



# AGENDA

**NORTH CAROLINA 911 BOARD  
FUNDING COMMITTEE  
Thursday, June 17, 2021  
Via Simultaneous Communication  
1:00 p.m. – 3:00 p.m.**

<b><u>Tab</u></b>	<b><u>Topic</u></b>	<b><u>Presenter</u></b>
1.	Roll Call.....	Sarah Templeton
2.	Executive Director's Opening Remarks.....	Pokey Harris
3.	Chair's Opening Remarks.....	David Bone
4.	Approval of May 2021 Minutes <i>(Roll Call Vote Required)</i> .....	David Bone
5.	Legislative Update.....	Richard Bradford
6.	Wilkes Seat Count Request <i>(Roll Call Vote Required)</i> .....	Stephanie Connor
7.	Cary Consideration of Eligibility <i>(Roll Call Vote Required)</i> ..... Recording as a Service (RaaS)	David Newberry/Kristen Falco
8.	PSAP Funding Reconsideration Status Update .....	Kristen Falco
9.	PSAP Report Status Update.....	Sarah Templeton
10.	Closing Remarks.....	Pokey Harris/David Bone
	Adjourn	





**North Carolina 911 Board  
Funding Committee Meeting**

**MINUTES**

**May 20, 2021**

**1:00pm – 3:00pm**

**Microsoft Teams, Raleigh, NC**

*Meeting was Conducted via Use of Simultaneous Communications*

<u>Members on Phone</u>	<u>Staff on Phone</u>	<u>Others on Phone</u>
Randy Beeman	Richard Bradford	Bill French
David Bone	Stephanie Conner	Donna Wright
Allen Cress	Kristen Falco	(910) 671-3946 Joined after roll call
Chuck Greene	Tina Gardner	
Len Hagaman	Pokey Harris	
Del Hall	Gerry Means	
Melanie Neal	Stanley Meeks	
Candy Miller	David Newberry	
Stephanie Wiseman	Marsha Tapler	
	Sarah Templeton	
	Angie Turbeville	

**1. Roll Call –**

The meeting was called to order at 1:00 pm by David Bone. Sarah Templeton proceeded to call the roll.

**2. Executive Director Opening Remarks –**

Pokey Harris welcomed committee members and guests to the May meeting.

**3. Chairs Opening Remarks –**

David Bone thanked the committee and staff for their efforts, time and commitment.

**4. Approval of April 2021 Minutes (Vote Required) -**

David Bone requested if there were any corrections to the April 2021 meeting minutes. Randy Beeman noticed Allen Cress was listed as “not present” for the April meeting minutes vote but was shown as making a motion and voting on other committee items. Kristen Falco advised Allen Cress was not present during the roll call vote and joined the meeting late. Ms. Falco advised staff will correct to show “not present during vote” on the minutes. David Bone requested a motion to approve the minutes as presented and amended. Motion made by Randy Beeman to approve, second by Allen Cress. Motion carried.

<b>Approval of April 2021 Funding Committee Minutes</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>
Randy Beeman	Y	
Jason Barbour <i>(Not Present)</i>		
David Bone	Y	
Greg Coltrain <i>(Not Present)</i>		
Allen Cress	Y	
Chuck Greene	Y	
Len Hagaman	Y	
Del Hall	Y	
Melanie Neal	Y	
Candy Miller	Y	
Stephanie Wiseman	Y	

**5. Legislative Update -**

Richard Bradford did not have any updates from the NC General Assembly affecting the committee. Mr. Bradford presented legislation from Virginia related to funding and Virginia re-prioritizing of its grant program to create regional PSAPs.

**6. PSAP Funding Reconsiderations**

- a) Marsha Tapler discussed the five funding reconsiderations staff are working through. It was reported regional coordinators are working with PSAPs to make sure funds are needed as requested by the PSAP for FY2022.

**b) Lumberton Emergency Services (Vote Required) -**

Angie Turbeville presented Lumberton’s funding reconsideration request for an AIS recording interface. Lumberton submitted a grant application and afterward, the AIS was determined eligible. Staff recommendation is to fund the capital expense for the AIS interface in the amount of \$87,656.00 and not reduce Lumberton’s FY2022 annual distribution. Chuck Greene asked Angie Turbeville if the capital expenditure and change in eligibility of equipment affect the grant. Ms. Turbeville noted this does not affect the grant, and the PSAP already spent down their grant fund. David Bone requested a motion to not reduce Lumberton’s FY2022 funding distribution and approve staff’s recommendation for the capital project of \$87,656.00. Motion by Melanie Neal, second by Allen Cress. Motion carried.

<b>Approval of Lumberton’s Funding Reconsideration</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>
Randy Beeman	Y	
Jason Barbour <i>(Not Present)</i>		
David Bone	Y	
Greg Coltrain <i>(Not Present)</i>		
Allen Cress	Y	
Chuck Greene	Y	
Len Hagaman	Y	
Del Hall	Y	
Melanie Neal	Y	
Candy Miller	Y	
Stephanie Wiseman	Y	

**7. Proposed FY2022 PSAP Funding Distribution (Vote Required) –**

Marsha Tapler presented the final proposed FY2022 PSAP Distribution. Ms. Tapler discussed the funding formula on the spreadsheet and noted several cost shifts were completed for PSAPs that have migrated to the ESInet. The proposed PSAP funding distribution for FY2022 is \$42,550,206.92. David Bone requested a motion to approve the FY2022 PSAP Funding Distribution as presented. Motion made by Melanie Neal; second by Candy Miller. Motion carried.

<b>Approval of FY2022 PSAP Distribution</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>
Randy Beeman	Y	
Jason Barbour <i>(Not Present)</i>		
David Bone	Y	
Greg Coltrain <i>(Not Present)</i>		
Allen Cress	Y	
Chuck Greene	Y	
Len Hagaman	Y	
Del Hall	Y	
Melanie Neal	Y	
Candy Miller	Y	
Stephanie Wiseman	Y	

**8. CMRS Funding Approval (Vote Required) –**

Richard Bradford presented legislation associated with Commercial Mobile Radio Service (CMRS) cost recovery. Mr. Bradford recommended reimbursing the providers if all other conditions are met, based on the statute.

Marsha Tapler presented two CMRS items to the committee for approval. Ms. Tapler explained item number one related to a budget amendment and was due to cost exceeding the FY2021 approved budget amount of \$2,574,506.00. Staff recommends increasing the budget \$886,226.02.

Marsha Tapler presented information for item two, which noted the CMRS providers' budget plan exceeded the 125%, as noted in legislation. Ms. Tapler noted a first review of all CMRS providers' budget plan was completed and once completed, a comparison was done to ensure costs were commercially reasonable. After review of legislation, staff noted the current approved budget plans exceeded the 125% rule. Therefore, staff is bringing the request to approve providers' budget plan to the committee. Ms. Tapler noted the budget plans are already included in the FY2021 budget amount and noted before further reimbursement is made, staff will conduct another review to ensure all additional invoicing received from the providers still are commercially reasonable.

Staff recommendation is to approve the budget amendment for \$886,226.02 and to approve the voice providers budget plan cost exceeding the 125% as noted in legislation. David Bone combined roll call votes for items 8 and 9. Motion to approve staff recommendations for items 8 and 9 by Randy Beeman; second by Allen Cress. Chuck Greene commented on the statute and how a carrier is remitting a certain amount of 911 fees and getting back that amount plus extra, the statute needs to be looked at and changed. Motion carried.

<b>Approval of CMRS Funding Approval and Budget Amendment</b>		
<b>Committee Member</b>	<b>Vote to Approve</b>	<b>Vote to Not Approve</b>
Randy Beeman	Y	
Jason Barbour ( <i>Not Present</i> )		
David Bone	Y	
Greg Coltrain ( <i>Not Present</i> )		
Allen Cress	Y	
Chuck Greene	Y	
Len Hagaman	Y	
Del Hall	Y	
Melanie Neal	Y	
Candy Miller	Y	
Stephanie Wiseman	Y	

## **9. PSAP Fund Balance Discussion -**

Angie Turbeville reported the regional coordinators have been working with 12 PSAPs identified as having less than 30% of their FY2020 distribution as fund balance at the end of FY2020. Regional Coordinators have met with PSAP managers, IT directors and finance staff to help educate about the necessity of a 5-year technology plan and discuss present PSAP technology needs. Angie Turbeville presented the “PSAP Financial Planning Tool” staff has been using to assist in discussions with PSAPs. Pokey Harris advised staff was still refining the tool but was hopeful to put the form onto the Board’s website once it is finalized.

## **10. PSAP Report Status Update**

Kristen Falco presented the PSAP Report Status update for FY2019 and FY2020 expenditure reports. Kristen Falco noted finance staff have been prioritizing reports for PSAPs intending on applying for a grant, due to the reports needing to be finalized as a requirement for application submittal.

## **11. Closing Remarks**

Pokey Harris thanked everyone for a good meeting. Pokey Harris discussed the efforts of fund balance review and Marsha Tapler’s job as the finance director. She said all the things accomplished are testaments to the PSAP Assistance Team (PAT) concept. David Bone thanked staff for their preparation to present items concisely and thanked everyone for an efficient meeting.

The meeting was adjourned at 1:54 pm.

Bill Tracking 2021 Session, Regulatory Tracking Items of Potential Interest

Bill, Title	Explanation	Update	Link
<b>911 Board, and of potential interest to Board constituencies</b>			
H203 Extend Deadline for Police Telecommunicators	This bill should not have a substantial impact on the Board but may require reconciliation with the Board's statute regarding training. Training and funding may be impacted.	3/4 referred to Judiciary 2, if fav then to Rules. 3/31 sent to the Senate, ref to Rules 5/27 withdrawn and ref to Judiciary, if favorable, ref to Rules. 6/7 ordered enrolled, presented to Governor 6/9	<a href="#">H203v1.pdf (ncleg.gov)</a>
H213 Kelsey Smith Act	This bill, in substance, has been filed in prior sessions. The purpose is to allow law enforcement to obtain caller location data upon request. The bill does not directly impact the Board but should be of high interest to PSAPs (particularly those operated by law enforcement agencies) and wireless service providers. It relies upon definitions in GS 143B-1400.  PCS deletes 15A-300.10 (c) (the 72 hour requirement that law enforcement apply for an order), changing (d) to (c) and substituting "may" for "shall" regarding providers' establishment of procedures for disclosing call location data. 15A-300.11 (a) is modified to substitute "may" for "shall" regarding	3/4 Referred to Judiciary, if fav, then to Rules.  Similar legislation was filed as S 173 in the 2019-20 session of US Congress, H 4889 in the 2015-16 US Congress, and passed the OK Senate on 3/4/21. S Dakota became the 26 <sup>th</sup> state to adopt the law last year.  PCS filed 4/21, fav, ref to Rules. Adds a new section permitting <i>ex parte</i> action to obtain call location data if imminent risk of death or serious physical harm exists; and requires application to a court within 72 hours of the initial request	<a href="#">H213v1.pdf (ncleg.gov)</a> <a href="#">H213v2.pdf (ncleg.gov)</a> <a href="#">H213v3.pdf (ncleg.gov)</a>

	application to a court for an order to disclose call location data.	(by the authority to the wireless provider). PCS filed 5/10, sent to Senate 5/12 ref to Rules.	
H217 Utilities Commission Tech and Add'l Changes	This bill does not directly impact the Board or PSAPs. It includes a technical change relevant to DIT (§2, modifying GS 62-3) and may support local government efforts for broadband.	S 209 is parallel 3/25 sent to Senate; ref to Rules 5/7 Ratified, presented to the Governor <b>SL 2021-23</b>	<a href="#">H217v1.pdf (ncleg.gov)</a> <a href="#">H217v2.pdf (ncleg.gov)</a> <a href="#">S209v1.pdf (ncleg.gov)</a>
H289 DIT/Broadband Mapping	Expands DIT's powers and duties to include broadband maps and establish DIT as the sole provider of such for State agencies. Also establishes DIT as the State's recipient for all grants and gifts for broadband mapping.  Appropriates \$1M in nonrecurring funds for FY 20-21 for broadband mapping.	3/15 ref to Energy and Public Utilities, then Appropriations, then Rules. 3/23 committee substitute, fav.  See H384, filed 3/24, regarding local government broadband and reliance upon information available from DIT. 4/5 sent to Senate; ref to Rules	<a href="#">H289v1.pdf (ncleg.gov)</a> <a href="#">H289-PCS30197-RIa-4 (ncleg.gov)</a> <a href="#">H289v2.pdf (ncleg.gov)</a>
H304 Protect Personal Info/LEOs, Judges, DAs.	Allows individuals to request redaction of names, addresses and other personal information from public databases and publications of local governments.	Filed 3/15, ref to State Gov, then to Judiciary 1, then to Rules 5/7, sent to Senate, 5/10 ref to Rules	<a href="#">H304v1.pdf (ncleg.gov)</a> <a href="#">H304v3.pdf (ncleg.gov)</a>

H356 Speaker's Appointments Bill	Appoints Chief John T Cole of Alamance Co to fill Buddy Martinette's term: term expires 12/31/22.	Filed 3/22, calendared for 3/24 <b>Passed, SL 2021-6</b>	<a href="#">H356v1.pdf (ncleg.gov)</a> <a href="#">H356v4.pdf (ncleg.gov)</a>
H404 Immunity for 911 Dispatchers	It removes the immunity for communication service providers. It intends to provide immunity for simple negligence (not willful, wanton conduct) claims filed against PSAPs or PSAP employees.  Removing immunity for service providers may be an error of interpretation because immunity for 911 system providers was retained. Service providers have immunity under federal law and the current statute was intended to implement such immunity for claims arising under State law, i.e., the Tort Claims Act.	Filed 3/24. Sponsors are Zachary, Warren and Cleveland. 3/25 ref to Rules 4/28 PCS adds language affording a liability shield for 911 system providers reversing the original bill. Re-ref to Rules. 5/6 sent to the Senate, ref to Rules 6/10 re-referred to Judiciary, if fav, ref to Rules.	<a href="#">DRH10176-LM-42 (ncleg.gov)</a>  <a href="#">H404v2.pdf (ncleg.gov)</a>
H492	WC/Psych Trauma Related Injuries  Identifies first responders including 911 dispatchers as eligible for workers compensation if PTSD arises out of employment. See the bill for more detail.	Filed 4/5/2021, 4/8 ref to Health, then Judiciary 1, then Rules 5/5 PCS filed 5/10 sent to Senate, ref to Rules	<a href="#">DRH40306-LR-26A (ncleg.gov)</a>  <a href="#">H492v2.pdf (ncleg.gov)</a>
H741	Line of Duty Death Benefits for 911 Operators. Amends GS 143-166.2 to provide that telecommunicators who die from heart	Filed 4/28/2021	<a href="#">DRH10335-MGp-133 (ncleg.gov)</a>

	<p>attack or stroke during the course of employment qualify for death benefits.</p> <p>See the actuarial report estimating qualifying deaths as &lt; .04% of 3,750 and the fiscal impact as &lt; \$150,000 annually and therefore supporting a recurring appropriation of \$40K.</p>	<p>5/11 sent to Senate, 5/12 ref to Rules</p>	
H786	<p>Enhance Local Response/Mental Health Crisis. Provides \$500K for 5 grants to local law enforcement agencies to increase the number of officers and 911 telecommunicators that have received crisis intervention training.</p>	<p>Filed 5/3/2021, ref to Health, then to Rules</p> <p>Failed to make crossover</p>	<p><a href="#">H786v1.pdf (ncleg.gov)</a></p>
H813 Prohibit State Agencies Payment of Ransomware	<p>The bill disallows state agencies and local governments from paying ransomware demands. It modifies the existing reporting obligation for “county and municipal government agencies” to “local government entities as defined in GS 143-800(c)(1)” wherein reports of cybersecurity incidents to DIT. It adds a reporting requirement for ransomware attacks.</p>	<p>Filed 5/12/21, made crossover and ref to Senate rules 5/13/21</p>	<p><a href="#">H813v2.pdf (ncleg.gov)</a></p>
H911 GS 132-1.7, Sensitive Security Information	<p>The changes approved 6/10/21 specifically include an exception from public records for “Information containing specific details of public security plans and arrangements or the detailed plans and drawings of public buildings and infrastructure <del>facilities or plans, facilities, including detailed plans and drawings contained in, or capable of being</del></p>	<p>Filed 5/10/21, PCS 6/10/2021</p>	<p><a href="#">H911v2.pdf (ncleg.gov)</a></p>

	<u>produced from, information storage systems or geographic information system databases.”</u>		
S20 Hands Free NC	This bill repeals prior legislation relating to unlawful operation of a mobile phone while driving and replaces such legislation with unlawful operation of a wireless communication device. The bill does not expressly address 911 calls, or texts, but the language of the bill broadly includes calls and texts in emergency situations. Exceptions to the prohibition (e.g., for emergency response agencies and others) includes first responders but does not expressly include communications with PSAPs or telecommunicators.	1/28 ref to Rules Failed to make crossover	<a href="#">S20v1.pdf (ncleg.gov)</a>
S 134 H 48	Concealed Carry/Emergency Medical Personnel  Allows EMS personnel to carry a concealed weapon while on duty providing “tactical medical assistance to law enforcement” in an emergency situation.	S 134 Filed 2/24, ref to Rules: failed to make crossover  H48 sent to Senate 3/11, ref to Rules	<a href="#">S134v1.pdf (ncleg.gov)</a>  <a href="#">H48v3.pdf (ncleg.gov)</a>
S 208 Labor Law Changes	Amends GS 95-133(b) to allow the Commissioner of Labor access to medical records including dispatch and transport of individuals. The data should be accessed through DHHS.	Introduced 3/10 5/6 amendment 1 adopted 5/7 sent to House, 5/10 ref to Rules	<a href="#">S208v1.pdf (ncleg.gov)</a>  <a href="#">S208v3.pdf (ncleg.gov)</a>
<b>Federal legislation, regulation</b>			

<p>H.R. 1848 The “LIFT America Act”. See NG911 in Subtitle E, section 15001</p>	<p>Purposes include promoting NG 911, interoperability, integration with FirstNet. Increases authority of the National 911 Office, creates a National NG911 SOC, establishes a grant program for NG911 with funding of \$15B for FY 22-26 (\$24M to fund the Office and SOC).</p> <p>Seeks to replace PSAP with ‘emergency communications center’. Establishes a ‘Next Generation 9-1-1 Advisory Board’</p>	<p>Introduced 3/11, <del>Committee on Energy and Commerce will hold a hearing on 3/22.</del></p>	<p><a href="#">H.R.1848 - 117th Congress (2021-2022): To rebuild and modernize the Nation's infrastructure to expand access to broadband and Next Generation 9-1-1, rehabilitate drinking water infrastructure, modernize the electric grid and energy supply infrastructure, redevelop brownfields, strengthen health care infrastructure, create jobs, and protect public health and the environment, and for other purposes.   Congress.gov   Library of Congress</a></p>
<p>FCC Second Report and Order Amends FCC Rules Concerning Disruptions to Communications<sup>1</sup></p>	<p>Proposed rules allow state governments (and others) to have access to Network Outage Reporting System (NORS) and Disaster Information Reporting System (DIRS). Providers’ data in these reports has been presumed confidential<sup>2</sup>.</p>		<p><a href="#">Microsoft Word - NORS DIRS Info Sharing RO for Release with Fact Sheet (fcc.gov)</a></p>

<sup>1</sup> See ¶6 – all NORS filings include reporting of whether E911 was affected.

<sup>2</sup> 47 CFR 0.457(d)(vi)

<p>See p 51 for Appendix A, Final Rule, p 75 for Appendix C, Certification Form</p>	<p>Access is limited to agencies having a “need to know”<sup>3</sup> and this limited to an agency having direct responsibilities for emergency management and first responder support functions. Commission declined to exclude 911 fee diverters from eligible agencies.<sup>4</sup></p>		
<p>FCC Notice of Inquiry Open Ran Promoting deployment of 5G Open Radio Access Networks</p>	<p>The RAN is the portion of the wireless telecommunication system that connects user devices (e.g., mobile phones) with the core network that performs routing or delivery of content. RAN architectures are wide-ranging in their degree of openness.<sup>5</sup> The activity and interest in Open RAN is aimed at driving historically closed solutions to become more open and interoperable.<sup>6</sup></p> <p>Supply Chain Order<sup>7</sup> introduced the notion of “rip and replace” by funding a reimbursement program to remove older mobile wireless networks with LTE equipment or services.<sup>8</sup></p> <p>Much of the NOI focuses on collecting information about markets, products and</p>		<p>GN Docket 21-63 <a href="#">Open RAN NOI DOC-370266A1.pdf</a></p>

<sup>3</sup> ¶32, includes only agencies that have official duties that make them directly responsible for emergency management and first responder support functions. . . ¶33 expect that qualifying agencies will include state homeland security and emergency management departments, state first responder departments (including fire and law enforcement departments), and state public utility (or public service) commissions.

<sup>4</sup> ¶40

<sup>5</sup> ¶5

<sup>6</sup> ¶10

<sup>7</sup> ¶11, 12, disallowance of USF for purchase of equipment from a covered company (e.g., Huawei, ZTE, etc.), ¶13 updated R&O 12/10/2020. See 27 where the Commission notes that Germany is expected to spend 2B Euro to reduce dependency on Huawei and prioritize Open RAN. See also ¶35 requesting specific comments on American companies.

<sup>8</sup> ¶63

	<p>implementation.<sup>9</sup> There is a clear intent to avoid vertical markets and have open competition for network components.</p> <p>Seeks comments specifically focused on E911, NG911, ESInet.<sup>10</sup></p>		
FCC 988 Proceeding	<p>See geolocation document:  <a href="https://docs.fcc.gov/public/attachments/DOC-371709A1.pdf">https://docs.fcc.gov/public/attachments/DOC-371709A1.pdf</a></p> <p>Draft NPRM:  <a href="https://docs.fcc.gov/public/attachments/DOC-371279A1.pdf">https://docs.fcc.gov/public/attachments/DOC-371279A1.pdf</a></p> <p>Exploring analogies between 988 and 911 for caller location, call processing, response (referral). FCC proposed rules require CMRS providers to assume costs for call routing.</p>		
			<p><a href="#">LIS &gt; Bill Tracking &gt; SB1302 &gt; 2021 session (virginia.gov)</a></p>

<sup>9</sup> ¶30, 32

<sup>10</sup> ¶39 “potential benefits would Open RAN provide for public safety communications and emergency communications, such as 911 or wireless emergency alerting . . . would Open RAN impact the required location accuracy of 911 calls? Open RAN facilitate interoperability for public safety communications, especially as state and local 911 systems transition to IP-based networks, such as Next Generation 911 (NG 911)?”

Important dates from the rules are listed below:

February 25: Bills recommended by State Agencies

March 11: Senate local bill filing deadline

March 25: House local bill filing deadline

April 6: Senate public bill filing deadline (does not apply to constitutional amendments, elections bills, or appointments)

April 20: House filing deadline for non-budget bills

April 27: House filing deadline for budget bills

May 13: Crossover deadline for both the House and Senate in which bills must have passed at least one chamber to remain eligible for consideration.

Bills eligible to be filed in 2021 with no deadlines

- (1) Redistricting bills for House, Senate, Congress, or local entities.
- (2) Ratification of amendments to the Constitution of the United States.
- (3) Resolutions pertaining to the internal affairs of the House or adjournment resolutions.
- (4) Bills introduced on the report of the House Committees on Appropriations, Finance, or Rules



# Wilkes County Sheriff's Office

381 Executive Drive  
Wilkesboro, North Carolina 28697

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Chris L. Shew,  
Sheriff

Coordinator Stephanie Connor,

I am writing this on behalf of the Wilkes County Communications Center to formally request a review and increase in Wilkes County's seat count. Currently, Wilkes County is approved for 4 seats in the primary center and 3 backup positions. Wilkes County would like to formally request 1 additional seat in the primary center as they have seen an influx of call volume and staffing demand throughout the course of time since this has last been revisited. In the year 2020, the Wilkes County Communications Center received 36,635 911 calls and currently has 17 full-time certified staff with 14 part-time certified staff. Wilkes County Communication Center dispatches all primary law enforcement agencies, medical services, fire services, and numerous other non-emergency services throughout the county as they are the only PSAP located within the county. I thank you for your consideration in this matter and should you have any questions please feel free to contact me anytime.

Logan G. Kerr

A handwritten signature in blue ink, appearing to read "L.G. Kerr", written over a faint grid background.

Major of Operations

CC: Sheriff Chris Shew, Director Todd Lankford, & Director Pokey Harris

# RaaS - beta

## **Recording as a Service (RaaS) Agreement Sold and serviced by Carolina Recording Systems, LLC (CRS)**

The term of this Agreement for RaaS is from August 1, 2020 to July 31, 2025, unless sooner terminated as provided herein. The term will automatically renew for a subsequent 5-year period unless terminated by either party 180 days before the end of the term or Customer's failure to pay any invoice within 60 days.

CRS shall receive from Customer a prepaid annual payment each year as compensation for the provision of Services provided by CRS in Exhibit A for the RaaS Platform detailed in Exhibit B. Each annual payment will be made on or before the 1<sup>st</sup> annual renewal day of each year for the term of the contract. Each prepaid annual compensation amount may be subject to an annual increase to adjust for rising or inflationary costs which we will be reflected in the annual budgetary quote sent each year. If the payment amount for the entire term is prepaid, then the price for the agreed upon RaaS platform will be locked in for the 5-year term with no annual price increases.

Software revisions and updates designed to maintain system features which existed at the start of the term or to repair software flaws will be provided at no additional charge. If Customer has the need to expand or add to the system requirements, CRS and Customer may mutually agree to amend this Agreement to account for and accommodate those changes and additional charges or create a separate Agreement for those needs. Third party license costs and system relocations/cut-overs due to changes, updates or installation of new CPE equipment as well as radio equipment upgrades such as P25 version upgrade licenses will be charged separately at an agreed upon rate.

CRS recognizes that Customer is a governmental entity, and that the validity of this Agreement is based upon the availability of public funding under the authority of its statutory mandate. In the event that public funds are not available and not appropriated to purchase the Services specified in this Agreement, then Customer may terminate this Agreement without penalty to Customer.

This Agreement may be terminated, without cause, by either party upon one hundred and eighty (180) days written notice to the other party. Upon termination of this Agreement (with or without cause) or at the end of the term, whichever comes first, CRS may remove any and all of the equipment supplied for recording. If Customer terminates the Agreement or fails to pay any invoice within 60 days, Customer will not be owed or refunded any prepayments and will be responsible for paying for any out of pocket expenses not recouped by CRS for the Services provided including but not limited to the list price of any equipment or systems purchased by CRS for Customer. Customer may opt to pay for any out of pocket expenses not recouped by CRS for the Services provided including but not limited to the list price of the equipment or systems purchased by CRS if Customer wishes to keep and maintain the installed hardware including any recordings. Upon termination of this Agreement, CRS will use its best efforts to transfer any and all recordings for retention purposes onto a customer owned archive device at an agreed upon charge.

## Exhibit A: Services Provided

Services Provided (“Services”). The RaaS platform will be maintained for the term of the contract. CRS hereby agrees to provide the following recording as a service agreement:

- No charge will be made for necessary service repair of any equipment provided due to manufacturer defect or normal wear and tear. Customer is responsible for any out of pocket costs when a malfunction is caused by water, fire, flood or other casualty, accident, misuse, abuse, cyber-attacks or viruses, extreme temperatures, power line fluctuations, lightning, or other acts of nature or if the necessary replacement parts are not available. In no event will RaaS or Carolina Recording Systems, LLC be responsible for consequential or incidental damages beyond the sole obligation to repair or replace any defective equipment.
- Agreement provides 24/7 response, including parts and labor during the Agreement term.
- Customer should provide an onsite contact person(s) designated to perform routine maintenance and be responsible for the overall operation of the recording functionality.
- While it is our policy to check and respond to system alerts, there are circumstances such as loss of communication, internet connectivity, human error, or other factors that could interfere with our ability to identify or respond to an issue. We require that center personnel contact us immediately if they are notified by the recording system of a problem.
- Customers are eligible to receive system training as needed for site personnel at no additional cost.
- CRS recording system specialists will perform periodic system inspections and provide scheduled preventative maintenance measures to help provide a higher level of system reliability in a mission-critical environment. CRS recording systems specialists will discuss these measures with customer site personnel.
- Agreement provides for 24/7 remote and on-site service response.
- RaaS rules by relationship. If you are happy, we are happy. If you are not happy, we are not happy, and thus on it.
- If you need an SLA, we provide for 24/7 recording system specialist toll free telephone response within 30 minutes. Toll-free telephone support available at (888) 661-0202.

**Exhibit B: RaaS Recording System Platform (RaaS Platform) – Cary PD**

# of 911 Answering Positions - Primary Site (\$5,400 per position – min 4) - 8

# of Additional Channels needed (\$275 per channel) – 37

# of Additional Integrations (if needed - \$800 per position) - None

**Year 1 Annual Ongoing RaaS Pricing for Primary Site: \$61,125**

# of 911 Answering Positions - Backup Site (\$3,400 per position – min 4) - 8

# of Additional Channels needed (\$275 per channel) – None

**Year 1 Annual Ongoing RaaS Pricing for Backup Site: \$27,200**

Motorola ASTRO P25 Version Upgrades: \$19,000 per upgrade for first AIS

Motorola ASTRO P25 Version Upgrades: \$7,000 per upgrade per additional AIS

Note: Pricing adjustments will be made for any changes to the details above. Annual amounts may be subject to an annual increase to adjust for rising or inflationary costs.



# QUOTE

**For: RaaS - Recording as a Service - Cary Primary**

**Quote Prepared By**

**Cary Police Department**  
 120 Wilkinson Ave.  
 Cary, NC 27513  
 Matt Porrazzo  
 919-380-2767  
[Matt.Porrazzo@townofcary.org](mailto:Matt.Porrazzo@townofcary.org)

**Byron Burns**  
[sales@crsnc.com](mailto:sales@crsnc.com)  
 (888) 776-0202  
 Fax: (888) 776-0201  
 Help Desk: (888) 661-0202

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
8 to 12 Weeks	Net 30	FOB - Frieght, Delivery - Prepaid and Add	09/01/2020	Cary - R - 0720

Line	Qty	Model	Description	Unit Price	Ext. Price
1	8	RaaS 911	RaaS - Recording as a Service Annual Price Per Position	\$ 5,400.00	\$ 43,200.00
2	37	RaaS Add	RaaS - Additional Recording Channels	\$ 275.00	\$ 10,175.00
3	0	RaaS Int Add	Additional Integrations Per Position	\$ 800.00	\$ -
4		RaaS UpServ	Ongoing Annual Service of Upfront Cost Items (if applicable)		\$ 7,750.00
5			<b>Total RaaS Ongoing Year 1 Annual Price (Year 1 of 5-Year Term) <input type="checkbox"/></b> <b>** See RaaS Customer Agreement. Pricing assumes annual prepayment. Unless prepaid for multiple years, pricing will escalate each subsequent year for increased costs, infalation, etc. (estimated 3-5%)</b>		\$ 61,125.00
6		RaaS Upfront	RaaS - Upfront Costs (P25 Initial Licenses (being transferred), decoder equipment, etc.)		\$ 10,000.00
7		Year 1 Prepay	<b>Total Year 1 Prepayment Amount (includes upfront and 1st year annual costs, installation, training, and 24/7 CRS support)</b>		\$ 71,125.00

**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 3rd party licensing, installation, and integration work is completed by its other vendors.

**For: RaaS - Recording as a Service - Cary Backup**

**Quote Prepared By**

**Cary Police Department**  
 120 Wilkinson Ave.  
 Cary, NC 27513  
 Matt Porrazzo  
 919-380-2767  
[Matt.Porrazzo@townofcary.org](mailto:Matt.Porrazzo@townofcary.org)

**Byron Burns**  
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 Fax: (888) 776-0201  
 Help Desk: (888) 661-0202

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
8 to 12 Weeks	Net 30	FOB - Frieght, Delivery - Prepaid and Add	09/01/2020	Cary - R - 0720 BU

Line	Qty	Model	Description	Unit Price	Ext. Price
1	8	RaaS 911B	RaaS - Recording as a Service Annual Price Per Position	\$ 3,400.00	\$ 27,200.00
2	0	RaaS Add	RaaS - Additional Recording Channels	\$ 275.00	\$ -
3		RaaS UpServ	Ongoing Annual Service of Upfront Cost Items (if applicable)		\$ -
4			<b>Total RaaS Ongoing Year 1 Annual Price (Year 1 of 5-Year Term) <input type="checkbox"/></b> <b>**See RaaS Customer Agreement. Pricing assumes annual prepayment. Unless prepaid for multiple years, pricing will escalate each subsequent year for increased costs, infalation, etc. (estimated 3-5%)</b>		\$ 27,200.00
5		RaaS Upfront	RaaS - Upfront Costs (P25 Initial Licenses, decoder equipment, etc.)		\$ -
6		Year 1 Prepay	<b>Total Year 1 Prepayment Amount (includes upfront and 1st year annual costs, installation, training, and 24/7 CRS support)</b>		\$ 27,200.00

**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 3rd party licensing, installation, and integration work is completed by its other vendors.



# QUOTE

**FOR: Upgraded Eventide Communication System (DX Series) - Primary**

**Quote Prepared By**

**Cary Police Department**  
120 Wilkinson Ave.  
Cary, NC 27513

**Victor Williams**  
[sales@crsnc.com](mailto:sales@crsnc.com)  
(888) 776-0202

Matt Porrazzo  
919-380-2767  
[Matt.Porrazzo@townofcary.org](mailto:Matt.Porrazzo@townofcary.org)

Fax: (888) 776-0201  
Help Desk: (888) 661-0202

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
4 to 12 Weeks	Net 30	FOB - Frieght, Delivery - Prepaid and Add	03/01/2021	CARYFP0720

Line	Qty	Model	Description	Unit Price	Ext. Price
1	1	NexLog740DX	<b>Eventide NexLog 740 DX Recorder</b>	\$ 84,985.00	\$ 84,985.00
2	1	MotoP25	<b>Motorola P25 Integration via AIS</b> <b>Includes:</b> Integration to P25 Core via Customer-Supplied Archive Information Server (AIS) MCC7500 SDK License Fee  *Pricing does not include Motorola ASTRO P25 Version Upgrade Licenses	\$ 83,490.00	\$ 83,490.00
3	1	NAS-16512	Network Archive Storage - 4x 4TB RAID-5 (12TB) High Performance for medium to high channel count	\$ 4,795.00	\$ 4,795.00
4			<b>Equipment Total</b>		<b>\$ 173,270.00</b>
5		Credit	One-time transfer credit for Motorola Astro P25 initial licenses		<b>\$ (69,990.00)</b>
6		License xfer	Motorola ASTRO P25 license transfer charge		<b>\$ 2,999.00</b>
7		Dongle	Motorola ASTRO P25 license transfer dongle cost		<b>\$ 95.00</b>
8	1	XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	\$ 12,500.00	\$ 12,500.00
9	2	Man S&H	Manufacturer Shipping	\$ 175.00	\$ 350.00
10			<b>Solution Total</b>		<b>\$ 119,224.00</b>
11					
12		FP Terms Total	<b>5 Year Lease with Maintenance (per year)</b> <b>Solution Lease Per Year - \$23,845</b> <b>Maintenance Cost Per Year - \$34,595</b>		<b>\$ 58,440.00</b>
13					
14		FP Terms - 911	<b>5 Year Lease with Maintenance Portion (included in per year amount above)</b> <b>For 911 Eligible items (based on highlighted assumptions)</b> <b>Solution Lease Per Year - \$21,545</b> <b>Maintenance Cost Per Year - \$32,185</b>		<b>\$ 53,730.00</b>
		FP Terms - non 911	<b>5 Year Lease with Maintenance Portion (included in per year amount above)</b> <b>For non 911 Eligible items (based on highlighted assumptions)</b> <b>Solution Lease Per Year - \$2,300</b> <b>Maintenance Cost Per Year - \$2,410</b>		<b>\$ 4,710.00</b>
15		311 Maint	<b>Incremental Annual Maintenance for 311 Lines previously purchased separately (not included in amounts above)</b>		<b>\$ 630.00</b>

**Installation Notes:**

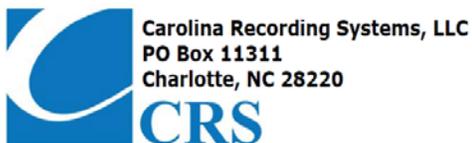
Customer's radio, telephone, and CAD vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location. Customer is responsible for insuring the necessary 3rd party licensing, installation, and integration work is completed by its other vendors.

**Cary Police Department**

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)
<b>Eventide NexLog 740 DX Recorder</b>				
NexLog740DX	NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM	1	\$7,995.00	\$7,995.00
DX701	Integrated 7" Color LCD Touch Screen Display for NexLog 740 DX-Series	1	\$1,595.00	\$1,595.00
DX730	Standard 740 DX-Series Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media)	1	\$0.00	\$0.00
324430	Rack Mount Slides - 4 Post, 3U (for NexLog 740DX)	1	\$360.00	\$360.00
DX712	Upgrade 740 DX-Series (at time of order) to 4x4TB HotSwap RAID5=12TB storage	1	\$6,190.00	\$6,190.00
DXANA24	24-Channel Analog PCIe (PCI Express) Card, 24 Ch. Licenses	2	\$6,000.00	\$12,000.00
DXANA8	8-Channel Analog PCIe (PCI Express) 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
DX755	Quad Port 100/1000 PCIe (PCI Express) Network Card (for NexLog 740 DX-Series recorder only)	1	\$1,440.00	\$1,440.00
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	3	\$1,750.00	\$5,250.00
271035	Additional Internal IP G.711 8-Channel license pack	4	\$1,750.00	\$7,000.00
271138	Eventide Interface license for Cisco Built-in-Bridge (BIB)	1	\$1,995.00	\$1,995.00
271140	Eventide Interface license (audio) for Motorola VESTA 911 (and Motorola CallWorks) IP/SPAN Recording	1	\$2,495.00	\$2,495.00
DX902	Motorola-Vesta SMS recording via i3 Logging Events	1	\$4,795.00	\$4,795.00
209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only	2	\$3,495.00	\$6,990.00
271070	Windows Screen Recording (First 5 PCs on recorder)	1	\$2,500.00	\$2,500.00
271076	Windows Screen Recording (5 additional PCs on recorder)	1	\$500.00	\$500.00
271102	NexLog API Access License: Control and Tagging	1	\$3,495.00	\$3,495.00
271014	Central Archive License (for archive to another NexLog)	1	\$1,670.00	\$1,670.00
271051	Additional Network Archive License (1 is included):	1	\$250.00	\$250.00
271083	8 pack MediaWorks DX (web) concurrent license	2	\$995.00	\$1,990.00
271167	Pack and Go Feature - For Export of Incident along with Packaged Windows-installable Player	1	\$495.00	\$495.00
271098	Geo Search/View (Requires Lat/Lon, MW PLUS, Google Maps)	1	\$995.00	\$995.00
115021	Enhanced Reports Engine	1	\$1,495.00	\$1,495.00
271077	Quality Assurance DX Software (Quality Factor): FIRST 20 Agents (Requires MediaWorks Plus/DX)	1	\$2,500.00	\$2,500.00
271082	Quality Assurance DX Software (Quality Factor): 20 Agent ADD-ON license pack	1	\$1,990.00	\$1,990.00
271165	Quality Assurance DX Software (Quality Factor): Advanced Evaluation Scheduling Option (for QA recording selection based onavailable ANI/ALI or CAD metadata in the recorder's database)	1	\$1,595.00	\$1,595.00
271111	Eventide MP3 option for MediaWorks DX	1	\$195.00	\$195.00
271109	Eventide SSL Enabler option	1	\$0.00	\$0.00
			<b>Sub-Total</b>	\$84,985.00
<b>Motorola P25 Integration via AIS</b>				
271141	Mandatory license fee for Initial Astro System Release - for end-customer with ONE AIS (or FIRST AIS) (Non-Discountable; must be pre-paid)	1	\$54,995.00	\$54,995.00
209220	Integration to Motorola ASTRO 25 system - Initial ASTRO version - SINGLE AIS	1	\$14,995.00	\$14,995.00
115015	Mandatory Remote Install Prep for P25 or TETRA; (Non-Discountable)	1	\$3,500.00	\$3,500.00
1173-000	DVSI 4-Port Networked Decoder Unit (for P25, DMR, MOTOTRBO, NXDN)	1	\$10,000.00	\$10,000.00
			<b>Sub-Total</b>	\$83,490.00

**Cary Police Department**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>	<b>List Price (Each)</b>	<b>List Price (Extended)</b>
<b>Peripherals</b>				
NAS-16512	Network Archive Storage - 4x 4TB RAID-5 (12TB) High Performance for medium to high channel count	1	\$4,795.00	\$4,795.00
			<b>Sub-Total</b>	\$4,795.00
			<b>Equipment List Sub-Total</b>	\$173,270.00
<b>Manufacturer Shipping and Handling</b>				
Man S&H	Manufacturer Shipping and Handling	1	\$175.00	\$175.00
<b>Professional Services</b>				
XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	1	\$12,500.00	\$12,500.00
			<b>Solution-total</b>	\$185,945.00



# QUOTE

**FOR: Upgraded Eventide Communication System (DX Series) - Backup**

**Quote Prepared By**

**Cary Police Department**  
 120 Wilkinson Ave.  
 Cary, NC 27513

**Victor Williams**  
[sales@crsnc.com](mailto:sales@crsnc.com)  
 (888) 776-0202  
 Fax: (888) 776-0201  
 Help Desk: (888) 661-0202

Matt Porrazzo  
 919-380-2767  
[Matt.Porrazzo@townofcary.org](mailto:Matt.Porrazzo@townofcary.org)

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
4 to 12 Weeks	Net 30	FOB - Frieght, Delivery - Prepaid and Add	03/01/2020	CARYFP0720BU

Line	Qty	Model	Description	Unit Price	Ext. Price
1	1	NexLog740DX	Eventide NexLog 740 DX Recorder - Backup Site	\$ 52,005.00	\$ 52,005.00
2			<b>Equipment Total</b>		<b>\$ 52,005.00</b>
3	1	XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	\$ 3,500.00	\$ 3,500.00
4	2	Man S&H	Manufacturer Shipping	\$ 175.00	\$ 350.00
5			<b>Solution Total</b>		<b>\$ 55,855.00</b>
6					
7		FP Terms Total	<b>5 Year Lease with Maintenance (per year)</b> <b>Solution Lease Per Year - \$11,170</b> <b>Maintenance Cost Per Year - \$10,920</b>		<b>\$ 22,090.00</b>

**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 3rd party licensing, installation, and integration work is completed by its other vendors.

**Cary Police Department**

Part Number	Description	Quantity	List Price (Each)	List Price (Extended)
<b>Eventide NexLog 740 DX Recorder - Backup Site</b>				
NexLog740DX	NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM	1	\$7,995.00	\$7,995.00
DX701	Integrated 7" Color LCD Touch Screen Display for NexLog 740 DX-Series	1	\$1,595.00	\$1,595.00
DX730	Standard 740 DX-Series Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media)	1	\$0.00	\$0.00
324430	Rack Mount Slides - 4 Post, 3U (for NexLog 740DX)	1	\$360.00	\$360.00
DX706	Upgrade 740 DX-Series (at time of order) to 2x4TB HotSwap RAID1=4TB storage	1	\$4,190.00	\$4,190.00
DXANA24	24-Channel Analog PCIe (PCI Express) Card, 24 Ch. Licenses	1	\$6,000.00	\$6,000.00
109033-003	Quick Install Kit (9 ft. Cable + "66" Block):	1	\$220.00	\$220.00
DX754	Dual Port 100MB/1000 PCIe (PCI Express) Network Card (for NexLog 740 DX-Series recorder only)	1	\$660.00	\$660.00
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	2	\$1,750.00	\$3,500.00
271140	Eventide Interface license (audio) for Motorola VESTA 911 (and Motorola CallWorks) IP/SPAN Recording	1	\$2,495.00	\$2,495.00
DX902	Motorola-Vesta SMS recording via i3 Logging Events	1	\$4,795.00	\$4,795.00
209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only	2	\$3,495.00	\$6,990.00
271070	Windows Screen Recording (First 5 PCs on recorder)	1	\$2,500.00	\$2,500.00
271076	Windows Screen Recording (5 additional PCs on recorder)	1	\$500.00	\$500.00
271102	NexLog API Access License: Control and Tagging	1	\$3,495.00	\$3,495.00
271014	Central Archive License (for archive to another NexLog)	1	\$1,670.00	\$1,670.00
271083	8 pack MediaWorks DX (web) concurrent license	1	\$995.00	\$995.00
271111	Eventide MP3 option for MediaWorks DX	1	\$195.00	\$195.00
271109	Eventide SSL Enabler option	1	\$0.00	\$0.00
			<b>Sub-Total</b>	\$52,005.00
<b>Manufacturer Shipping and Handling</b>				
Man S&H	Manufacturer Shipping and Handling	1	\$175.00	\$175.00
<b>Professional Services</b>				
XXXX	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training.	1	\$3,500.00	\$3,500.00
			<b>Solution-total</b>	\$55,680.00

# Cost Analysis for both products

	RaaS	Flex Pay (1 server)	Flex Pay with 8% Interest (1 server)
One-Time Eligible Amount (P25 - Moto licenses transferred)	\$10,000		
911 Board Eligible Annual Amounts	\$78,150	\$75,820	\$82,906
Delta		\$2,330	-\$4,756
Year 2	\$80,495	\$78,095	\$85,393
Year 3	\$82,909	\$80,437	\$87,955
Year 4	\$85,397	\$82,851	\$90,593
Year 5	\$87,959	\$85,336	\$93,311
Total 5 Year	\$424,909	\$402,539	\$440,157
Delta		\$ 22,370	\$(15,248)
Annual Delta		\$ 4,474	\$ (3,050)

Note: Assumes a Years 2-5 include a 3% annual increase for inflation, etc.

- If CRS charges interest like normal lease situations, RaaS is less expensive. RaaS avoids having to consider charging interest.
- Even without interest, RaaS is not materially different per year.
- CRS is considering not to continue offering the Flex Pay option going forward (RaaS is the substitute for Flex Pay)
- If RaaS is not approved, CRS will begin to look into traditional leasing.

June 2, 2021



**Carolina Recording Systems**

1(888)776-0202 | [www.crsnc.com](http://www.crsnc.com)

# Town of Cary Police Department RaaS Proposal

SUBMITTED BY:

CAROLINA RECORDING SYSTEMS, LLC  
PO BOX 11311  
CHARLOTTE, NC 28220

## Table of Contents

About RaaS.....	2
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RaaS Recording System Software: .....	4
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Official RaaS Quote – Backup Site .....	6

## ABOUT RAAS

RaaS is a recording as a service (RaaS) platform for mission-critical communication, 24/7, 365 days a year. We are providing PSAPS, public safety, and other mission-critical agencies with a unique way to record their communication by purchasing a subscription-based service.

**Is it Opex or Capex?** Instead of purchasing a recording system and replacing it every 3-5 years (capital expenditure), we will provide and maintain any necessary equipment in order to provide a subscription-based service that will be renewed and paid on an annual basis (operating expenditure). We will continue to provide the same annual support and training that our customers demand and deserve (24/7 remote and onsite support) all baked into the annual subscription price per position.

**24/7 Remote and Onsite Service.** RaaS was dreamed up and designed by the top recording system experts in the world. It is exclusively sold and supported by hand selected local recording system dealers like Carolina Recording Systems who only specialize mission-critical call center recording and who employ local certified Recording System Specialists.

**System Inspections and Preventative Maintenance.** Recording system specialists will perform periodic system inspections and provide scheduled preventative maintenance measures to help provide a higher level of system reliability in a mission-critical environment.

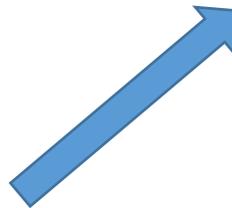
**Software Revisions and Updates.** The RaaS annual subscription provides software revisions and updates designed to maintain system features or repair software flaws. RaaS also covers maintenance and repairs for any normal wear and tear for any hardware supplied at no additional cost and plans to refresh the hardware on a regularly scheduled basis.

**Unlimited Training as Needed.** Well trained customers are happier and lower maintenance. RaaS Customers are eligible to receive system training as needed for application users and administrative personnel at no additional cost.

## RAAS 911 RECORDED RESOURCES

911 Eligible Resources being recorded

- 911 Voice Paths
- Radio Dispatch
- 1 Callback line per position
- Text to 911



**RaaS Subscription  
Price Per Position**

**Primary Site - \$5,400 per year**  
**Backup Site - \$3,400 per year**  
**(4 position minimum)**

Town of Cary Police Department 911 Recorded Resources:

### Primary Site

8 Vesta Phone Positions (8 VoIP via Vesta Switches)
8 Vesta Phone Positions (8 Analog via Vesta SAM Interface)
8 ESINet i3 or RFAI Trunks (8 VoIP via Vesta Switches)
8 Admin / Ringdown Lines (8 Analog via Telco Block)
9 Motorola P25 Talk Paths (9 VoIP via Motorola AIS)
14 Radio Channels (14 Analog)
8 MCC 7500 Radio Consoles (8 Analog via MCC 7500 Select/Transmit Audio)
SMS Text-to-911 (TCP IP via Vesta Switches)
ANI ALI Data (RS232 via Vesta CDR)

### Backup Site

8 Vesta Phone Positions (8 VoIP via Vesta Switches)
8 Vesta Phone Positions (8 Analog via Vesta SAM Interface)
8 ESINet i3 or RFAI Trunks (8 VoIP via Vesta Switches)
8 Admin / Ringdown Lines (8 Analog via Telco Block)
7 Radio Channels (7 Analog)
8 MCC 7500 Radio Consoles (8 Analog via MCC 7500 Select/Transmit Audio)
SMS Text-to-911 (TCP IP via Vesta Switches)
ANI ALI Data (RS232 via Vesta CDR)

## RAAS RECORDING SYSTEM SOFTWARE:

Configuration, playback, retrieval, and incident management is accessed via a secured web interface. The **web-based application** eliminates the need for software to install. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process. RaaS also provides multiple choices for archive redundancy and network archiving.

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, two factor authentication and account lock-out. System access can also be controlled by active directory. In addition, each user's access and actions are audited and available for review.

RaaS uses 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 and voice annotations, redaction, obfuscation, and protection. The incident reconstruction software helps users quickly find and export recordings. RaaS provides 1 concurrent license per position.

RaaS gives a system administrator the capability for defining **customized groups, users and channels** through the web-based interface.

We have included the **MOTOROLA ASTRO P25 licenses** which are required for interfacing a logging recorder with the Motorola MCC 7500 Archiving Interface Server (AIS). The MCC 7500 radio consoles are IP-based, so a Motorola approved interface is required to capture and record audio transmitted over radio talk groups from the MCC 7500 consoles for dispatch relaying 911 call information to first responder(s).

RaaS will provide the Town of Cary Police Department the following advanced recording system features (at no additional cost):

**Quality Assurance Software:** RaaS will provide call evaluation software that helps managers evaluate and quantify call taker proficiency in each area of performance specific to a communications center. The QA software includes an evaluation form builder to quickly design forms that identify key performance results on an individual, shift, and center basis. It also includes the ability to capture and evaluate all workstation activity through a screen capture functionality. The playback of the screen activity can be viewed along with the calls for quality assurance, training, incident recreation, and exporting. Customizable quality assurance reports (both tabular and graphical) can be run at any time or scheduled for delivery. These daily, weekly, and monthly reports provide managers with valuable information about their centers' performance. The quality assurance software and reporting functionality helps focus on areas that need improvement, provide analytical support data to bolster budgetary requests, and address citizen or government quality/performance inquiries.

## OFFICIAL RAAS QUOTE – PRIMARY SITE



# RaaS

# QUOTE

**For: RaaS - Recording as a Service - Cary Primary Site**

**Quote Prepared By**  
 Byron Burns  
[sales@crsnc.com](mailto:sales@crsnc.com)  
 (888) 776-0202  
 Fax: (888) 776-0201  
 Help Desk: (888) 661-0202

Town of Cary Police Department  
 Attn: Doug Workman  
[Doug.Workman@townofcary.org](mailto:Doug.Workman@townofcary.org)  
 (919)-469-7969

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
8 to 12 Weeks	Net 30	FOB - Frieght, Delivery - Prepaid and Add	07/01/2021	Cary-R-0521

Line	Qty	Model	Description	Unit Price	Ext. Price
1	8	RaaS 911	RaaS - 911 Recording as a Service Annual Price Per Position (up to 12 positions)	\$ 5,400.00	\$ 43,200.00
2	15	RaaS AddCH	RaaS - Additional Recording Channels	\$ 275.00	\$ 4,125.00
3	0	RaaS AddF	RaaS - Additional Advanced Recording System Features - Annual Price Per Position	\$ 800.00	\$ -
4	0	RaaS P25MVU	RaaS - Motorola P25 ASTRO Version Upgrades (if applicable - can be paid when needed)	\$ 19,000.00	\$ -
5		RaaS UpServ	Ongoing Annual Service of Upfront Cost Items (if applicable)		\$ 7,750.00
6	8	RaaS/Reseller	RaaS/Reseller Commission Annual Fee Per Position	\$ 400.00	\$ 3,200.00
7			<b>Total RaaS Ongoing Year 1 Annual Price (Year 1 of 5-Year Term)☐</b> <b>**See RaaS Customer Agreement. Pricing assumes annual prepayment. Unless prepaid for multiple years, pricing will escalate each subsequent year for increased costs/infalation (estimated 3-5%)</b>		\$ 58,275.00
8		RaaS UpP25M	Initial Motorola P25 Integration Charge RaaS		\$ 83,490.00
9		Credit	One-time license credit (for P25 Initial License transfer)		\$ (73,490.00)
10		Year 1 Prepay	<b>Total Year 1 Prepayment Amount (includes upfront and 1st year annual costs, installation, training, and 24/7 CRS support)</b>		\$ 68,275.00

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 3rd party licensing, installation, and integration work is completed by its other vendors.

## OFFICIAL RAAS QUOTE – BACKUP SITE



# RaaS

# QUOTE

**For: RaaS - Recording as a Service - Cary Backup Site**

**Quote Prepared By**  
 Byron Burns  
[sales@crsnc.com](mailto:sales@crsnc.com)  
 (888) 776-0202  
 Fax: (888) 776-0201  
 Help Desk: (888) 661-0202

Town of Cary Police Department  
 Attn: Doug Workman  
[Doug.Workman@townofcary.org](mailto:Doug.Workman@townofcary.org)  
 (919)-469-7969

Est. Delivery	Terms	Shipping Terms	Quote Valid Through	Quote Number
8 to 12 Weeks	Net 30	FOB - Frieght, Delivery - Prepaid and Add	07/01/2021	Cary-R-0521BU

Line	Qty	Model	Description	Unit Price	Ext. Price
1	8	RaaS 911E-BU	RaaS - Recording as a Service Annual Price Per Position (Backup - 4 minimum)	\$ 3,400.00	\$ 27,200.00
2	0	RaaS AddCH	RaaS - Additional Recording Channels	\$ 275.00	\$ -
3	0	RaaS AddF	Additional Advanced Recording System Features - Annual Price Per Position	\$ 800.00	\$ -
4	8	RaaS/Reseller	RaaS/Reseller Commission Annual Fee Per Position	\$ 400.00	\$ 3,200.00
5			<b>Total RaaS Ongoing Year 1 Annual Price (Year 1 of 5-Year Term) <input type="checkbox"/></b> <b>**See RaaS Customer Agreement. Pricing assumes annual prepayment. Unless prepaid for multiple years, pricing will escalate each subsequent year for increased costs/infalation (estimated 3-5%)</b>		\$ 30,400.00
6		Year 1 Prepay	<b>Total Year 1 Prepayment Amount (includes upfront and 1st year annual costs, installation, training, and 24/7 CRS support)</b>		\$ 30,400.00

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 3rd party licensing, installation, and integration work is completed by its other vendors.

**Lease Option Total as Originally Presented in January 2021**

Equipment Annual Cost for Primary:	\$23,845.00
Maintenance Annual Cost for Primary:	\$34,595.00
311 Lines:	\$630.00
Equipment Annual Cost for Backup:	\$11,170.00
Maintenance Annual Cost for Backup:	\$10,920.00
<b>Year 1 Cost w/Lease:</b>	<b>\$81,160.00</b>
<b>Year 2 Cost w/3% increase on maintenance</b>	<b>\$83,594.80</b>
<b>Year 3 Cost w/3% increase on maintenance</b>	<b>\$86,102.64</b>
<b>Year 4 Cost w/3% increase on maintenance</b>	<b>\$88,685.72</b>
<b>Year 5 Cost w/3% increase on maintenance</b>	<b>\$91,346.30</b>
<b>Total 5 year cost for lease w/3% yearly increase</b>	<b>\$430,889.46</b>

**RaaS Option Total as Presented in August 2020**

Primary (\$5400.00 per position)	\$43,200.00
Additional Channels Needed (\$275.00 per channel x 37)	\$10,175.00
Ongoing Annual Service of Upfront Cost Items	\$7,750.00
Backup (\$3,400.00 per position)	\$27,200.00
	<u>\$88,325.00</u>
One Time Cost for decoder equipment, license transfer:	\$10,000.00
<b>Year 1 Cost w/RaaS option:</b>	<b>\$98,325.00</b>
<b>Year 2 w/3% increase on RaaS</b>	<b>\$90,974.75</b>
<b>Year 3 w/3% increase on RaaS</b>	<b>\$93,703.99</b>
<b>Year 4 w/3% increase on RaaS</b>	<b>\$96,515.11</b>
<b>Year 5 w/3% increase on RaaS</b>	<b>\$99,410.57</b>
<b>Total 5 year RaaS w/3% yearly increase</b>	<b>\$478,929.42</b>

**Lease Option ETSF Eligible Noted by CRS in PowerPoint on April 27th with 8% increase**

Lease Cost Primary	
Maintenance Cost Primary:	
Lease Cost Backup	
Maintenance Cost Primary:	
AIS Integration:	<u>Included in Lease</u>
Information was not presented to account for what is included in this price from CRS	
Year 1 Cost w/Lease option	\$82,906.00
<b>Year 2 Cost w/8% increase on maintenance</b>	\$85,393.00
<b>Year 3 Cost w/8% increase on maintenance</b>	\$87,955.00
<b>Year 4 Cost w/8% increase on maintenance</b>	\$90,593.00
<b>Year 5 Cost w/8% increase on maintenance</b>	<u>\$93,311.00</u>
<b>Total 5 year cost/8% increase on maintenance</b>	\$440,158.00

**RaaS Option Presented 6/2/2021**

Primary (\$5400.00 per seat)	\$43,200.00
Additional Recording Channels (\$275.00 per channel x 15)	\$4,125.00
Ongoing Annual Service	\$7,750.00
RaaS Reseller/Commission Fees(\$400 per seat)	\$6,400.00
Backup	\$27,200.00
One-Time Integration Fee for decoders	<u>\$10,000.00</u>
<b>Year 1 Cost w/RaaS Option</b>	\$98,675.00
<b>Year 2 w/3% increase on RaaS</b>	\$91,335.25
<b>Year 3 w/3% increase on RaaS</b>	\$94,075.31
<b>Year 4 w/3% increase on RaaS</b>	\$96,897.57
<b>Year 5 w/3% increase on RaaS</b>	\$99,804.49
<b>Total 5 year RaaS Cost w/3% increase</b>	\$480,787.62

North Carolina 911 Board PSAP Revenue/Expenditure Report Status as of June 11, 2021

**FY2019 Reports:**

Total Received: **127**

Completed: **93**

Clarification – in process: **27**

Reports awaiting review: **0**

Review complete – waiting on signed revised report: **7**

Report received – no documentation for review: **0**

**REPORT** not received: **0**

**FY2020 Reports:**

Total Received: **127**

Completed: **41**

Clarification – in process: **33**

Reports awaiting review: **45**

Review complete – waiting on signed revised report: **8**

Report received – no documentation for review: **0**

**REPORT** not received: **0**