Includes: Performance Measurements Approach (i.e. Schedule Variance, Schedule Performance Index),
- **Change Management Plan**
- **Risk Management Plan** (Includes: Risk Assessment and Mitigation Methodology, Roles & Responsibility, and Timing of Risk Management activities)

14) **TECHNICAL SPECIFICATIONS:** Means, as used herein, a specification that documents the requirements of a system or system component. It typically includes functional requirements, performance requirements, interface requirements, design requirements, development standards, maintenance standards, or similar terms. Substantial conformity with technical specifications is required.

- a) Site and System Preparation: Vendors shall provide the Purchasing State Agency complete site requirement specifications for the Deliverables, if any. These specifications shall ensure that the Deliverables to be installed or implemented shall operate properly and efficiently within the site and system environment. The Vendor shall advise the State of any site requirements for any Deliverables required by the State's specifications. Any alterations or modification in site preparation which are directly attributable to incomplete or erroneous specifications provided by the Vendor and which would involve additional expenses to the State, shall be made at the expense of the Vendor.
- b) Specifications: The apparent silence of the specifications as to any detail, or the apparent omission of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only processes, configuration, material and workmanship of the first quality may be used. Upon any notice of noncompliance provided by the State, Vendor shall supply proof of compliance with the specifications. Vendor must provide written notice of its intent to deliver alternate or substitute Services, products, goods or other Deliverables. Alternate or substitute Services, products, goods or Deliverables may be accepted or rejected in the sole discretion of the State; and any such alternates or substitutes must be accompanied by Vendor's certification and evidence satisfactory to the State that the function, characteristics, performance and endurance will be equal or superior to the original Deliverables specified. See, Acceptance Criteria, below.
- c) Please describe your proposed solution's ability to meet the following specifications, including capabilities, features, and limitations. Refer to Attachment A for the Technical Specifications.

IV. Cost Proposal

- 1) **OFFER COSTS:** The Vendor must list and describe any applicable offer costs which may include the following:
 - a) Software License fees or costs
 - b) Base system software
 - c) Customization required or proposed addressing specification
 - d) Additional modules required or proposed addressing specifications
 - e) 3rd party software, if any, required for the operation of the system
 - f) Technical and user documentation
 - g) Installation/conversion/integration/transition costs
 - h) Training including training materials
 - i) Maintenance costs, to include, per year
 - j) Existing software upgrade/integration/training
 - k) Updates to supplemental files

- l) Revisions to documentation
 - m) Utilities
 - n) New functionality compared to prior available functionality in the market
 - o) Technical support/customer service, per year
 - p) Unlimited phone technical support for the technical staff
 - q) The costs for customization shall be detailed on an attached sheet of paper by item and cost for each base system modification.
 - r) The consulting and other value-added service hourly rates or costs shall be listed separately by type of service. Travel and lodging expenses, if any, must be thoroughly described; and are limited by the State's Terms and Conditions.
- 2) **PAYMENT PLAN PROPOSAL**: Payments shall be based upon clearly defined and mutually agreed upon deliverables. Payments will not occur more frequently than monthly.
- 3) **ALTERNATIVE COST RESPONSE**: Vendors who propose an Alternative cost response must submit a separate document labeled "ALTERNATIVE COST RESPONSE".

V. Other Requirements and Special Terms

- 1) **VENDOR UTILIZATION OF WORKERS OUTSIDE U.S.**: In accordance with N.C.G.S. §143B-1361(b), the Vendor must detail the manner in which it intends to utilize resources or workers in the RFP response. The State of North Carolina will evaluate the additional risks, costs, and other factors associated with such utilization prior to making an award for any such Vendor's offer. The Vendor shall provide the following for any offer or actual utilization or contract performance:
- a) The location of work performed under a state contract by the Vendor, any subcontractors, employees, or other persons performing the Agreement and whether any of this work will be performed outside the United States
 - b) The corporate structure and location of corporate employees and activities of the Vendors, its affiliates or any other subcontractors
 - c) Notice of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing Services under a state contract outside of the United States
 - d) Any Vendor or subcontractor providing call or contact center Services to the State of North Carolina shall disclose to inbound callers the location from which the call or contact center Services are being provided

Will any work under the Agreement be performed outside the United States?

Where will Services be performed:

YES _____ NO _____

2) SPECIAL TERMS AND CONDITIONS:

- a) Paragraph #14 of the DIT Terms and Conditions is supplemented as follows: Any such audit shall be conducted only upon prior written notice of 30 days or more, and with the concurrence of The State for the date and time of any audit, and adherence to The State's security requirements during regular business hours at The State's offices and shall not unreasonably interfere with The State's business activities.
- b) Reserved
- c) Paragraph #9 of the DIT Terms and Conditions is supplemented as follows: The Agency reserves the right to perform post-delivery and post-training acceptance testing for a period beginning at installation and lasting 30 Days. The Agency also reserves the right to have an independent Vendor conduct assurance testing pertaining to the functions, auditability, and related matters. At any time before the end of the test and assurance period the Agency may require any or all of the following:

- i) Have the Vendor modify the installed software to eliminate the deficiency to the Agency's satisfaction.
 - ii) Have the Vendor re-install a new copy of the software product(s).
 - iii) Extend the acceptance testing period for a period of 15 days to allow time for Vendor to remedy the problems.
 - iv) Remove the application software, cancel this Agreement, and recover payments extended from Agency funds.
- d) Reserved
- e) Maintenance: Reserved
- 3) **FINANCIAL STATEMENTS:** Agencies must determine that a Vendor has sufficient financial resources to perform. GS 143B-1350(h1). The Vendor shall provide evidence of financial stability with its response to this RFP as further described hereinbelow. As used herein, Financial Statements shall exclude tax returns and compiled statements.
 - a) For a publicly traded company, Financial Statements for the past three (3) fiscal years, including at a minimum, income statements, balance sheets, and statement of changes in financial position or cash flows. If three (3) years of financial statements are not available, this information shall be provided to the fullest extent possible, but not less than one year. If less than 3 years, The Vendor must explain the reason why they are not available.
 - b) For a privately held company, when certified audited financial statements are not prepared: a written statement from the company's certified public accountant stating the financial condition, debt-to-asset ratio for the past three (3) years and any pending actions that may affect the company's financial condition.
 - c) The State may, in its sole discretion, accept evidence of financial stability other than Financial Statements for the purpose of evaluating Vendors' responses to this RFP. The State reserves the right to determine whether the substitute information meets the requirements for Financial Information sufficiently to allow the State to evaluate the sufficiency of financial resources and the ability of the business to sustain performance of this RFP award. Scope Statements issued may require the submission of Financial Statements and specify the number of years to be provided, the information to be provided, and the most recent date required.
- 4) **DISCLOSURE OF LITIGATION:** The Vendor's failure to fully and timely comply with the terms of this section, including providing reasonable assurances satisfactory to the State, may constitute a material breach of the Agreement.
 - a) The Vendor shall notify the State in its offer, if it, or any of its subcontractors, or their officers, directors, or key personnel who may provide Services under any contract awarded pursuant to this solicitation, have ever been convicted of a felony, or any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception. The Vendor shall promptly notify the State of any criminal litigation, investigations or proceeding involving the Vendor or any subcontractor, or any of the foregoing entities' then current officers or directors during the term of the Agreement or any Scope Statement awarded to the Vendor.
 - b) The Vendor shall notify the State in its offer, and promptly thereafter as otherwise applicable, of any civil litigation, arbitration, proceeding, or judgments against it or its subcontractors during the three (3) years preceding its offer, or which may occur during the term of any awarded to the Vendor pursuant to this solicitation, that involve (1) Services or related goods similar to those provided pursuant to any contract and that involve a claim that may affect the viability or financial stability of the Vendor, or (2) a claim or written allegation of fraud by the Vendor or any subcontractor hereunder, arising out of their business activities, or (3) a claim or written allegation that the Vendor or any subcontractor hereunder violated any federal, state or local statute, regulation or ordinance. Multiple lawsuits and or judgments against the Vendor or subcontractor

shall be disclosed to the State to the extent they affect the financial solvency and integrity of the Vendor or subcontractor.

- c) All notices under subsection A and B herein shall be provided in writing to the State within thirty (30) calendar days after the Vendor learns about any such criminal or civil matters; unless such matters are governed by the DIT Terms and Conditions annexed to the solicitation. Details of settlements which are prevented from disclosure by the terms of the settlement shall be annotated as such. Vendor may rely on good faith certifications of its subcontractors addressing the foregoing, which certifications shall be available for inspection at the option of the State.
- 5) **CRIMINAL CONVICTION:** In the event the Vendor, an officer of the Vendor, or an owner of a 25% or greater share of the Vendor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of North Carolina employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Vendor's business integrity and such vendor shall be prohibited from entering into a contract for goods or Services with any department, institution or agency of the State.
- 6) **SECURITY AND BACKGROUND CHECKS:** The Agency reserves the right to conduct a security background check or otherwise approve any employee or agent provided by the Vendor, and to refuse access to or require replacement of any such personnel for cause, including, but not limited to, technical or training qualifications, quality of work or change in security status or non-compliance with the Agency's security or other requirements.
- 7) **ASSURANCES:** In the event that criminal or civil investigation, litigation, arbitration or other proceedings disclosed to the State pursuant to this Section, or of which the State otherwise becomes aware, during the term of the Agreement, causes the State to be reasonably concerned about:
- a) the ability of the Vendor or its subcontractor to continue to perform the Agreement in accordance with its terms and conditions, or
 - b) whether the Vendor or its subcontractor in performing Services is engaged in conduct which is similar in nature to conduct alleged in such investigation, litigation, arbitration or other proceedings, which conduct would constitute a breach of the Agreement or violation of law, regulation or public policy, then the Vendor shall be required to provide the State all reasonable assurances requested by the State to demonstrate that: the Vendor or its subcontractors hereunder will be able to continue to perform the Agreement in accordance with its terms and conditions, and the Vendor or its subcontractors will not engage in conduct in performing Services under the Agreement which is similar in nature to the conduct alleged in any such litigation, arbitration or other proceedings.
- 8) **CONFIDENTIALITY OF DATA AND INFORMATION:** All RFP responses, information marked as confidential or proprietary, financial, statistical, personnel, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the Vendor in order to carry out the Agreement, or which become available to the Vendor in carrying out the Agreement, shall be protected by the Vendor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. If the methods and procedures employed by the Vendor for the protection of the Vendor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this section. The Vendor shall not be required under the provisions of this section to keep confidential, (1) information generally available to the public, (2) information released by the State generally, or to the Vendor without restriction, (3) information independently developed or acquired by the Vendor or its personnel without reliance in any way on otherwise protected information of the State. Notwithstanding the foregoing restrictions, the Vendor and its personnel

may use and disclose any information which it is otherwise required by law to disclose, but in each case only after the State has been so notified, and has had the opportunity, if possible, to obtain reasonable protection for such information in connection with such disclosure.

- 9) **PROJECT MANAGEMENT:**) All project management and coordination on behalf of the Agency shall be through a single point of contact designated as the Agency Project Manager. The Vendor shall designate a Vendor Project Manager who will provide a single point of contact for management and coordination of the Vendor's work. All work performed pursuant to the Agreement shall be coordinated between the Agency Project Manager and the Vendor Project Manager.
- 10) **MEETINGS:**) The Vendor is required to meet with Agency personnel, or designated representatives, to resolve technical or contractual problems that may occur during the term of the Agreement. Meetings will occur as problems arise and will be coordinated by Agency. The Vendor will be given reasonable and sufficient notice of meeting dates, times, and locations. Face to face meetings are desired. However, at the Vendor's option and expense, a conference call meeting may be substituted. Consistent failure to participate in problem resolution meetings, two (2) consecutive missed or rescheduled meetings, or failure to make a good faith effort to resolve problems, may result in termination of the Agreement.
- 11) **STOP WORK ORDER:** The State may issue a written Stop Work Order to Vendor for cause at any time requiring Vendor to suspend or stop all, or any part, of the performance due under the Agreement for a period up to ninety (90) days after the Stop Work Order is delivered to the Vendor. The ninety (90) day period may be extended for any further period for which the parties may agree.
 - a) The Stop Work Order shall be specifically identified as such and shall indicate that it is issued under this term. Upon receipt of the Stop Work Order, the Vendor shall immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the Stop Work Order during the period of work suspension or stoppage. Within a period of ninety (90) days after a Stop Work Order is delivered to Vendor, or within any extension of that period to which the parties agree, the State shall either:
 - i) Cancel the Stop Work Order, or
 - ii) Terminate the work covered by the Stop Work Order as provided for in the termination for default or the termination for convenience clause of the Agreement.
 - b) If a Stop Work Order issued under this clause is canceled or the period of the Stop Work Order or any extension thereof expires, the Vendor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the Agreement price, or both, and the Agreement shall be modified, in writing, accordingly, if:
 - i) The Stop Work Order results in an increase in the time required for, or in the Vendor's cost properly allocable to the performance of any part of the Agreement, and
 - ii) The Vendor asserts its right to an equitable adjustment within thirty (30) days after the end of the period of work stoppage; provided that if the State decides the facts justify the action, the State may receive and act upon an offer submitted at any time before final payment under the Agreement.
 - c) If a Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated in accordance with the provision entitled Termination for Convenience of the State, the State shall allow reasonable direct costs resulting from the Stop Work Order in arriving at the termination settlement.
 - d) The State shall not be liable to the Vendor for loss of profits because of a Stop Work Order issued under this term.
- 12) **TRANSITION ASSISTANCE:** If the Agreement is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, the Vendor must provide for up to six (6) months after the expiration or cancellation of the Agreement, all reasonable transition assistance requested by the

State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of the Agreement, (notwithstanding this expiration or cancellation) except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay the Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Agreement for Contract performance. If the State cancels the Agreement for cause, then the State will be entitled to off set the cost of paying the Vendor for the additional resources the Vendor utilized in providing transition assistance with any damages the State may have otherwise accrued as a result of said cancellation.

13) **TERM EXTENSIONS:** Reserved

14) **FINANCIAL RESOURCES ASSESSMENT, QUALITY ASSURANCE, PERFORMANCE AND RELIABILITY:**

- a) Pursuant to N.C.G.S. §143B-1350(h)(1), Agencies must conduct a risk assessment, including whether the Vendor has sufficient financial resources to satisfy the agreed upon limitation of liability prior to the award of a contract with Vendor.
- b) Contract Performance Security. The State reserves the right to require performance guaranties pursuant to N.C.G.S. §143B-1340(f) and 09 NCAC 06B.1207 from the Vendor without expense to the State.
- c) Project Assurance, Performance and Reliability Evaluation – Pursuant to N.C.G.S. §143B-1340, the State CIO may require quality assurance reviews of Projects as necessary.

15) **UNANTICIPATED TASKS:** In the event that additional work must be performed that was wholly unanticipated, and that is not specified in the Agreement, but which in the opinion of both parties is necessary to the successful accomplishment of the contracted scope of work, the procedures outlined in this article will be followed. For each item of unanticipated work, the Vendor shall prepare a work authorization in accordance with the State's practices and procedures.

- a) It is understood and agreed by both parties that all of the terms and conditions of the Agreement shall remain in force with the inclusion of any work authorization. A work authorization shall not constitute a contract separate from the Agreement, nor in any manner amend or supersede any of the other terms or provisions of the Agreement or any amendment hereto.
- b) Each work authorization shall comprise a detailed statement of the purpose, objective, or goals to be undertaken by the Vendor, the job classification or approximate skill level or sets of the personnel required, an identification of all significant material then known to be developed by the Vendor's personnel as a Deliverable, an identification of all significant materials to be delivered by the State to the Vendor's personnel, an estimated time schedule for the provision of the Services by the Vendor, completion criteria for the work to be performed, the name or identification of Vendor's personnel to be assigned, the Vendor's estimated work hours required to accomplish the purpose, objective or goals, the Vendor's billing rates and units billed, and the Vendor's total estimated cost of the work authorization.
- c) All work authorizations must be submitted for review and approval by the procurement office that approved the original Contract and procurement. This submission and approval must be completed prior to execution of any work authorization documentation or performance thereunder. All work authorizations must be written and signed by the Vendor and the State prior to beginning work.
- d) The State has the right to require the Vendor to stop or suspend performance under the "Stop Work" provision of the North Carolina Department of Information Technology Terms and Conditions.

- e) The Vendor shall not expend Personnel resources at any cost to the State in excess of the estimated work hours unless this procedure is followed: If, during performance of the work, the Vendor determines that a work authorization to be performed under the Agreement cannot be accomplished within the estimated work hours, the Vendor will be required to complete the work authorization in full. Upon receipt of such notification, the State may:
 - i) Authorize the Vendor to expend the estimated additional work hours or service in excess of the original estimate necessary to accomplish the work authorization, or
 - ii) Terminate the work authorization, or
 - iii) Alter the scope of the work authorization in order to define tasks that can be accomplished within the remaining estimated work hours.
 - iv) The State will notify the Vendor in writing of its election within seven (7) calendar days after receipt of the Vendor's notification. If notice of the election is given to proceed, the Vendor may expend the estimated additional work hours or Services.
- 16) **DUE DILIGENCE**: Reserved.
- 17) **AGENCY SITE VISITS**: Reserved.
- 18) **VENDOR SITE VISITS**: Reserved.
- 19) **RESELLERS**: If the Offer is made by a Reseller that purchased the offered items for resale or license to the Agency, or offered based upon an agreement between the Offeror and a third party, and that the proprietary and intellectual property rights associated with the items are owned by parties other than the Reseller ("Third Parties"). The Agency further acknowledges that except for the payment to the Reseller for the Third Party items, all of its rights and obligations with respect thereto flow from and to the Third Parties. The Reseller shall provide the Agency with copies of all documentation and warranties for the Third Party items which are provided to the Reseller. The Reseller shall assign all applicable third party warranties for Deliverables to the Agency. The State reserves all rights to utilize existing agreements with such Third Parties or to negotiate agreements with such Third Parties as the State deems necessary or proper to achieve the intent of this RFP.

VI. Proposal Content and Organization

- 1) **CONTENTS OF PROPOSAL**: This section should contain all relevant and material information relating to the Vendor's organization, personnel, and experience that would substantiate its qualifications and capabilities to perform the Services and/or provide the goods described in this RFP. If any relevant and material information is not provided, the offer may be rejected from consideration and evaluation. Offers will be considered and evaluated based upon the Vendor's full completion and response to the following, and any additional requirements herein, or stated in a separate Exhibit.
- 2) **INFORMATION AND DESCRIPTIVE LITERATURE**: The Vendor must furnish all information requested; and if response spaces are provided in this document, the Vendor shall furnish said information in the spaces provided. Further, if required elsewhere in this RFP, each Vendor must submit with their offer sketches, descriptive literature and/or complete specifications covering the products offered. References to literature submitted with a previous offer will not satisfy this provision. Proposals that do not comply with these requirements may be rejected.
- 3) **PROPOSAL CONTENT**: Demonstrate substantial conformity to the RFP specifications.
 - a) Clearly state your understanding of the problem(s) presented by this RFP.
 - i) Response to technical specifications
 - ii) Cost offer
 - b) Detailed description of the Vendor's firm should include all of the following:
 - i) Full name, address, and telephone number of the organization;

- ii) Date established;
 - iii) Background of firm;
 - iv) Ownership (public company, partnership, subsidiary, etc.);
 - v) If incorporated, state of incorporation must be included.
 - vi) Number of full-time employees on January 1st for the last three years or for the duration that the Vendor's firm has been in business, whichever is less.
- 4) **ERRATA OR EXCEPTIONS:** Any errata or exceptions must be stated on a separate page, labeled "Errata and/or Exceptions" with references to the corresponding terms or provisions of the Solicitation.
- 5) **OFFER FORMAT:** The offers should contain the entire solicitation and be organized in the exact order in which the requirements and/or desirable performance criteria are presented in the RFP. **The Execution page of this RFP must be placed at the front of the Proposal.** Each page should be numbered. The offer should contain a table of contents, which cross-references the RFP requirement and the specific page of the response in the Vendor's offer. All offers should be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section.
- 6) **GENERAL INSTRUCTIONS:** Vendors are strongly encouraged to adhere to the following general instructions in order to bring clarity and order to the offer and subsequent evaluation process:
- a) Elaborate offers in the form of brochures or other presentations beyond that necessary to present a complete and effective offer are not desired.
 - b) The response should be complete and comprehensive with a corresponding emphasis on being concise and clear.
- 7) **RFP RESPONSE ORGANIZATION:** The offer should be organized and indexed in the following format and should contain, at a minimum, all listed items in the sequence indicated.
- a) Letter of Transmittal - Each offer must be accompanied by a letter of transmittal that provides the following information:
 - i) Identify the submitting organization;
 - ii) Identify the name, title, telephone and fax number, along with an e-mail address of the person authorized by the organization to contractually obligate the organization;
 - iii) Identify the name, title, telephone and fax number, along with an e-mail address of the person authorized to negotiate the Agreement on behalf of the organization;
 - iv) Identify the names, titles, telephone and fax number, along with an e-mail address of the person to be contacted for clarification;
 - v) Acknowledge receipt of any and all amendments to this RFP.
 - b) Table of Contents.
 - c) Response to Technical Specifications.
 - d) Completed Cost Offer.
 - e) References.
 - f) Financial Information.
 - g) Conflict of Interest:
 - i) Provide a statement that no assistance in preparing the response was received from any current or former employee of the State of North Carolina whose duties relate(d) to this RFP, unless such assistance was provided by the state employee in his or her official public

capacity and that neither such employee nor any member of his or her immediate family has any financial interest in the outcome of this RFP;

- ii) State if the Vendor or any employee of the Vendor is related by blood or marriage to an Agency employee or resides with an Agency employee. If there are such relationships, list the names and relationships of said parties. Include the position and responsibilities within the Vendor's organization of such Vendor employees; and
 - iii) State the employing State Agency, individual's title at that State Agency, and termination date.
 - h) Errata and Exceptions, if any. Offers conditioned upon acceptance of Vendor Exceptions may be determined to be non-responsive by the State.
 - i) Copy of the Vendor's License and Maintenance Agreements, if any. The State reserves the right to edit or modify these agreements to conform to the best interest of the State.
 - j) Other Supporting Material Including Technical System Documentation.
 - k) Training and Other Materials, Samples or Examples.
 - l) Within each section of their offer, Vendors should address the items in the order in which they appear in this RFP. Forms, if any provided in the RFP, must be completed and included in the appropriate section of the offer. All discussion of proposed costs, rates, or expenses must be presented with the cost response.
- 8) **ADHERENCE TO INSTRUCTIONS:** Any offer that does not adhere to these instructions may be deemed non-responsive and rejected on that basis.
- 9) **ATTACHMENTS:** Vendors may attach other materials that they feel may improve the quality of their responses. However, these materials should be included as items in a separate appendix.

Attachment A. Technical Specifications

1) Specification Responses

In this Attachment Vendors are required to provide detailed responses immediately following each specification.

If a Vendor provides an ALTERNATE to a specification, they must explain how they intend to meet the specification. This includes areas where a Vendor's proposal does not fully meet defined specifications. In such event, the Vendor must label the response as an ALTERNATE and present an alternative to meet the specification. It is strongly recommended that all submitted proposals meet all technical specifications identified in this Attachment.

2) Data Development

The tables in Attachments A and B are provided to guide the vendors technical responses and emphasize that the specifications for those responses are to be in alignment with current industry standards and guidelines. See, e.g. *Attachment B, Standards References*. **Source Data**

The Vendor will utilize GIS data developed and maintained at the local PSAP level as the primary source of data for this project. This data encompasses PSAPs, County and Municipal governments, and North Carolina state agencies that may have GIS data sources that can maximize the process of creating a State level GIS data source.

The PSAP developed GIS data represents the following features:

- Road centerlines
- Emergency services boundaries (Fire, Police, Emergency Medical Services [EMS])
- Administrative boundaries (State, County, Municipal)
- Some (but not all) site/structure address points

Additional data that will be used in data normalization includes the Master Street Address Guide (MSAG) from each PSAP and the Automatic Location Information (ALI) data that is used by the Telecommunications Providers. MSAG and ALI information is necessary to enhance the GIS data and to ensure a transition from the current (legacy) call routing system into a geographic routing (location based) call routing platform.

The Vendor may utilize additional sources of information that may be available such as AddressNC; which can supplement the known available data sources. The AddressNC database is being created and is not currently available but may be ready by July 1, 2018. Further information concerning this project may be obtained from the NC Center for Geographic Information and Analysis. Additional sources may also include relationships or partnerships with commercial firms, utilities, US Postal Service address datasets, etc. The North Carolina Department of Transportation has a statewide data center line database known as ROME which is available now. While this database was accurate at its inception, no attestation as to its accuracy based upon the frequency of updating can be made at this time.

Source Data Question

Provide an overview of their process to normalize information and explain how additional data sources may be used to supplement and improve upon the primary source data.

3) Ownership of Data

All data and information provided and collected in conjunction with the project will be returned to the State upon completion of the project. The Vendor will not, without written consent, copy or use such records, except to carry out contracted work, and will not transfer such records to any other party not involved in the performance of the contract pursuant to this RFP.

4) GIS Map Data Aggregation

All GIS data layers aggregated for this project will be maintained as feature classes in an Environmental Systems Research Institute's (ESRI) file geodatabase in a WGS 84 Latitude/Longitude projection prior to provisioning and loading the data into the ECRF/LVF system.

The Vendor's geodatabase model must comply with the NENA GIS Data Model standards for the NG9-1-1. Please refer to Attachment C at the end of this Attachment. The GIS data layers listed below and their associated attribute data represents the GIS map data to be aggregated and provisioned for the ECRF/LVF functions within the NG9-1-1 system.

- Road Centerlines
- Site/Structure Address Points
- Administrative Boundary
 - State
 - County
 - Municipal
- Emergency Services Boundary
 - PSAP Boundary
 - Fire
 - Police
 - EMS
- Road Name Alias Table
- Cell Sector Location

The selected Vendor will aggregate the specified GIS data layers and their representative attributes into a seamless statewide dataset. The basis of this aggregated dataset will come from a combination of available source data from local PSAPs, County and Municipal governments, North Carolina state agencies, and any specific or unique data capabilities and resources derived from the Vendor.

In the process of aggregating the statewide GIS map dataset, the Vendor will conduct a gap analysis in which they will identify errors and discrepancies within the various local datasets. It is the State's expectation that the actual remediation of the identified errors and discrepancies will be conducted by the local entities. The Vendor will provide sufficient information and guidance to the local entities (PSAPs) for the remediation of their data.

The Vendor will submit a database modeling specification document that outlines the database schema representing the GIS layers to be developed, to include fields, descriptions, field types, etc.

GIS MAP Aggregation Questions

- a) Submit a database modeling specification document that outlines the database schema representing the GIS layers to be developed, to include fields, descriptions, field types, etc.
- b) Provide a list of the aggregated data layers including any additional layers not identified here.
- c) Explain how you propose to conduct a gap analysis to identify errors and discrepancies.

A. GIS Layer Specifications

The following section identifies the common layers that contain the spatial database information required for NG9-1-1 functionality as defined by NENA. Vendors will provide a response to each section that acknowledges their understanding and demonstrates their capabilities to perform the activities necessary to ensure that all the PSAP data is synchronized for NG9-1-1 operations.

1) Road Centerlines

The Vendor will provide a statewide road centerlines GIS data layer.

When aggregating the road centerlines layer, the following specifications will be applied at a minimum:

Layer Specifications

- Adherence to the NENA NG9-1-1 GIS Data Model standards.
- Road centerlines must be broken at all intersections with other named and addressed road centerlines.
- Road centerlines must be broken at the intersection points of the following boundaries: State, County, Municipal, and PSAP.
- Address attributes will be compatible with the direction of digitizing for addressable road centerlines.
- Invalid dangle nodes will be corrected.
- The Vendor will identify all errors and discrepancies identified during the aggregation of this data layer and submit the identified errors and discrepancies to the local entity for remediation.

Road Centerlines Questions

- a) Describe your process for ensuring that road centerlines meet the criteria defined within the NG9-1-1 data standard, and ensure that the database is prepared to transition into geographic / location based call routing.
- b) Describe your methodology used to aggregate a statewide road centerlines GIS data layer. The description should include how the Vendor will adhere to the NENA standard for NG9-1-1 GIS Data Model.

2) Site/Structure Address Points

The Vendor will provide statewide address structure points within the GIS data layers. The description will present how the Vendor will adhere to the NENA standard for NG9-1-1 GIS Data Model.

When aggregating the site/structure address points layer, the following specifications will be applied at a minimum:

Layer Specifications

- Adherence to the NENA NG9-1-1 GIS Data Model standards.
- The Vendor will identify all errors and discrepancies identified during the aggregation of this data layer and submit the identified errors and discrepancies to the local entity for remediation.

Site/structure address points Questions

- a) Describe your process for ensuring that site/structure address points meet the criteria defined within the NG9-1-1 data standard and ensure that the database is prepared to transition into geographic / location based call routing.
- b) Include your methodology for aggregation of statewide address structure points within the GIS data layers. The description will present how the Vendor will adhere to the NENA standard for NG9-1-1 GIS Data Model.

3) **Administrative Boundary**

The Vendor will aggregate the administrative boundary information statewide into a GIS boundary data layer containing State, County and Municipal boundaries. The Vendor will describe the process for aggregating the administrative boundary information statewide into a GIS boundary data layer containing State, County and Municipal boundaries. The methodology is required to meet the NENA standard for NG9-1-1 GIS Data Model.

When aggregating the administrative boundary layers, the following specifications will be applied at a minimum:

Layer Specifications

- Adherence to the NENA NG9-1-1 GIS Data Model standards.
- The Vendor will identify all errors and discrepancies identified during the aggregation of this data layer and submit the identified errors and discrepancies to the local entity for remediation.

Administrative Boundary Questions

- a) Describe your process for ensuring that administrative boundaries meet the criteria defined within the NG9-1-1 data standard and ensure that the database is prepared to transition into geographic / location based call routing.
- b) Describe your process for aggregating the administrative boundary information statewide into a GIS boundary data layer containing State, County and Municipal boundaries.

4) **Emergency Services Boundary**

The Vendor will aggregate statewide emergency services boundary GIS data layers containing PSAP service areas and Police, Fire, EMS service areas. The methodology will include adherence to the NENA standards for NG9-1-1 GIS Data Model.

When aggregating the emergency services boundary layers, the following specifications will be applied at a minimum:

Layer Specifications

- Adherence to the NENA NG9-1-1 GIS Data Model standards.
- The Vendor will identify all errors and discrepancies identified during the aggregation of this data layer and submit the identified errors and discrepancies to the local entity for remediation.

Emergency Service Boundary Questions

- a) Describe your process for ensuring that emergency service boundaries meet the criteria defined within the NG9-1-1 data standard and ensure that the database is prepared to transition into geographic / location based call routing.
- b) Describe how your solution aggregates statewide emergency services boundary GIS data layers containing PSAP service areas and Police, Fire, EMS service areas. Also, describe how the methodology includes adherence to the NENA standards for NG9-1-1 GIS Data Model.

5) **Road Name Alias Table**

Road name aliases are often used to ensure that the roads follow the proper naming conventions across the state. The Vendor must create a statewide road name alias table. The methodology description will include how the Vendor will adhere to the NENA standard for NG9-1-1 GIS Data Model.

When creating the road name alias table, the following specifications will be applied at a minimum:

Layer Specifications

- Adherence to the NENA NG9-1-1 GIS Data Model standards.

Road Name Alias table Question

Describe your process for ensuring that road name alias tables meet the criteria defined within the NG9-1-1 data standard and ensure that the database is prepared to transition into geographic / location based call routing.

6) Cell Sector Locations

The usage of cell sector locations may exist in some PSAPs and not others. If available, the Vendor is required to include the cell sector locations into a statewide cell sector locations GIS data layer.

When creating the cell sector locations layer, the following specifications will be applied at a minimum:

Layer Specifications

- Adherence to the NENA NG9-1-1 GIS Data Model standards.

Cell Sector Locations Question

Describe your process for ensuring that cell sector location tables meet the criteria defined within the NG9-1-1 data standard and ensure that the database is prepared to transition into geographic / location based call routing.

B. GIS Managed Services and ECRF/LVF integration

The Vendor is responsible for GIS management and the maintenance of the Emergency Call Routing Function (ECRF) and the Location Validation Function (LVF) across the state. This capability will be dependent upon coordination with the NG9-1-1 service provider (ESInet vendor) to integrate the operation of the ECRF with the complete NG9-1-1 system for call routing.

The ECRF/LVF functionality will provide a fully developed GIS change detection/update process including a Spatial Interwork (SI) function capable of addressing data updates and discrepancy inquiries from the local 9-1-1 entities as a managed service. The system will include the ability to perform QA/QC audit checks and data analysis on an on-going basis prior to the provisioning of GIS data into the ECRF/LVF.

The Vendor will provide the implementation and management services for provisioning GIS data to the NG9-1-1 ECRF and LVF as defined in the NENA 08-003 Detailed Functional and Interface Standards for the NENA i3 Solution.

The Vendor will be responsible for the implementation, system tools and processes, by which it will manage GIS data updates from the local 9-1-1 entities, provide for QA/QC auditing functions prior to provisioning the GIS data into the ECRF/LVF, and implement and manage a NG9-1-1 compliant ECRF/LVF system.

GIS Managed Services and ECRF/LVF integration Questions

- a) Based upon previous experience(s) describe how your ECRF/LVF integration(s), including change detection/update processes, have been performed.
- b) Describe your process for completing ECRF/LVF integration for this project.

1) GIS synchronization services

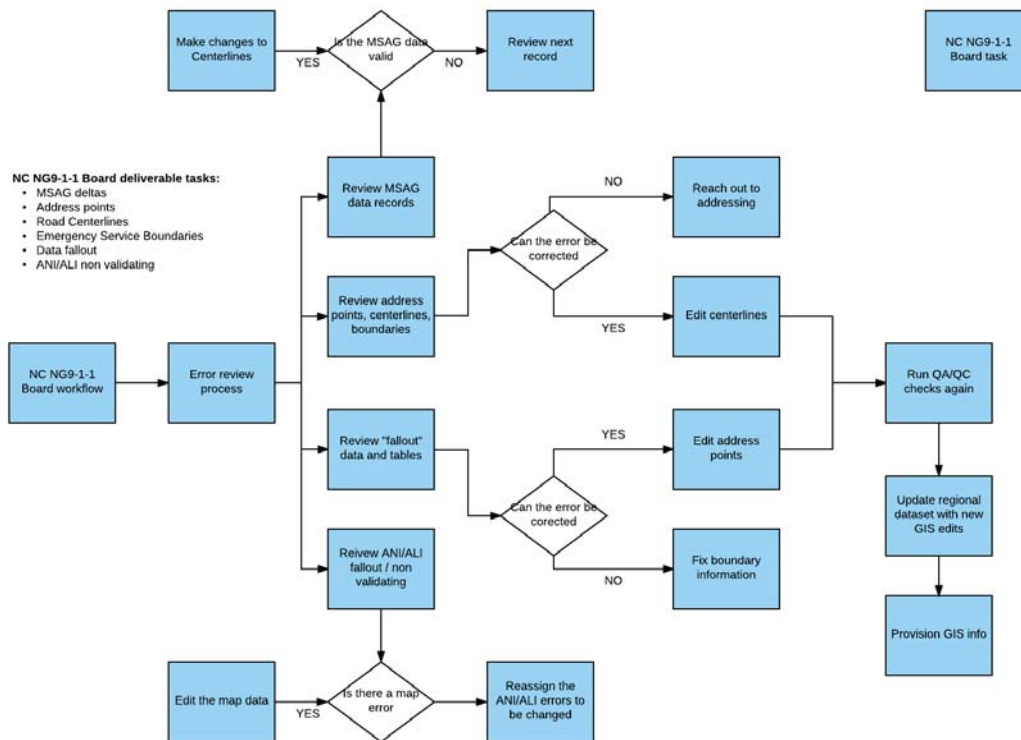
The Vendor will supply GIS data normalization services, GIS database management and maintenance and transition support to ensure that the location based call routing capability meets the NENA i3 and NG9-1-1 standards.

The NC 911 Board recognizes that GIS data requires normalization with the preferred GIS data schema prior to replication to the ECRF. The GIS vendor will establish the baseline schema, comparing the GIS data with the existing data sets, identifying the discrepancies and delegating the correction of discrepancies to the PSAP or local GIS authority.

The NC 911 Board will work with the vendor to determine the most appropriate strategy for normalization of GIS data with the PSAPs. The GIS vendor will synchronize all GIS data to ensure that the schema is

followed and that the data can be used to transition into an NG9-1-1 system. The synchronization will follow a workflow similar to the one below.

Figure 1: Sample Workflow process diagram for GIS data synchronization



During synchronization, the GIS vendor will ensure that the data passes the QA/QC test for meeting the GIS schema. This workflow will continue each time that GIS data is modified by a PSAP. The GIS vendor will identify all discrepancies and follow the discrepancy workflow for error resolution. GIS normalization will review and report on the following, at a minimum:

- Missing data layers.
- Missing attribute information.
- Standardization of GIS data attributes in adherence to relevant national standards, both centerline and site/structure location points following the FGDC-STD-016-2011, NENA GIS Data Model, NENA Site Structure Address Point.
- Synchronization of GIS data with MSAG and ALI (NENA 71-501 v1).
- Address range parity in centerline, as well as relating to site/structure location points and centerline.
- Duplicate address ranges.
- Direction and flow errors.
- Gaps and overlaps in PSAP and service boundaries and edge matching.
- Centerline breaks at intersections and boundaries.

The GIS vendor must describe its process that ensures timely and accurate error resolution of GIS data discrepancies. Only GIS data that passes the synchronization stage will be provisioned to the ECRF. GIS data that does not pass normalization will be pushed back to the PSAP for error resolution. Discrepancy logs and reports will be delivered to the PSAP with a copy available for the NC NG9-1-1 Board that identify the error and potential correction activities required to ensure that GIS data can be validated and normalized. The PSAP will be lead resource in the correction of the data.

The State of North Carolina uses a program to assist in the aggregation of authoritative GIS data sets. The AddressNC program is working with the local agencies to develop the GIS data layers in accordance with the NG9-1-1 schema as defined in the NENA i3 standards (see Attachments C). The GIS vendor and AddressNC will work in conjunction during the normalization process and during the discrepancy process. AddressNC may also be involved in supporting the correction of GIS data with the PSAPs that may not be able to correct data.

GIS Synchronization Services Question

Describe your GIS synchronization service and identify the workflow for ensuring that all GIS data is verified, QA/QC performed and prepared for ECRF operation. The description should include any reference documentation, diagrams or architecture supporting information that ensures that the GIS services meet the specification.

2) GIS Managed Services

- The Vendor will provide a secure web portal for PSAPs to submit GIS update/change requests and the Vendor to communicate error/discrepancy feedback.
- The Vendor will provide the means for web-enabled reports, performance measurements, discrepancy tracking, for GIS quality assurance and system status.
- The Vendor will provide the means for the State to view system and data metrics by means of a web-enabled viewer/dashboard.
- The Vendor will provide process and usage training of the change management process to the local 9-1-1 entities.
- The Vendor will provide 24x7x365 customer support
- Vendors will ensure that GIS corrections are dynamically updated daily to the core routing platform.

GIS Managed Services Question

Describe your entire GIS service process. The description should include any reference documentation, diagrams or architecture supporting information that ensures that the GIS services meet the specification.

3) Emergency Call Routing Function (ECRF)

The Vendor will provide a service that operates with the ECRF.

The ECRF may be provided by a separate Vendor and utilize the data built through the service outlined in this specification.

- The Vendor will provide the NG9-1-1 ECRF as defined in the NENA 08-003 Detailed Functional and Interface Standards for the NENA i3 Solution.
- The ECRF is a critical function in the delivery of emergency calls via the NG9-1-1 Routing Service.
- The Vendor will be responsible for secure and reliable ECRF Internet Protocol (IP) connections to at least two physically diverse points-of-presence (POPs) that are part of the North Carolina Emergency Services IP Network (ESInet). The Vendor must comply with IP addressing and security specifications as established by the 911 Board.

- The ECRF must interface and provide location-based emergency call routing functionality via the RFC 5222 (Location-to-service Translation [LoST] protocol) and the functional specification of NENA 08-003.
- The ECRF will support LoST queries (via Transmission Control Protocol [TCP]) from ESRP(s), PSAP customer premise equipment (CPE), or any other permitted IP host within the North Carolina ESInet. The ECRF may rate-limit queries from sources other than provisioned ESRPs.
- The ECRF will log all connections, connection attempts, and LoST transactions.
- All location information errors must be made available to the NG9-1-1 Service Provider for resolution and geocoding errors be written to a separate log or file, so that they may be easily handed off to the State GIS services vendor for investigation and correction.
- The ECRF must route locations based on geographical coordinates (LAT/LON) and based on civic addresses (house #, street, city, etc.).
- The ECRF will utilize the GIS database that supports the provisioning of all required map layers. The GIS data will include the road centerline and address range data, address structure points, PSAP boundaries, municipal boundaries and police, fire and EMS boundaries. Such map layers shall represent the geographical boundaries (polygons) of some service type, such as emergency, police, fire, ambulance, etc. The ECRF shall permit the association of each LoST request type to one of these layers.
- The ECRF will comply with GIS standards including but not limited to NENA NG9-1-1 GIS Data Model, NENA 02-010, and NENA 02-014.
- The ECRF will support updates to the GIS database without disruption of ECRF LoST service.
- The ECRF (or associated administrative program) will be able to validate GIS database changes before they are applied, for example, detect overlaps or gaps in layer geographical boundaries.
- The Vendor will provide a web portal that permits administrative read-only access to the GIS database. This function may be rate-limited to avoid impacting emergency call delivery services.
- The Vendor will state the maximum number of queries per second the proposed ECRF can sustain for at least one minute under adverse but “all up” conditions.
- The Vendor will describe and list the features of the proposed ECRF, with particular emphasis on how it meets the specific specifications herein.

Emergency Call Routing Function (ECRF) Question

Provide a clear description of how your service operates with the ECRF within the ESInet, and ensure that the operation of the ECRF will meet the specifications. This includes a list of supported features and capabilities, error handling, default mechanisms and logging, and an overview of how it is deployed and achieves high reliability. Also, discuss the GIS update process, frequency and the handling of error reports.

4) Location Validation Function (LVF)

The LVF is not a critical function involved in real-time emergency call delivery, but it must be available to Telecommunications Providers and to the public at large so these parties can verify that civic addresses or latitude/longitude will return PSAP or emergency responder Uniform Resource Identifiers (URIs). In many ways, the LVF is identical to the ECRF, but because the ECRF must be highly available, it is protected within the Core NG9-1-1 Routing Service security zone.

- The Vendor will provide the NG9-1-1 Location Validation Function (LVF) as defined in the NENA 08-003 Detailed Functional and Interface Standards for the NENA i3 Solution.
- At least two LVF instances will be deployed.

- The LVF will be a separate instance of the ECRF-like processes running within the Core NG9-1-1 Routing Service security zone.
- The LVF process will utilize a separate database instance of the GIS database derived from the ECRF GIS database. The Vendor will show how this separate GIS database instance will be kept synchronized with the ECRF GIS database in real-time or near real-time.
- The LVF will be accessed via a proxy server. The Core NG9-1-1 Service firewall will then allow LVF access only from the proxy process.
- The LVF will provide a standard LoST interface via a TCP port. This port may be listed in a Domain Name Server (DNS) entry. Connections and transactions on this port will be logged and will be rate limited by the proxy.
- The Vendor will also provide a user-friendly web server portal to which Internet users can browse and manually enter civic addresses or geographic locations along with a service request type. The web server will query the LVF via the proxy and return a user friendly display with the results of the LoST query. An actual map display with the location of the user location is highly desired. This function will be highly rate limited, e.g., five queries/day/source IP address.
- The LVF proxy may also provide a LoST interface accessible by a credentialed connection that may be used by call origination providers or other authorized parties. This port may be used to support a much higher rate of machine-to-machine LVF LoST protocol queries.
- The Vendor will explain the proposed LVF implementation, with particular attention to the arrangement of the proposed components, user interface and features, and the security aspects of the LVF.
- The Vendor will provide for a process for call origination providers to submit updates to GIS data or report discrepancies.

Location Validation Function (LVF) Question

Describe how your service operates with the LVF within the ESInet, and ensures that the operation of the LVF will meet the specifications.

Attachment B. NENA Geodatabase Standard

A. *Required files*

Street Centerlines

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Road Centerline NENA Globally Unique ID	RCL_NGUID	M	T	100
Left Address Number Prefix	AdNumPre_L	C	T	15
Right Address Number Prefix	AdNumPre_R	C	T	15
Left FROM Address	FromAddr_L	M	N	6
Left TO Address	ToAddr_L	M	N	6
Right FROM Address	FromAddr_R	M	N	6
Right TO Address	ToAddr_R	M	N	6
Parity Left	Parity_L	M	T	1
Parity Right	Parity_R	M	T	1
Street Name Pre Modifier	St_PreMod	C	T	15
Street Name Pre Directional	St_PreDir	C	T	9
Street Name Pre Type	St_PreTyp	C	T	25
Street Name Pre Type Separator	St_PreSep	C	T	20
Street Name	StreetName	M	T	60
Street Name Post Type	St_PosTyp	C	T	15
Street Name Post Directional	St_PosDir	C	T	9
Street Name Post Modifier	St_PosMod	C	T	25
Legacy Street Name Pre Directional ¹	LSt_PreDir	C	T	2
Legacy Street Name ¹	LSt_Name	C	T	75
Legacy Street Name Type ¹	LSt_Type	C	T	5
Legacy Street Name Post Directional ¹	LStPosDir	C	T	2
ESN Left ¹	ESN_L	C	T	5
ESN Right ¹	ESN_R	C	T	5
MSAG Community Name Left ¹	MSAGComm_L	C	T	30
MSAG Community Name Right ¹	MSAGComm_R	C	T	30
Country Left	Country_L	M	T	2
Country Right	Country_R	M	T	2
State Left	State_L	M	T	2
State Right	State_R	M	T	2
County Left	County_L	M	T	40
County Right	County_R	M	T	40
Additional Code Left	AddCode_L	C	T	6
Additional Code Right	AddCode_R	C	T	6
Incorporated Municipality Left	IncMuni_L	M	T	100

Descriptive Name	Field Name	M/C/O	Type	Field Width
Incorporated Municipality Right	IncMuni_R	M	T	100
Unincorporated Community Left	UnincCom_L	O	T	100
Unincorporated Community Right	UnincCom_R	O	T	100
Neighborhood Community Left	NbrhdCom_L	O	T	100
Neighborhood Community Right	NbrhdCom_R	O	T	100
Postal Code Left	PostCode_L	C	T	7
Postal Code Right	PostCode_R	C	T	7
Postal Community Name Left	PostComm_L	C	T	40
Postal Community Name Right	PostComm_R	C	T	40
Road Class	RoadClass	O	T	15
One-Way	OneWay	O	T	2
Speed Limit	SpeedLimit	O	N	3

¹ Used in legacy systems and is not used in a full NG9-1-1 implementation.

Summary of NG9-1-1 Road Centerline Requirements

- Centerlines shall be continually updated as new roads are constructed or adjustments occur in the existing road network.
- Centerlines shall represent all public and addressed private roads.
- Attributes shall be accurate, complete and standardized (address ranges, ESN's Communities).
- Road names shall conform to the legal names as assigned by the addressing authority. The abbreviations can be found in USPS Publication 28, Attachment C.
- Centerline segments with no addressing along one or both sides, including small connector pieces shall have zeroes entered into the relevant Address Range fields.
- Roads representing border of maintenance responsibility should contain address ranges for the side of road within the jurisdiction. The ranges for the side of road outside maintenance jurisdiction should contain zeroes to avoid possible overlapping ranges between adjoining jurisdictions. Inter local agreements may be necessary to accommodate special situations.
- Each centerline segment shall share an exact start or end node with another centerline segment, unless it is a dead-end.
- Road centerline segments shall be split at:
 - Intersections with State, County, City, and Emergency Service Boundary (ESB), and PSAP boundary
 - Intersection with another segment
 - Change in primary road name
- Many mapping systems assume addresses are increasing in the FROM TO Node direction. Some geocoding applications assume addresses are increasing in the

FROM TO Node direction. Many entities are moving to this so they can create one set of base data that can be used for 9-1-1, Engineering, Planning, Taxation, and Transportation Departments.

PSAP Boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Emergency Service Boundary NENA Globally Unique ID	ES_NGUID	M	T	100
State	State	M	T	2
Agency ID	Agency_ID	M	T	100
Service URI	ServiceURI	M	T	254

Descriptive Name	Field Name	M/C/O	Type	Field Width
Service URN	ServiceURN	M	T	50
Service Number	ServiceNum	O	T	15
Agency vCard URI	AVcard_URI	M	T	254
Display Name	DsplayName	M	T	60

Summary of PSAP Boundary Requirements

- PSAP boundary layer shall be continually updated as service areas change.
- PSAP boundary layer shall completely fill the Boundary layer (no gaps and overlaps)
- A geographic location (civic address or coordinate) can only have one designated primary PSAP.

Emergency Service Boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Emergency Service Boundary NENA Globally Unique ID	ES_NGUUID	M	T	100
State	State	M	T	2
Agency ID	Agency_ID	M	T	100
Service URI	ServiceURI	M	T	254
Service URN	ServiceURN	M	T	50
Service Number	ServiceNum	O	T	15
Agency vCard URI	AVcard_URI	M	T	254
Display Name	DsplayName	M	T	60

Summary of ESB Requirements

- ESB boundary layers shall be continually updated as service areas change.
- ESB boundary layers shall completely fill the PSAP Boundary layer (no gaps and overlaps).
- Multiple ESB polygons representing a specific category of emergency responders such as Fire Response that falls within the PSAP Boundary.
- A geographic location (civic address or coordinate) must only have one designated primary Emergency Service Provider category such as Fire Response.

B. Strongly Recommended files

Street Alias

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Alias Street Name NENA Globally Unique ID	ASSt_NGUID	M	T	100
Road Centerline NENA Globally Unique ID	RCL_NGUID	M	T	100
Alias Street Name Pre Modifier	ASSt_PreMod	C	T	15
Alias Street Name Pre Directional	ASSt_PreDir	C	T	9
Alias Street Name Pre Type	ASStPreType	C	T	25
Alias Street Name Pre Type Separator	ASSt_PreSep	C	T	20
Alias Street Name	ASSt_Name	M	T	60
Alias Street Name Post Type	ASStPosType	C	T	15
Alias Street Name Post Directional	ASSt_PosDir	C	T	9
Alias Street Name Post Modifier	ASSt_PosMod	C	T	25
Alias Legacy Street Name Pre Directional ¹	ALStPreDir	C	T	2
Alias Legacy Street Name ¹	ALStName	C	T	75
Alias Legacy Street Name Type ¹	ALStType	C	T	5
Alias Legacy Street Name Post Directional ¹	ALStPosDir	C	T	2

The recorded legal road name as assigned by the local addressing authority should be the name used in the Road Centerlines. However, many roads are known by more than the legal road name, and these are known as alias road names. Regardless of how road name aliases are represented in a local GIS system, it must be convertible to the form used by the SI in NENA-STA-010.

Alias road names are common and must be considered. Examples include when a state route or state highway crosses into a city jurisdiction, when several roads “merge” to traverse the same road pavement, or when honorary names are given to previously named and addressed roads. There are many other instances of alias road names.

Agencies may need to accommodate for alias road names during the location validation and call routing process, call handling, and data sharing. To ensure proper civic location validation by the LVF and proper routing by the ECRF, a standardized method of maintaining alias road names is required. The use of this Road Name Alias Table will facilitate the sharing of data in a consistent manner by various local 9-1-1 Authorities.

Site Structure / Address Points

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Site NENA Globally Unique ID	Site_NGUID	M	T	100
Country	Country	M	T	2
State	State	M	T	2
County	County	M	T	40
Additional Code	AddCode	C	T	6
Additional Data URI	AddDataURI	C	T	254

Descriptive Name	Field Name	M/C/O	Type	Field Width
Incorporated Municipality	Inc_Muni	M	T	100
Unincorporated Community	Uninc_Comm	O	T	100
Neighborhood Community	Nbrhd_Comm	O	T	100
Address Number Prefix	AddNum_Pre	C	T	15
Address Number	Add_Number	C	N	6
Address Number Suffix	AddNum_Suf	C	T	15
Street Name Pre Modifier	St_PreMod	C	T	15
Street Name Pre Directional	St_PreDir	C	T	9
Street Name Pre Type	St_PreTyp	C	T	25
Street Name Pre Type Separator	St_PreSep	C	T	20
Street Name	StreetName	C	T	60
Street Name Post Type	St_PosTyp	C	T	15
Street Name Post Directional	St_PosDir	C	T	9
Street Name Post Modifier	St_PosMod	C	T	25
Legacy Street Name Pre Directional ¹	LSt_PreDir	C	T	2
Legacy Street Name ¹	LSt_Name	C	T	75
Legacy Street Name Type ¹	LSt_Type	C	T	5
Legacy Street Name Post Directional ¹	LStPostDir	C	T	2
ESN ¹	ESN	C	T	5
MSAG Community Name ¹	MSAGComm	C	T	30
Postal Community Name	Post_Comm	C	T	40
Postal Code	Post_Code	C	T	7
ZIP Plus 4	Post_Code4	O	T	4
Building	Building	O	T	75
Floor	Floor	O	T	75
Unit	Unit	O	T	75
Room	Room	O	T	75
Seat	Seat	O	T	75
Additional Location Information	Addtl_Loc	O	T	225
Complete Landmark Name	LandmkName	C	T	150
Mile Post	Mile_Post	C	T	150
Place Type	Place_Type	O	T	50
Placement Method	Placement	O	T	25
Longitude	Long	O	F	-
Latitude	Lat	O	F	-
Elevation	Elev	O	N	6

Site/structure address points ideally represent the location of the site or a structure or the location of access to a site or structure. Site/structure address points can also represent landmarks. The *NENA Information Document for Development of Site/ Structure Address Point GIS Data for 9-1-1 (NENA-INF-014.1-2015)* is an informational document to assist in site structure address point placement which should be referenced in the development of a site/structure address point layer.

It is strongly recommended that agencies develop their SSAP for NG9-1-1 functionality.

Summary of SSAP Requirements

- SSAP shall be continually updated.
- SSAP shall, at a minimum, represent all public and private addressable structures.

- SSAP attributes shall be accurate, complete and standardized.

Landmarks

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Landmark Name Part NENA Globally Unique ID	LMNP_NGUID	C	T	100
Site NENA Globally Unique ID	Site_NGUID	C	T	100
Alias Complete Landmark Name NENA Globally Unique ID	ACLMNNGUID	C	T	100
Landmark Name Part	LMNamePart	M	T	150
Landmark Name Part Order	LMNP_Order	M	N	1

Landmark Alias

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Alias Complete Landmark Name Globally Unique ID	ACLMNNGUID	M	T	100
Site NENA Globally Unique ID	Site_NGUID	M	T	100
Alias Complete Landmark Name	ACLandmark	C	T	150

State boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
State NENA Globally Unique ID	StateNGUID	M	T	100
Country	Country	M	T	2
State	State	M	T	2

Summary of NG9-1-1 State Boundaries Requirements

- This layer already has a statewide, authoritative process and does not need to be duplicated.

County boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20

Descriptive Name	Field Name	M/C/O	Type	Field Width
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
County NENA Globally Unique ID	CntyNGUID	M	T	100
Country	Country	M	T	2
State	State	M	T	2
County	County	M	T	75

Summary of NG9-1-1 County Boundaries Requirements

- This layer already has a statewide, authoritative process and does not need to be duplicated.

Incorporated Municipal boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Incorporated Municipality NENA Globally Unique ID	IncM_NGUID	M	T	100
Country	Country	M	T	2
State	State	M	T	2
County	County	M	T	75
Additional Code	AddCode	C	T	6
Incorporated Municipality	Inc_Muni	M	T	100

Summary of NG9-1-1 Municipal Boundaries Requirements

- This layer already has a statewide, authoritative process and does not need to be duplicated.

Unincorporated Municipal boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Unincorporated NENA Globally Unique ID	UnincNGUID	M	T	100
Country	Country	M	T	2
State	State	M	T	2
County	County	M	T	75
Additional Code	AddCode	C	T	6
Unincorporated Community	Uninc_Comm	M	T	100

Neighborhood boundaries

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20

Descriptive Name	Field Name	M/C/O	Type	Field Width
Effective Date	Effective	O	D	20
Expiration Date	Expire	O	D	20
Neighborhood NENA Globally Unique ID	NbrhdNGUID	M	T	100
Country	Country	M	T	2
State	State	M	T	2
County	County	M	T	75
Additional Code	AddCode	C	T	6
Incorporated Municipality	Inc_Muni	M	T	100
Unincorporated Community	Uninc_Comm	C	T	100
Neighborhood Community	Nbrhd_Comm	M	T	100

C. Recommended files

Railroad Centerlines

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Rail Segment NENA Globally Unique ID	RS_NGUID	M	T	100
Rail Line Owner	RLOWN	C	T	100
Rail Line Operator	RLOP	C	T	100
Rail Line Name	RLNAME	O	T	100
Rail Mile Post Low	RMPL	O	F	-
Rail Mile Post High	RMPH	O	F	-

Hydrology lines

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Hydrology Segment NENA Globally Unique ID	HS_NGUID	M	T	100
Hydrology Segment Type	HS_Type	O	T	100
Hydrology Segment Name	HS_Name	O	T	100

Hydrology Polygon

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Hydrology Polygon NENA Globally Unique ID	HP_NGUID	M	T	100
Hydrology Polygon Type	HP_Type	O	T	100
Hydrology Polygon Name	HP_Name	O	T	100

Cell Site points

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Country	Country	M	T	2
State	State	M	T	2
County	County	M	T	75
Cell NENA Globally Unique ID	Cell_NGUID	M	T	100
Site ID	Site_ID	C	T	10
Sector ID	Sector_ID	M	T	4
Switch ID	Switch_ID	C	T	10
Market ID	CMarket_ID	C	T	10
Cell Site ID	CSite_Name	C	T	10
ESRD or First ESRK	ESRD_ESRK	C	N	10
Last ESRK	ESRK_Last	C	N	10
Sector Orientation	CSctr_Ornt	M	T	4
Technology	Technology	M	T	10

Mile markers

Descriptive Name	Field Name	M/C/O	Type	Field Width
Source of Data	Source	M	T	75
Date Updated	DateUpdate	M	D	20
Mile Post NENA Globally Unique ID	MileMNGUID	M	N	100
Mile Post Unit of Measurement	MileM_Unit	C	T	15
Mile Post Measurement Value	MileMValue	M	F	-
Mile Post Route Name	MileM_Rte	M	T	100
Mile Post Type	MileM_Type	C	T	15
Mile Post Indicator	MileM_Ind	M	T	1

Attachment C. Standards References

ECRIT Standards:	http://ecrit.sourceforge.net
ECRIT Implementation	http://ecrit.sourceforge.net
NENA i3 ESIND 08-506	http://www.nena.org
NENA i3 Technical Requirements Document. September 2006	http://www.nena.org/standards/technical/voip/i3-requirements
NENA Functional and Interface Standards for Next Generation 9-1-1 (i3)	http://www.nena.org/standards/technical/voip/functional-interface-NG911-i3
NENA Detailed Functional and Interface Standards for NENA (i3) Solution Stage 3	http://www.nena.org/standards/technical/i3-solution
NENA IP-Capable PSAP Minimum Operational Requirements Standard.	https://c.ymcdn.com/sites/www.nena.org/resource/collection/2500323E-0B09-45C8-864E-F8ACC686FB07/NENA58-001OpsIP-PSAPStd-final06092007_1.pdf
NENA NG9-1-1 Data Management Model	https://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-REQ-002.1-2016_NGDataMg.pdf
NENA/APCO Human Machine Interface & PSAP Display Requirements (ORD). NENA 54-750 v1	https://www.apcointl.org/doc/911-resources/169-human-machine-interface-and-psap-display-requirements/file.html
NENA GIS Data Collection and Maintenance Standards NENA 02-014, Issue 1, July 17, 2007.	http://www.nena.org/standards/technical/data/gis-data-collection-maintenance
NENA Master Glossary of 9 1 1 Terminology, NENA 00-001—Version 13A, dated March 17, 2010,	http://www.nena.org/standards/master-glossary
Next Generation 9 1 1 (NG9 1 1) Architecture and Analysis Report. November 2007.	http://www.its.dot.gov/ng911/pdf/1.F2_FINAL_MED_ArchitectureAnalysis_v1.0.pdf
NRIC Best Practices	https://www.fcc.gov/about-fcc/advisory-committees/communications-security-reliability-and-interoperability-council-0
DHS Cyber Security practices	http://www.dhs.gov/office-emergency-communications
Organizations can leverage NCCIC's United States Computer Emergency Readiness Team (US-CERT) for cybersecurity information and assistance	http://www.dhs.gov/national-cybersecurity-communications-integration-center
CSRIC	<ul style="list-style-type: none"> Transition to Next Generation 9-1-1. https://transition.fcc.gov/pshs/docs/csric/CSRIC-WG4B-Final-Report.pdf <ul style="list-style-type: none"> Cybersecurity Risk Management and Best Practices. https://www.fcc.gov/about-fcc/advisory-committees/communications-security-reliability-and-interoperability-0
TFOPA	https://transition.fcc.gov/pshs/911/TFOPA/TFOPA_WG1_FINAL_Report-121015.pdf

NIST Cybersecurity Framework	http://www.nist.gov/cyberframework/ http://csrc.nist.gov/publications/PubsSPs.html#SP800
The Shortcut Guide to Improving IT Service Support through ITIL. Herold, Rebecca, 2007. Real-time Nexus.	http://www.realtimepublishers.com/chapters/1429/sgitil-5.pdf
IETF Standards:	http://www.ietf.org
IETF RFC 4346, The Transport Layer Security (TLS) Protocol, Version 1.1, April 2006	http://tools.ietf.org/html/rfc4346
IETF RFC 5491, GEOPRIV Presence Information Data Format Location Object (PIDF-LO) Usage Clarification, Considerations, and Recommendations, March 2009	http://tools.ietf.org/html/rfc5491
IETF RFC 4119, A Presence-based GEOPRIV Location Object Format, December 2009	http://tools.ietf.org/html/rfc4119
IETF, RFC 5222, LoST: A Location-to-Service Translation Protocol, August 2008	https://tools.ietf.org/html/rfc5222
Telcordia Standards	http://telecom-info.telcordia.com/site/cgi/ido/docs2.pl?ID=169178274&page=doc_center
TIA-942 Telecommunications Infrastructure Standards for Data Centers,	https://www.accu-tech.com/hs-fs/hub/54495/file-15894024-pdf/docs/102264ae.pdf
USPS Publication 28	https://pe.usps.com/text/pub28/welcome.htm

Attachment D. Data Development Documents

DATA STRUCTURES DOCUMENTS (including NG9-1-1)	
02-010	Standard Legacy Data Formats For 9-1-1 Data Exchange GIS Mapping
02-501	Wireless (Pre-XML) Static and Dynamic ALI Data Content Information Document
02-503	XML Namespaces Information Document
04-005	ALI Query Service Standard
71-001	NG9-1-1 Additional Data Standard
NENA-STA-004.1-2014	NENA Next Generation United States Civic Location Data
	Exchange Format (CLDXF)
NENA-STA-008.2-2014 (originally 70-001)	NENA Registry System (NRS) Standard
NENA/APCO-INF-005	NENA/APCO Emergency Incident Data Document (EIDD) Information Document
APCO NENA 2.105.1- 2017	NG9-1-1 Emergency Incident Data Document (EIDD) (ANSI Accredited Standard)
	NIEM IEPD (Schemas & other documents)
	Registries
DATA MANAGEMENT DOCUMENTS (including NG9-1-1)	
02-011	Data Standards For Local Exchange Carriers, ALI Service Providers & 9-1-1 Jurisdictions
02-013	Data Standards for the Provisioning and Maintenance of MSAG Files to VDBs and ERDBs
02-014	GIS Data Collection and Maintenance Standards
02-015	Standard for Reporting and Resolving ANI/ALI Discrepancies and No Records Found for Wireline, Wireless and VoIP Technologies
02-502	NENA Company ID Registration Service Information Document
06-001	Standards for Local Service Provider Interconnection Information Sharing
71-501	Synchronizing Geographic Information System Databases with MSAG & ALI Information Document
71-502	An Overview of Policy Rules for Call Routing and Handling in NG9-1-1 Information Document
NENA-INF-011.1-2014	NENA NG9-1-1 Policy Routing Rules Operations Guide
NENA-INF-014.1-2015	NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1
NENA-STA-003.1.1-2014	NENA Standard for NG9-1-1 Policy Routing Rules
NENA-REQ-002.1-2016	NENA Next Generation 9-1-1 Data Management Requirements

Attachment E. Department of Information Technology Terms and Conditions

Section 1. General Terms and Conditions Applicable to All Purchases

1) DEFINITIONS: As used herein;

Agreement means the contract awarded pursuant to this RFP.

Deliverable/Product Warranties shall mean and include the warranties provided for products or deliverables licensed to the State in Section 2, Paragraph 2 of these Terms and Conditions unless superseded by a Vendor's Warranties pursuant to Vendor's License or Support Agreements.

Purchasing State Agency or Agency shall mean the Agency purchasing the goods or Services.

Services shall mean the duties and obligations undertaken by the Vendor under, and to fulfill, the specifications, requirements, terms and conditions of the Agreement.

State shall mean the State of North Carolina, the Department of Information Technology (DIT), and the Purchasing State Agency or DIT in its capacity as the Award Authority, as appropriate.

- 2) STANDARDS:** Any Deliverables shall meet all applicable State and federal requirements, such as State or Federal Regulation, and NC State Chief Information Officer's (CIO) policy or regulation. Vendor will provide and maintain a quality assurance system or program that includes any Deliverables and will tender or provide to the State only those Deliverables that have been inspected and found to conform to the RFP specifications. All Deliverables are subject to operation, certification, testing and inspection, and any accessibility specifications.
- 3) WARRANTIES:** Unless otherwise expressly provided, any goods Deliverables provided by the Vendor shall be warranted for a period of 90 days after acceptance.
- 4) SUBCONTRACTING:** The Vendor may subcontract the performance of required Services with Resources under the Agreement only with the prior written consent of the State contracting authority. Vendor shall provide the State with complete copies of any agreements made by and between Vendor and all subcontractors. The selected Vendor remains solely responsible for the performance of its subcontractors. Subcontractors, if any, shall adhere to the same standards required of the selected Vendor and the Agreement. Any contracts made by the Vendor with a subcontractor shall include an affirmative statement that the State is an intended third party beneficiary of the Agreement; that the subcontractor has no agreement with the State; and that the State shall be indemnified by the Vendor for any claim presented by the subcontractor. Notwithstanding any other term herein, Vendor shall timely exercise its contractual remedies against any non-performing subcontractor and, when appropriate, substitute another subcontractor.
- 5) TRAVEL EXPENSES:** **All travel expenses should be included in the Vendor's proposed hourly costs. Separately stated travel expenses will not be reimbursed.** In the event that the Vendor, upon specific request in writing by the State, is deemed eligible to be reimbursed for travel expenses arising under the performance of the Agreement, reimbursement will be at the out-of-state rates set forth in N.C.G.S. §138-6; as amended from time to time. Vendor agrees to use the lowest available airfare not requiring a weekend stay and to use the lowest available rate for rental vehicles. All Vendor incurred travel expenses shall be billed on a monthly basis, shall be supported by receipt and shall be paid by the State within thirty (30) days after invoice approval. Travel expenses exceeding the foregoing rates shall not be paid by the State. The State will reimburse travel allowances only for days on which the Vendor is required to be in North Carolina performing Services under the Agreement.
- 6) GOVERNMENTAL RESTRICTIONS:** In the event any restrictions are imposed by governmental requirements that necessitate alteration of the material, quality, workmanship, or performance of the Deliverables offered prior to delivery thereof, the Vendor shall provide written notification of the necessary alteration(s) to the Agency Contract Administrator. The State reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Agreement. The State may advise Vendor of any restrictions or changes in specifications required by North Carolina legislation, rule or regulatory authority that require compliance by the State. In such event, Vendor shall use its best efforts to comply with the required restrictions or changes. If compliance cannot be achieved by the date

specified by the State, the State may terminate the Agreement and compensate Vendor for sums then due under the Agreement.

- 7) **PROHIBITION AGAINST CONTINGENT FEES AND GRATUITIES:** Vendor warrants that it has not paid, and agrees not to pay, any bonus, commission, fee, or gratuity to any employee or official of the State for the purpose of obtaining any Contract or award issued by the State. Vendor further warrants that no commission or other payment has been or will be received from or paid to any third party contingent on the award of any Contract by the State, except as shall have been expressly communicated to the State Purchasing Agent in writing prior to acceptance of the Agreement or award in question. Each individual signing below warrants that he or she is duly authorized by their respective Party to sign the Agreement and bind the Party to the terms and conditions of this RFP. Vendor and their authorized signatory further warrant that no officer or employee of the State has any direct or indirect financial or personal beneficial interest, in the subject matter of the Agreement; obligation or Contract for future award of compensation as an inducement or consideration for making the Agreement. Subsequent discovery by the State of non-compliance with these provisions shall constitute sufficient cause for immediate termination of all outstanding contracts. Violations of this provision may result in debarment of the Vendor(s) as permitted by 9 NCAC 06B.1206, or other provision of law.
- 8) **AVAILABILITY OF FUNDS:** Any and all payments to Vendor are expressly contingent upon and subject to the appropriation, allocation and availability of funds to the Agency for the purposes set forth in the Agreement. If the Agreement or any Purchase Order issued hereunder is funded in whole or in part by federal funds, the Agency's performance and payment shall be subject to and contingent upon the continuing availability of said federal funds for the purposes of the Agreement or Purchase Order. If the term of the Agreement extends into fiscal years subsequent to that in which it is approved, such continuation of the Agreement is expressly contingent upon the appropriation, allocation and availability of funds by the N.C. Legislature for the purposes set forth in this RFP. If funds to effect payment are not available, the Agency will provide written notification to Vendor. If the Agreement is terminated under this paragraph, Vendor agrees to take back any affected Deliverables and software not yet delivered under the Agreement, terminate any Services supplied to the Agency under the Agreement, and relieve the Agency of any further obligation thereof. The State shall remit payment for Deliverables and Services accepted prior to the date of the aforesaid notice in conformance with the payment terms.
- 9) **ACCEPTANCE CRITERIA:** The State shall have the obligation to notify Vendor, in writing ten calendar days following provision, performance (under a provided milestone or otherwise as agreed) or delivery of any Services or other Deliverables described in the Agreement that are not acceptable. The notice shall specify in reasonable detail the reason(s) a given Deliverable is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for installation and/or testing of Deliverables. Final acceptance is expressly conditioned upon completion of any applicable inspection and testing procedures. Should a Deliverable fail to meet any specifications or acceptance criteria, the State may exercise any and all rights hereunder. Deliverables discovered to be defective or failing to conform to the specifications may be rejected upon initial inspection or at any later time if the defects or errors contained in the Deliverables or non-compliance with the specifications were not reasonably ascertainable upon initial inspection. If the Vendor fails to promptly cure or correct the defect or replace or re-perform the Deliverables, the State reserves the right to cancel the Purchase Order, contract with a different Vendor, and to invoice the original Vendor for any differential in price over the original Contract price.
- 10) **PAYMENT TERMS:** Monthly Payment terms are Net 30 days after receipt of correct invoice (with completed timesheets for Vendor personnel) and acceptance of one or more of the Deliverables, under milestones or otherwise as may be provided elsewhere in this solicitation, unless a period of more than thirty (30) days is required by the Agency. The Purchasing State Agency is responsible for all payments under the Agreement. No additional charges to the Agency will be permitted based upon, or arising from, the Agency's use of a Business Procurement Card. The State may exercise any and all rights of Set Off as permitted in Chapter 105A-1 *et. seq.* of the N.C. General Statutes and applicable Administrative Rules. Upon Vendor's written request of not less than thirty (30) days and approval by the State or Agency, the Agency may:
- a) Forward the Vendor's payment check(s) directly to any person or entity designated by the Vendor, or

- b) Include any person or entity designated in writing by Vendor as a joint payee on the Vendor's payment check(s), however
 - c) In no event shall such approval and action obligate the State to anyone other than the Vendor and the Vendor shall remain responsible for fulfillment of all Contract obligations.
- 11) **EQUAL EMPLOYMENT OPPORTUNITY**: Vendor shall comply with all Federal and State requirements concerning fair employment and employment of the disabled, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or physical disability.
- 12) **ADVERTISING/PRESS RELEASE**: The Vendor absolutely shall not publicly disseminate any information concerning the Agreement without prior written approval from the State or its Agent. For the purpose of this provision of the Agreement, the Agent is the Purchasing Agency Contract Administrator unless otherwise named in the solicitation documents.
- 13) **LATE DELIVERY**: Vendor shall advise the Agency contact person or office immediately upon determining that any Deliverable will not, or may not, be delivered or performed at the time or place specified. Together with such notice, Vendor shall state the projected delivery time and date. In the event the delay projected by Vendor is unsatisfactory, the Agency shall so advise Vendor and may proceed to procure the particular substitute Services or other Deliverables.
- 14) **ACCESS TO PERSONS AND RECORDS**: Pursuant to N.C.G.S. §147-64.7, the Agency, the State Auditor, appropriate federal officials, and their respective authorized employees or agents are authorized to examine all books, records, and accounts of the Vendor insofar as they relate to transactions with any department, board, officer, commission, institution, or other agency of the State of North Carolina pursuant to the performance of the Agreement or to costs charged to the Agreement. The Vendor shall retain any such books, records, and accounts for a minimum of three (3) years after the completion of the Agreement. Additional audit or reporting requirements may be required by any Agency, if in the Agency's opinion, such requirement is imposed by federal or state law or regulation.
- 15) **ASSIGNMENT**: Vendor may not assign the Agreement or its obligations hereunder except as permitted by 09 NCAC 06B.1003 and this Paragraph. Vendor shall provide reasonable notice of not less than thirty (30) days prior to any consolidation, acquisition, or merger. Any assignee shall affirm the Agreement attorning and agreeing to the terms and conditions agreed, and that Vendor shall affirm that the assignee is fully capable of performing all obligations of Vendor under the Agreement. An assignment may be made, if at all, in writing by the Vendor, Assignee and the State setting forth the foregoing obligation of Vendor and Assignee.
- 16) **INSURANCE COVERAGE**: During the term of the Agreement, the Vendor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Agreement. As a minimum, the Vendor shall provide and maintain the following coverage and limits:
- a) **Worker's Compensation** - The Vendor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$100,000.00, covering all of Vendor's employees who are engaged in any work under the Agreement. If any work is sublet, the Vendor shall require the subcontractor to provide the same coverage for any of his employees engaged in any work under the Agreement; and
 - b) **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$2,000,000.00 Combined Single Limit (Defense cost shall be in excess of the limit of liability); and
 - c) **Automobile** - Automobile Liability Insurance, to include liability coverage, covering all owned, hired and non-owned vehicles, used in connection with the Agreement. The minimum combined single limit shall be \$500,000.00 bodily injury and property damage; \$500,000.00 uninsured/under insured motorist; and \$5,000.00 medical payment; and
 - d) Providing and maintaining adequate insurance coverage described herein is a material obligation of the Vendor and is of the essence of the Agreement. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the Commissioner of Insurance to do business in North Carolina. The Vendor shall at all times comply with the terms of such

insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or the Agreement. The limits of coverage under each insurance policy maintained by the Vendor shall not be interpreted as limiting the Vendor's liability and obligations under the Agreement.

17) DISPUTE RESOLUTION: The parties agree that it is in their mutual interest to resolve disputes informally. A claim by the Vendor shall be submitted in writing to the Agency Contract Administrator for decision. A claim by the State shall be submitted in writing to the Vendor's Contract Administrator for decision. The Parties shall negotiate in good faith and use all reasonable efforts to resolve such dispute(s). During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under the Agreement. If a dispute cannot be resolved between the Parties within thirty (30) days after delivery of notice, either Party may elect to exercise any other remedies available under the Agreement, or at law. This term shall not constitute an agreement by either party to mediate or arbitrate any dispute.

18) CONFIDENTIALITY: In accordance with N.C.G.S. §143B-1350(e) and 143B-1375, and 09 NCAC 06B.0103 and 06B.1001, the State may maintain the confidentiality of certain types of information described in N.C.G.S. §132-1 *et seq.* Such information may include trade secrets defined by N.C.G.S. §66-152 and other information exempted from the Public Records Act pursuant to N.C.G.S. §132-1.2. Vendor may designate appropriate portions of its response as confidential, consistent with and to the extent permitted under the Statutes and Rules set forth above, by marking the top and bottom of pages containing confidential information with a legend in boldface type "**CONFIDENTIAL**". By so marking any page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors that the portions marked confidential meet the requirements of the Rules and Statutes set forth above. ***However, under no circumstances shall price information be designated as confidential.*** The State may serve as custodian of Vendor's confidential information and not as an arbiter of claims against Vendor's assertion of confidentiality. If an action is brought pursuant to N.C.G.S. §132-9 to compel the State to disclose information marked confidential, the Vendor agrees that it will intervene in the action through its counsel and participate in defending the State, including any public official(s) or public employee(s). The Vendor agrees that it shall hold the State and any official(s) and individual(s) harmless from any and all damages, costs, and attorneys' fees awarded against the State in the action. The State agrees to promptly notify the Vendor in writing of any action seeking to compel the disclosure of Vendor's confidential information. The State shall have the right, at its option and expense, to participate in the defense of the action through its counsel. The State shall have no liability to Vendor with respect to the disclosure of Vendor's confidential information ordered by a court of competent jurisdiction pursuant to N.C.G.S. §132-9 or other applicable law.

- a) Care of Information: Vendor agrees to use commercial best efforts to safeguard and protect any data, documents, files, and other materials received from the State or the Agency during performance of any contractual obligation from loss, destruction or erasure. Vendor agrees to abide by all facilities and security requirements and policies of the agency where work is to be performed. Any Vendor personnel shall abide by such facilities and security requirements and shall agree to be bound by the terms and conditions of the Agreement.
- b) Vendor warrants that all its employees and any approved third party Vendors or subcontractors are subject to a non-disclosure and confidentiality agreement enforceable in North Carolina. Vendor will, upon request of the State, verify and produce true copies of any such agreements. Production of such agreements by Vendor may be made subject to applicable confidentiality, non-disclosure or privacy laws; provided that Vendor produces satisfactory evidence supporting exclusion of such agreements from disclosure under the N.C. Public Records laws in N.C.G.S. §132-1 *et seq.* The State may, in its sole discretion, provide a non-disclosure and confidentiality agreement satisfactory to the State for Vendor's execution. The State may exercise its rights under this subparagraph as necessary or proper, in its discretion, to comply with applicable security regulations or statutes including, but not limited to 26 USC 6103 and IRS Publication 1075, (Tax Information Security Guidelines for Federal, State, and Local Agencies), HIPAA, 42 USC 1320(d) (Health Insurance Portability and Accountability Act), any implementing regulations in the Code of Federal Regulations, and any future regulations

imposed upon the Department of Information Technology or the N.C. Department of Revenue pursuant to future statutory or regulatory requirements.

- c) Nondisclosure: Vendor agrees and specifically warrants that it, its officers, directors, principals and employees, and any subcontractors, shall hold all information received during performance of the Agreement in the strictest confidence and shall not disclose the same to any third party without the express written approval of the State.
- d) The Vendor shall protect the confidentiality of all information, data, instruments, studies, reports, records and other materials provided to it by the Agency or maintained or created in accordance with this Agreement. No such information, data, instruments, studies, reports, records and other materials in the possession of Vendor shall be disclosed in any form without the prior written consent of the State Agency. The Vendor will have written policies governing access to and duplication and dissemination of all such information, data, instruments, studies, reports, records and other materials.
- e) All project materials, including software, data, and documentation created during the performance or provision of Services hereunder that are not licensed to the State or are not proprietary to the Vendor are the property of the State of North Carolina and must be kept confidential or returned to the State, or destroyed. Proprietary Vendor materials shall be identified to the State by Vendor prior to use or provision of Services hereunder and shall remain the property of the Vendor. Derivative works of any Vendor proprietary materials prepared or created during the performance of provision of Services hereunder shall be subject to a perpetual, royalty free, nonexclusive license to the State.

19) DEFAULT: In the event Services or other Deliverable furnished or performed by the Vendor during performance of any Contract term fail to conform to any material requirement(s) of the Contract specifications, notice of the failure is provided by the State and if the failure is not cured within ten (10) days, or Vendor fails to meet the requirements of Paragraph 9) herein, the State may cancel the contract. Default may be cause for debarment as provided in 09 NCAC 06B.1206. The rights and remedies of the State provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

- a) If Vendor fails to deliver or provide correct Services or other Deliverables within the time required by the Agreement, the State shall provide written notice of said failure to Vendor, and by such notice require performance assurance measures pursuant to N.C.G.S. 143B-1340(f). Vendor is responsible for the delays resulting from its failure to deliver or provide services or other Deliverables.
- b) Should the State fail to perform any of its obligations upon which Vendor's performance is conditioned, Vendor shall not be in default for any delay, cost increase or other consequences resulting from the State's failure. Vendor will use reasonable efforts to mitigate delays, costs or expenses arising from assumptions in the Vendor's offer documents that prove erroneous or are otherwise invalid. Any deadline that is affected by any such failure in assumptions or performance by the State shall be extended by an amount of time reasonably necessary to compensate for the effect of such failure.
- c) Vendor shall provide a plan to cure any delay or default if requested by the State. The plan shall state the nature of the delay or default, the time required for cure, any mitigating factors causing or tending to cause the delay or default, and such other information as the Vendor may deem necessary or proper to provide.
- d) If the prescribed acceptance testing stated in the Solicitation Documents or performed pursuant to Paragraph 9) of the DIT Terms and Conditions is not completed successfully, the State may request substitute Software, cancel the portion of the Contract that relates to the unaccepted Software, or continue the acceptance testing with or without the assistance of Vendor. These options shall remain in effect until such time as the testing is successful or the expiration of any time specified for completion of the testing. If the testing is not completed after exercise of any of the State's options, the State may cancel any portion of the contract related to the failed Software and take action to procure substitute software. If the failed software (or the substituted software) is an integral and critical part of the proper completion of the work for which the Deliverables identified in the solicitation documents or statement of work were acquired, the State may terminate the entire contract.

20) WAIVER OF DEFAULT: Waiver by either party of any default or breach by the other Party shall not be deemed a waiver of any subsequent default or breach and shall not be construed to be a modification or

novation of the terms of the Agreement, unless so stated in writing and signed by authorized representatives of the Agency and the Vendor, and made as an amendment to the Agreement pursuant to Paragraph 40) herein below.

21) TERMINATION: Any notice or termination made under the Agreement shall be transmitted via US Mail, Certified Return Receipt Requested. The period of notice for termination shall begin on the day the return receipt is signed and dated.

- a) The parties may mutually terminate the Agreement by written agreement at any time.
- b) The State may terminate the Agreement, in whole or in part, pursuant to Paragraph 19), or pursuant to the Special Terms and Conditions in the Solicitation Documents, if any, or for any of the following:
 - i) Termination for Cause: In the event any goods, software, or service furnished by the Vendor during performance of any Contract term fails to conform to any material requirement of the Contract, and the failure is not cured within the specified time after providing written notice thereof to Vendor, the State may cancel and procure the articles or Services from other sources; holding Vendor liable for any excess costs occasioned thereby, subject only to the limitations provided in Paragraphs 22) and 23) herein. The rights and remedies of the State provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract. Vendor shall not be relieved of liability to the State for damages sustained by the State arising from Vendor's breach of the Agreement; and the State may, in its discretion, withhold any payment due as a setoff until such time as the damages are finally determined or as agreed by the parties. Voluntary or involuntary Bankruptcy or receivership by Vendor shall be cause for termination.
 - ii) Termination For Convenience Without Cause: The State may terminate service and indefinite quantity contracts, in whole or in part by giving thirty (30) days prior notice in writing to the Vendor. Vendor shall be entitled to sums due as compensation for Deliverables provided and Services performed in conformance with the Contract. In the event the Contract is terminated for the convenience of the State the Agency will pay for all work performed and products delivered in conformance with the Contract up to the date of termination.

22) LIMITATION OF VENDOR'S LIABILITY:

- a) Where Deliverables are under the State's exclusive management and control, the Vendor shall not be liable for direct damages caused by the State's failure to fulfill any State responsibilities of assuring the proper use, management and supervision of the Deliverables and programs, audit controls, operating methods, office procedures, or for establishing all proper checkpoints necessary for the State's intended use of the Deliverables. Vendor shall not be responsible for any damages that arise from (i) misuse or modification of Vendor's Software by or on behalf of the State, (ii) the State's failure to use corrections or enhancements made available by Vendor, (iii) the quality or integrity of data from other automated or manual systems with which the Vendor's Software interfaces, (iv) errors in or changes to third party software or hardware implemented by the State or a third party (including the vendors of such software or hardware) that is not a subcontractor of Vendor or that is not supported by the Deliverables, or (vi) the operation or use of the Vendor's Software not in accordance with the operating procedures developed for the Vendor's Software or otherwise in a manner not contemplated by this Agreement.
- b) The Vendor's liability for damages to the State arising under the contract shall be limited to two times the value of the Contract.
- c) The foregoing limitation of liability shall not apply to claims covered by other specific provisions including but not limited to Service Level Agreement or Deliverable/Product Warranties pursuant to Section II, 2) of these Terms and Conditions, or to claims for injury to persons or damage to tangible personal property, gross negligence or willful or wanton conduct. This limitation of liability does not apply to contributions among joint tortfeasors under N.C.G.S. 1B-1 *et seq.*, the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on the Agreement. For avoidance of doubt, the Parties agree that the Service Level Agreement and Deliverable/Product Warranty Terms in the Contract are intended to provide the sole and exclusive remedies available to the State under the Contract for the Vendor's failure to comply with the requirements stated therein.

23) VENDOR'S LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY:

- a) The Vendor shall be liable for damages arising out of personal injuries and/or damage to real or tangible personal property of the State, employees of the State, persons designated by the State for training, or person(s) other than agents or employees of the Vendor, designated by the State for any purpose, prior to, during, or subsequent to delivery, installation, acceptance, and use of the Deliverables either at the Vendor's site or at the State's place of business, provided that the injury or damage was caused by the fault or negligence of the Vendor.
- b) The Vendor agrees to indemnify, defend and hold the Agency and the State and its Officers, employees, agents and assigns harmless from any liability relating to personal injury or injury to real or personal property of any kind, accruing or resulting to any other person, firm or corporation furnishing or supplying work, Services, materials or supplies in connection with the performance of the Agreement, whether tangible or intangible, arising out of the ordinary negligence, wilful or wanton negligence, or intentional acts of the Vendor, its officers, employees, agents, assigns or subcontractors.
- c) Vendor shall not be liable for damages arising out of or caused by an alteration or an attachment not made or installed by the Vendor.

24) TIME IS OF THE ESSENCE: Time is of the essence in the performance of the Agreement.

25) DATE AND TIME WARRANTY: The Vendor warrants that any Deliverable, whether Services, hardware, firmware, middleware, custom or commercial software, or internal components, subroutines, and interface therein which performs, modifies or affects any date and/or time data recognition function, calculation, or sequencing, will still enable the modified function to perform accurate date/time data and leap year calculations. This warranty shall survive termination or expiration of the Contract.

26) INDEPENDENT CONTRACTORS: Vendor and its employees, officers and executives, and subcontractors, if any, shall be independent Vendors and not employees or agents of the State. The Agreement shall not operate as a joint venture, partnership, trust, agency or any other similar business relationship.

27) TRANSPORTATION: Transportation of any tangible Deliverables shall be FOB Destination; unless otherwise specified in the solicitation document or purchase order. Freight, handling, hazardous material charges, and distribution and installation charges shall be included in the total price of each item. Any additional charges shall not be honored for payment unless authorized in writing by the Purchasing State Agency. In cases where parties, other than the Vendor ship materials against this order, the shipper must be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. A complete packing list must accompany each shipment.

28) NOTICES: Any notices required under the Agreement should be delivered to the Contract Administrator for each party. Unless otherwise specified in the Solicitation Documents, any notices shall be delivered in writing by U.S. Mail, Commercial Courier or by hand.

29) TITLES AND HEADINGS: Titles and Headings in the Agreement are used for convenience only and do not define, limit or proscribe the language of terms identified by such Titles and Headings.

30) AMENDMENT: The Agreement may not be amended orally or by performance. Any amendment must be made in written form and signed by duly authorized representatives of the State and Vendor in conformance with Paragraph 36) herein.

31) TAXES: The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of the Agreement. Applicable State or local sales taxes shall be invoiced as a separate item.

32) GOVERNING LAWS, JURISDICTION, AND VENUE:

- a) The Agreement is made under and shall be governed and construed in accordance with the laws of the State of North Carolina and applicable Administrative Rules. The place of the Agreement or purchase order, its situs and forum, shall be Wake County, North Carolina, where all matters, whether sounding in Contract or in tort, relating to its validity, construction, interpretation and enforcement shall be determined. Vendor agrees and submits, solely for matters relating to the Agreement, to the

jurisdiction of the courts of the State of North Carolina, and stipulates that Wake County shall be the proper venue for all matters.

- b) Except to the extent the provisions of the Contract are clearly inconsistent therewith, the applicable provisions of the Uniform Commercial Code as modified and adopted in North Carolina shall govern the Agreement. To the extent the Contract entails both the supply of "goods" and "Services," such shall be deemed "goods" within the meaning of the Uniform Commercial Code, except when deeming such Services as "goods" would result in a clearly unreasonable interpretation.

33) FORCE MAJEURE: Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations as a result of events beyond its reasonable control, including without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, or other catastrophic natural event or act of God.

34) COMPLIANCE WITH LAWS: The Vendor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority.

35) SEVERABILITY: In the event that a court of competent jurisdiction holds that a provision or requirement of the Agreement violates any applicable law, each such provision or requirement shall be enforced only to the extent it is not in violation of law or is not otherwise unenforceable and all other provisions and requirements of the Agreement shall remain in full force and effect. All promises, requirement, terms, conditions, provisions, representations, guarantees and warranties contained herein shall survive the expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable federal or State statute, including statutes of repose or limitation.

36) CHANGES: The Agreement and subsequent purchase order(s) is awarded subject to the provision of the specified Services and the shipment or provision of other Deliverables as specified herein. Any changes made to the Agreement or purchase order proposed by the Vendor are hereby rejected unless accepted in writing by the Agency or State Award Authority. The State shall not be responsible for Services or other Deliverables delivered without a purchase order from the Agency or State Award Authority.

37) FEDERAL INTELLECTUAL PROPERTY BANKRUPTCY PROTECTION ACT: The Parties agree that the Agency shall be entitled to all rights and benefits of the Federal Intellectual Property Bankruptcy Protection Act, Public Law 100-506, codified at 11 U.S.C. 365(n), and any amendments thereto.

38) ELECTRONIC PROCUREMENT (Applies to all contracts that include E-Procurement and are identified as such in the body of the solicitation document): Purchasing shall be conducted through the Statewide E-Procurement Services. The State's third party agent shall serve as the Supplier Manager for this E-Procurement Services. The Vendor shall register for the Statewide E-Procurement Services within two (2) business days of notification of award in order to receive an electronic purchase order resulting from award of the Agreement.

- a) **The successful Vendor(s) shall pay a transaction fee of 1.75% (.0175) on the total dollar amount (excluding sales taxes) of each purchase order issued through the Statewide E-Procurement Service.** This applies to all purchase orders, regardless of the quantity or dollar amount of the purchase order. The transaction fee shall neither be charged to nor paid by the State, or by any State approved users of the contract. The transaction fee shall not be stated or included as a separate item in the proposed contract or invoice. There are no additional fees or charges to the Vendor for the Services rendered by the Supplier Manager under the Agreement. Vendor will receive a credit for transaction fees they paid for the purchase of any item(s) if an item(s) is returned through no fault of the Vendor. Transaction fees are non-refundable when an item is rejected and returned, or declined, due to the Vendor's failure to perform or comply with specifications or requirements of the contract.
- b) Vendor, or its authorized Reseller, as applicable, will be invoiced monthly for the State's transaction fee by the Supplier Manager. The transaction fee shall be based on purchase orders issued for the prior month. Unless Supplier Manager receives written notice from the Vendor identifying with specificity any errors in an invoice within thirty (30) days of the receipt of invoice, such invoice shall be deemed to be correct and Vendor shall have waived its right to later dispute the accuracy and

completeness of the invoice. Payment of the transaction fee by the Vendor is due to the account designated by the State within thirty (30) days after receipt of the correct invoice for the transaction fee, which includes payment of all portions of an invoice not in dispute. Within thirty (30) days of the receipt of invoice, Vendor may request in writing an extension of the invoice payment due date for that portion of the transaction fee invoice for which payment of the related goods by the governmental purchasing entity has not been received by the Vendor. If payment of the transaction fee invoice is not received by the State within this payment period, it shall be considered a material breach of contract. The Supplier Manager shall provide, whenever reasonably requested by the Vendor in writing (including electronic documents), supporting documentation from the E-Procurement Service that accounts for the amount of the invoice.

- c) The Supplier Manager will capture the order from the State approved user, including the shipping and payment information, and submit the order in accordance with the E-Procurement Services. Subsequently, the Supplier Manager will send those orders to the appropriate Vendor on State Contract. The State or State approved user, not the Supplier Manager, shall be responsible for the solicitation, offers received, evaluation of offers received, award of Contract, and the payment for goods delivered.
- d) Vendor agrees at all times to maintain the confidentiality of its user name and password for the Statewide E-Procurement Services. If a Vendor is a corporation, partnership or other legal entity, then the Vendor may authorize its employees to use its password. Vendor shall be responsible for all activity and all charges for such employees. Vendor agrees not to permit a third party to use the Statewide E-Procurement Services through its account. If there is a breach of security through the Vendor's account, Vendor shall immediately change its password and notify the Supplier Manager of the security breach by e-mail. Vendor shall cooperate with the state and the Supplier Manager to mitigate and correct any security breach.

Section 2: Terms and Conditions Applicable to Information Technology Goods and Services

- 1) **SOFTWARE LICENSE FOR HARDWARE, EMBEDDED SOFTWARE AND FIRMWARE:** Deliverables comprising goods, equipment or products (hardware) may contain software for internal operation, or as embedded software or firmware that is generally not sold or licensed as a severable software product. Software may be provided on separate media, such as a CD-ROM or other media, or may be included within the hardware at or prior to delivery. Such software is proprietary, copyrighted, and may also contain valuable trade secrets and may be protected by patents. Vendor grants the State a license to use the Code (or any replacement provided) on, or in conjunction with, only the Deliverables purchased, or with any system identified in the solicitation documents. The State shall have a worldwide, nonexclusive, non-sublicensable license to use such software and/or documentation for its internal use. The State may make and install copies of the software to support the authorized level of use. Provided, however that if the hardware is inoperable, the software may be copied for temporary use on other hardware. The State shall promptly affix to any such copy the same proprietary and copyright notices affixed to the original. The State may make one copy of the software for archival, back-up or disaster recovery purposes. The license set forth in this Paragraph shall terminate immediately upon the State's discontinuance of the use of all equipment on which the software is installed. The software may be transferred to another party only with the transfer of the hardware. If the hardware is transferred, the State shall i) destroy all software copies made by the State, ii) deliver the original or any replacement copies of the software to the transferee, and iii) notify the transferee that title and ownership of the software and the applicable patent, trademark, copyright, and other intellectual property rights shall remain with Vendor, or Vendor's licensors. The State shall not disassemble, decompile, reverse engineer, modify, or prepare derivative works of the embedded software, unless permitted under the solicitation documents.
- 2) **LICENSE GRANT FOR APPLICATION SOFTWARE, (COTS):** This paragraph recites the scope of license granted, if not superseded by a mutually agreed and separate licensing agreement, as follows:
 - a) Vendor grants to the State, its Agencies and lawful customers a non-exclusive, non-transferable and non-sublicensable license to use, in object code format, Vendor's software identified in the solicitation

documents, Vendor's Statement of Work (SOW), or an Exhibit thereto executed by the parties ("Software"), subject to the restrictions set forth therein, such as the authorized computer system, the data source type(s), the number of target instance(s) and the installation site. Use of the Software shall be limited to the data processing and computing needs of the State, its Agencies and lawful customers. This license shall be perpetual or for the term of the contract (pick one, delete the other), unless terminated as provided herein. The State agrees not to distribute, sell, sublicense or otherwise transfer copies of the Software or any portion thereof. For purposes of this Agreement, a State Entity shall be defined as any department or agency of the State of North Carolina, which is controlled by or under common control of the State or who is a lawful customer of the State pursuant to Article 3D of Chapter 147 of the General Statutes.

- b) Vendor shall provide all encryption or identification codes or authorizations that are necessary or proper for the operation of the licensed Software.
- c) The State shall have the right to copy the Software, in whole or in part, for use in conducting benchmark or acceptance tests, for business recovery and disaster recovery testing or operations, for archival or emergency purposes, for back up purposes, for use in preparing derivative works if allowed by the solicitation documents or statements of work, or to replace a worn copy.
- d) The State may modify non-personal Software in machine-readable form for its internal use in merging the same with other software program material. Any action hereunder shall be subject to uses described in this paragraph, the restrictions imposed by Paragraph 3), and applicable terms in the solicitation documents or statements of work.

3) WARRANTY TERMS: Notwithstanding anything in the Agreement or Exhibit hereto to the contrary, Vendor shall assign warranties for any Deliverable supplied by a third party to the State.

- a) a) Vendor warrants that any Software or Deliverable will operate substantially in conformity with prevailing specifications as defined by the current standard documentation (except for minor defects or errors which are not material to the State) for a period of ninety (90) days from the date of acceptance ("Warranty Period"), unless otherwise specified in the Solicitation Documents. If the Software does not perform in accordance with such specifications during the Warranty Period, Vendor will use reasonable efforts to correct any deficiencies in the Software so that it will perform in accordance with or substantially in accordance with such specifications.
- b) Vendor warrants to the best of its knowledge that:
 - i) The licensed Software and associated materials do not infringe any intellectual property rights of any third party;
 - ii) There are no actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party;
 - iii) The licensed Software and associated materials do not contain any surreptitious programming codes, viruses, Trojan Horses, "back doors" or other means to facilitate or allow unauthorized access to the State's information systems.
 - iv) The licensed Software and associated materials do not contain any timer, counter, lock or similar device (other than security features specifically approved by Customer in the Specifications) that inhibits or in any way limits the Software's ability to operate.
- c) UNLESS MODIFIED BY AMENDMENT OR THE SOLICITATION DOCUMENTS, THE WARRANTIES IN THIS PARAGRAPH ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, OR WHETHER ARISING BY COURSE OF DEALING OR PERFORMANCE, CUSTOM, USAGE IN THE TRADE OR PROFESSION OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NO OTHER REPRESENTATIONS OR WARRANTIES HAVE FORMED THE BASIS OF THE BARGAIN HEREUNDER.

4) RESTRICTIONS: State's use of the Software is restricted as follows:

- a) The license granted herein is granted to the State and to any political subdivision or other entity permitted or authorized to procure Information Technology through the Department of Information Technology. If the License Grant and License Fees are based upon the number of Users, the number of Users may be increased at any time, subject to the restrictions on the maximum number of Users specified in the solicitation documents.

- b) No right is granted hereunder to use the Software to perform Services for commercial third parties (so-called "service bureau" uses). Services provided to other State Departments, Agencies or political subdivisions of the State is permitted.
- c) The State may not copy, distribute, reproduce, use, lease, rent or allow access to the Software except as explicitly permitted under this Agreement, and State will not modify, adapt, translate, prepare derivative works (unless allowed by the solicitation documents or statements of work,) decompile, reverse engineer, disassemble or otherwise attempt to derive source code from the Software or any internal data files generated by the Software.
- d) State shall not remove, obscure or alter Vendor's copyright notice, trademarks, or other proprietary rights notices affixed to or contained within the Software.

5) SUPPORT OR MAINTENANCE SERVICES: This paragraph recites the scope of maintenance Services due under the license granted, if not superseded by a separate licensing and maintenance agreement or as may be stated in the solicitation documents. Subject to payment of a Support Service or Maintenance Fee stated in the solicitation documents for the first year and all subsequent years, if requested by the State, Vendor agrees to provide the following support Services ("Support Services") for the current version and one previous version of the Software commencing upon delivery of the Software:

- a) **Error Correction:** If the error conditions reported by the State pursuant to the General Terms and Conditions are not corrected in a timely manner, the State may request a replacement copy of the licensed Software from Vendor. In such event, Vendor shall then deliver a replacement copy, together with corrections and updates, of the licensed Software within 24 hours of the State's request at no added expense to the State.
- b) **Other Agreement:** This Paragraph 5 may be superseded by written mutual agreement provided that: Support and maintenance Services shall be fully described in such a separate agreement annexed hereto and incorporated herein
- c) **Temporary Extension of License:** If any licensed Software or CPU/computing system on which the Software is installed fails to operate or malfunctions, the term of the license granted shall be temporarily extended to another CPU selected by the State and continue until the earlier of:
 - i) Return of the inoperative CPU to full operation, or
 - ii) Termination of the license.
- d) **Encryption Code:** Vendor shall provide any temporary encryption code or authorization necessary or proper for operation of the licensed Software under the foregoing temporary license. The State will provide notice by expedient means, whether by telephone, e-mail or facsimile of any failure under this paragraph. On receipt of such notice, Vendor shall issue any temporary encryption code or authorization to the State within twenty-four (24) hours; unless otherwise agreed.
- e) **Updates:** Vendor shall provide to the State, at no additional charge, all new releases and bug fixes (collectively referred to as "Updates") for any Software Deliverable developed or published by Vendor and made generally available to its other customers at no additional charge. All such Updates shall be a part of the Program and Documentation and, as such, be governed by the provisions of the Agreement.
- f) **Telephone Assistance:** Vendor shall provide the State with telephone access to technical support engineers for assistance in the proper installation and use of the Software, and to report and resolve Software problems, during normal business hours, 8:00 AM - 5:00 PM Eastern Time, Monday-Friday. Vendor shall respond to the telephone requests for Program maintenance service, within four (4) hours or eight (8) hours or next business day, etc. *(edit this time to what you want your response time to be)*, for calls made at any time

6) PATENT, COPYRIGHT, AND TRADE SECRET PROTECTION:

- a) Vendor has created, acquired or otherwise has rights in, and may, in connection with the performance of Services for the State, employ, provide, create, acquire or otherwise obtain rights in various concepts, ideas, methods, methodologies, procedures, processes, know-how, techniques, models, templates and general purpose consulting and software tools, utilities and routines (collectively, the "Vendor Technology"). To the extent that any Vendor Technology is contained in any of the Deliverables including any derivative works, the Vendor hereby grants the State a royalty-free, fully

paid, worldwide, perpetual, non-exclusive license to use such Vendor Technology in connection with the Deliverables for the State's purposes.

- b) Vendor shall not acquire any right, title and interest in and to the copyrights for goods, any and all software, technical information, specifications, drawings, records, documentation, data or derivative works thereof, or other work products provided by the State to Vendor. The State hereby grants Vendor a royalty-free, fully paid, worldwide, perpetual, non-exclusive license for Vendor's internal use to non-confidential Deliverables first originated and prepared by the Vendor for delivery to the State.
 - c) The Vendor, at its own expense, shall defend any action brought against the State to the extent that such action is based upon a claim that the Services or other Deliverables supplied by the Vendor, or the operation of such Deliverables pursuant to a current version of Vendor-supplied software, infringes a patent, or copyright or violates a trade secret in the United States. The Vendor shall pay those costs and damages finally awarded against the State in any such action; damages shall be limited as provided in N.C.G.S. 143B-1350(h1). Such defense and payment shall be conditioned on the following:
 - i) That the Vendor shall be notified within a reasonable time in writing by the State of any such claim; and,
 - ii) That the Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise, provided, however, that the State shall have the option to participate in such action at its own expense.
 - d) Should any Services or other Deliverable supplied by Vendor, or the operation thereof become, or in the Vendor's opinion are likely to become, the subject of a claim of infringement of a patent, copyright, or a trade secret in the United States, the State shall permit the Vendor, at its option and expense, either to procure for the State the right to continue using the goods/hardware or Software, or to replace or modify the same to become noninfringing and continue to meet procurement specifications in all material respects. If neither of these options can reasonably be taken, or if the use of such goods/hardware or Software by the State shall be prevented by injunction, the Vendor agrees to take back such goods/hardware or Software, and refund any sums the State has paid Vendor less any reasonable amount for use or damage and make every reasonable effort to assist the State in procuring substitute Deliverables. If, in the sole opinion of the State, the return of such infringing Deliverables makes the retention of other items of Deliverables acquired from the Vendor under the Agreement impractical, the State shall then have the option of terminating the Contract, or applicable portions thereof, without penalty or termination charge. The Vendor agrees to take back such Deliverables and refund any sums the State has paid Vendor less any reasonable amount for use or damage.
 - e) Vendor will not be required to defend or indemnify the State if any claim by a third party against the State for infringement or misappropriation (i) results from the State's alteration of any Vendor-branded product or Deliverable, or (ii) results from the continued use of the good(s) or Services and other Deliverables after receiving notice they infringe a trade secret of a third party.
 - f) Nothing stated herein, however, shall affect Vendor's ownership in or rights to its preexisting intellectual property and proprietary rights.
- 7) **ACCEPTANCE:** Acceptance testing is required for all Vendor supplied software unless provided otherwise in the solicitation documents or a Statement of Work. The State may define such processes and procedures as may be necessary or proper, in its opinion and discretion, to ensure compliance with the State's specifications, and Vendor's Product Warranties and technical representations. Acceptance of software or Services may be controlled by amendment hereto, or additional terms as agreed by the parties. The State shall have the obligation to notify Vendor, in writing and within a reasonable time following installation of any software deliverable if it is not acceptable. The notice shall specify in reasonable detail the reason(s) a software deliverable is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for installation and/or testing of software.
- 8) **STATE PROPERTY AND INTANGIBLES RIGHTS:** The parties acknowledge and agree that the State shall own all right, title and interest in and to the copyright in any and all software, technical information, specifications, drawings, records, documentation, data and other work products first originated and

prepared by the Vendor for delivery to the State (the "Deliverables"). To the extent that any Vendor Technology is contained in any of the Deliverables, the Vendor hereby grants the State a royalty-free, fully paid, worldwide, perpetual, non-exclusive license to use such Vendor Technology in connection with the Deliverables for the State's internal business purposes. Vendor shall not acquire any right, title and interest in and to the copyrights for goods, any and all software, technical information, specifications, drawings, records, documentation, data or derivative works thereof, or other work products provided by the State to Vendor. The State hereby grants Vendor a royalty-free, fully paid, worldwide, perpetual, non-exclusive license to non-confidential Deliverables first originated and prepared by the Vendor for delivery to the State.

Section 3: Terms and Conditions Applicable to Personnel and Personal Services

- 1) **VENDOR'S REPRESENTATION:** Vendor warrants that qualified personnel will provide Services in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the information technology industry. Vendor agrees that it will not enter any agreement with a third party that might abridge any rights of the State under the Agreement. Vendor will serve as the prime Vendor under the Agreement. Should the State approve any subcontractor(s), the Vendor shall be legally responsible for the performance and payment of the subcontractor(s). Names of any third party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Such third party subcontractors, if approved, may serve as subcontractors to Vendor. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).
 - a) Intellectual Property. Vendor represents that it has the right to provide the Services and other Deliverables without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party. Vendor also represents that its Services and other Deliverables are not the subject of any actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party.
 - b) Inherent Services. If any Services or other Deliverables, functions, or responsibilities not specifically described in the Agreement are required for Vendor's proper performance, provision and delivery of the Services and other Deliverables pursuant to the Agreement, or are an inherent part of or necessary sub-task included within the Services, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract.
 - c) Vendor warrants that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of the Agreement; and that entering into the Agreement is not prohibited by any Contract, or order by any court of competent jurisdiction.
- 2) **SERVICES PROVIDED BY VENDOR:** Vendor shall provide the State with implementation Services as specified in a Statement of Work ("SOW") executed by the parties. This Agreement in combination with each SOW individually comprises a separate and independent contractual obligation from any other SOW. A breach by Vendor under one SOW will not be considered a breach under any other SOW. The Services intended hereunder are related to the State's implementation and/or use of one or more Software Deliverables licensed hereunder or in a separate software license agreement between the parties ("License Agreement").
- 3) **PERSONNEL:** Vendor shall not substitute key personnel assigned to the performance of the Agreement without prior written approval by the Agency Contract Administrator. The individuals designated as key personnel for purposes of the Agreement are those specified in the Vendor's offer. Any desired substitution shall be noticed to the Agency's Contract Administrator in writing accompanied by the names and references of Vendor's recommended substitute personnel. The Agency will approve or disapprove the requested substitution in a timely manner. The Agency may, in its sole discretion, terminate the Services of any person providing Services under the Agreement. Upon such termination, the Agency

may request acceptable substitute personnel or terminate the Contract Services provided by such personnel.

- a) Unless otherwise expressly provided in the Contract, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and other Deliverables.
- b) Vendor personnel shall perform their duties on the premises of the State, during the State's regular work days and normal work hours, except as may be specifically agreed otherwise, established in the specification, or statement of work.
- c) The Agreement shall not prevent Vendor or any of its personnel supplied under the Agreement from performing similar Services elsewhere or restrict Vendor from using the personnel provided to the State, provided that:
 - i) Such use does not conflict with the terms, specifications or any amendments to the Agreement, or
 - ii) Such use does not conflict with any procurement law, regulation or policy, or
 - iii) Such use does not conflict with any non-disclosure agreement, or term thereof, by and between the State and Vendor or Vendor's personnel.
- d) Unless otherwise provided by the Agency, the Vendor shall furnish all necessary personnel, Services, and otherwise perform all acts, duties and responsibilities necessary or incidental to the accomplishment of the tasks specified in the Agreement. The Vendor shall be legally and financially responsible for its personnel including, but not limited to, any deductions for social security and other withholding taxes required by state or federal law. The Vendor shall be solely responsible for acquiring any equipment, furniture, and office space not furnished by the State necessary for the Vendor to comply with the Agreement. The Vendor personnel shall comply with any applicable State facilities or other security rules and regulations.

4) PERSONAL SERVICES: The State shall have and retain the right to obtain personal Services of any individuals providing Services under the Agreement. This right may be exercised at the State's discretion in the event of any transfer of the person providing personal Services, termination, default, merger, acquisition, bankruptcy or receivership of the Vendor to ensure continuity of Services provided under the Agreement. Provided, however, that the Agency shall not retain or solicit any Vendor employee for purposes other than completion of personal Services due as all or part of any performance due under the Agreement.

- a) Vendor personnel shall perform any duties on the premises of the State during the State's regular work days and normal work hours, except as may be specifically agreed otherwise, established in the specification, or statement of work.
- b) The State has and reserves the right to disapprove the continuing assignment of Vendor personnel provided by Vendor under the Agreement. If this right is exercised and the Vendor is not able to replace the disapproved personnel as required by the State, the parties agree to employ best commercial efforts to informally resolve such failure equitably by adjustment of other duties, set-off, or modification to other terms that may be affected by Vendor's failure.
- c) Vendor will make every reasonable effort consistent with prevailing business practices to honor the specific requests of the State regarding assignment of Vendor's employees. Vendor reserves the sole right to determine the assignment of its employees. If one of Vendor's employees is unable to perform due to illness, resignation, or other factors beyond Vendor's control, Vendor will provide suitable personnel at no additional cost to the State.
- d) The Agreement shall not prevent Vendor or any of its personnel supplied under the Agreement from performing similar Services elsewhere or restrict Vendor from using the personnel provided to the State, provided that:
 - i) Such use does not conflict with the terms, specifications or any amendments to the Agreement, or
 - ii) Such use does not conflict with any procurement law, regulation or policy, or
 - iii) Such use does not conflict with any non-disclosure agreement, or term thereof, by and between the State and Vendor or Vendor's personnel.

Technology Committee Report

Jeff Shipp

c) NMAC Update

Other Items

Adjourn

Next 911 Board Meeting

**February 23, 2018
3514 Bush Street
Raleigh, NC**

Technology Committee

Tuesday, January 30, 2018

2:00 pm

Training Room

109 East North Street

Raleigh, NC

911 Education Committee

Wednesday, January 31, 2018

10:00 am

Training Room

109 East North Street

Raleigh, NC

911 Funding Committee

Wednesday, February 21, 2018

3:00 pm

Training Room

109 East North Street

Raleigh, NC

Technology Committee

Tuesday, February 27, 2018

2:00 pm

Training Room

109 East North Street

Raleigh, NC