

DATE: April 29, 2020
TO: 911 Emergency Response Advisory Committee
FROM: Jenn Felter, Communications Supervisor, Washoe County 775/333-7017, jfelter@washoecounty.us
THROUGH: Sheriff Darin Balaam, Washoe County Sheriff's Office
SUBJECT: FUNDING REQUEST – Five (5) WEST POWER 9-1-1 LAPTOP CALL HANDLING WORKSTATIONS FOR WASHOE COUNTY – A review, discussion and possible action to approve, deny or otherwise modify a request for purchase of five (5) Intrado Laptop Power 9-1-1 Call Handling Workstations to provide remote back up call taking abilities for Washoe County Communications off-site, at a onetime cost not to exceed **\$45,229.75 OR** at no cost upon customer entering into a new agreement for Intrado 911 routing on or before December 31, 2020.

SUMMARY

PUBLIC SAFETY TRAINING CONFERENCE FOR PRIMARY PSAP (Public Safety Answering Point) WASHOE COUNTY SHERIFF'S OFFICE COMMUNICATIONS:

A review, discussion and possible action to approve, deny or otherwise modify a request for purchase of five (5) Intrado Laptop Power 9-1-1 Call Handling Workstations to provide remote back up call taking abilities for Washoe County Communications off-site, at a onetime cost of; **\$45,229.75** or at no cost upon customer entering into a new agreement for Intrado 911 routing on or before December 31,2020. The cost includes the; Five (5) Intrado Laptop Power 9-1-1 Call Handling Workstations, Professional Service, and Maintenance Service at a heavily discounted COVID-19 price point (above) with a five (5) year agreement. This will not impact the expenditures of the Washoe Great Migration Service contract.

Washoe County Sheriff's Office is seeking to purchase these five (5) Power 9-1-1 Call Handling Workstations as outlined in the quote (52462 v.1), entitled; Laptops for Washoe County, NV. However, Intrado has offered two different options to obtain the five (5) Power 9-1-1 Call Handling Workstations (as outlined below):

The **First**, is that our Washoe Great Migration Service contract is set to expire on, July 2022. Meaning Washoe County would enter into negotiations one year earlier than expiration which places the contract negotiations coming up in 2021. That said, we would immediately request to go into contract negotiations with Intrado.

Project kick-off would start immediately after Board decision and would be met by all three (3) PSAP's approval. When Washoe County enters into a new agreement for Intrado's 911 routing services on or before December 31, 2020, the five (5) laptops that were provided to Washoe County Communications Center would be at no charge.

Additionally, Intrado committed to negotiating in the contract a onetime all-inclusive laptop fee to City of Reno, and City of Sparks Communications Centers paid through the contract term.

The **second** is the customer agrees to pay **\$45,229.75**, If Customer does not enter into abovementioned agreement by December 31, 2020, Intrado will invoice Customer for all charges under this Quote. Customer commits to pay for such charges whether or not it issues a purchase order to Intrado.

The committed purchase of the five (5) Intrado Laptop Power 9-1-1 Call Handling Workstations are NOT TO EXCEED: **\$45,229.75**.

PRODUCT DESCRIPTION:

Software VPN for remote laptop-based call handling positions

A Laptop based Power 911 position can be used at either home PSAP or at a remote internet location. Both the home PSAP and the remote internet location have secure connectivity to the Internet.

Functionality outside the home PSAP is simple. Move the laptop to the alternate location, connect Sonic to laptop (via USB) and headset (via standard jack), power up, establish the Internet connection on the laptop, log into the Soft VPN client, login to Power 911 and use as a call handling position.



NRS APPLICABLE: NRS 244A.7645

Provides approval of costs associated with purchasing, leasing or renting the equipment and software necessary to operate the enhanced telephone system, including, without limitation, equipment and software that identify the number or location from which a call is made, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholders are the area primary Public Safety Answering Points (PSAP) – Washoe County Sheriff's Office Communications, City of Sparks Emergency Communications and City of Reno Public Safety Dispatch.

PREVIOUS ACTION BACKGROUND

An E-911 Board decision was made at the May 2019 Board Meeting to deny the expenditures of four (4) Intrado (formally West) Laptop Power 9-1-1 Call Handling Workstations due to the reoccurring monthly cost.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Board approve the purchase of five (5) Intrado Power 9-1-1 Laptop Call Handling Workstations to provide remote back up call taking abilities for Washoe County Communications Center to remotely access the current 911 phone system off-site during emergencies. In addition, provide all on-going technical support and service for each laptop at the onetime purchase fee not to exceed purchase of: **\$45,229.75** or at no cost upon customer entering into a new agreement for Intrado 911 routing on or before December 31, 2020.

POSSIBLE MOTION

Should the committee agree with staff's recommendation, a possible motion would be: "Move to approve the purchase of five (5) Intrado Power 9-1-1 Laptop Call Handling Workstations to provide remote back up call taking abilities for Washoe County Communications Center and to remotely access the current 911 phone system off-site during emergencies. In addition, provide all on-going technical support and service for each laptop at the onetime purchase fee not to exceed a cost of **\$45,229.75** or at no cost upon customer entering into a new agreement for Intrado 911 routing on or before December 31, 2020."



Laptops

for

Washoe County Sheriff, NV

(Direct Sale)

Quote Number: 52462 v.1

April 09, 2020

ACCEPTED AND AGREED:

Total Purchase Amount: \$45,229.75 (see Note 5 below)

Customer Entity Name: WASHOE COUNTY 9-1-1 EMERGENCY RESPONSE

By: _____

Name: _____

Title: _____

Date Signed: _____

By signing above, Customer acknowledges and agrees with the terms of the box checked below:

A customer purchase order is required to pay any invoice relating to this quote. Customer acknowledges that Intrado will not ship any equipment or software, or commence any services, until it has received customer's corresponding purchase order.

A customer purchase order is NOT required to pay any invoice relating to this quote. The signature above authorizes Intrado to ship, provide services, and invoice customer.

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

Summary - 5 Years - Washoe County Sheriff

Item	Cost
Systems	\$55,525.00
Services	\$9,629.75
Maintenance	\$3,075.00
Discount	(\$23,000.00)
Total:	\$45,229.75

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Discount	Totals
Year 1	\$55,525.00	\$9,629.75		\$615.00	(\$22,170.76)	\$43,598.99
Year 2				\$615.00	(\$207.31)	\$407.69
Year 3				\$615.00	(\$207.31)	\$407.69
Year 4				\$615.00	(\$207.31)	\$407.69
Year 5				\$615.00	(\$207.31)	\$407.69
Totals	\$55,525.00	\$9,629.75		\$3,075.00	(\$23,000.00)	\$45,229.75

Configuration Parameters - Washoe County Sheriff

Site Configuration

Total Positions	5
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Systems

VIPER	\$4,400.00
Additional Positions	\$1,500.00
IWS Workstations	\$675.00
Laptops	\$45,300.00
Peripheral Hardware	\$1,250.00
Network Equipment	\$2,400.00
DISCOUNT	(\$23,000.00)

Professional Services

Staging	\$1,250.00
Installation	\$3,000.00
Project Management Services	\$5,379.75

Maintenance

Software Protection and Remote Tech Support	\$1,500.00
Antivirus Recurring Fees	\$1,575.00

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2			
				Subtotal	\$4,400.00
Additional Positions					
E11058	DOCKING STATION, DELL, THUNDERBOLT, 130W	5			
				Subtotal	\$1,500.00
IWS Workstations					
914600/3	IWS External Programmable Keypad - 24 Buttons	5			
				Subtotal	\$675.00
Laptops					
914114/BAK	Portable 9-1-1 Position (Back-up)	5			
E10219	KEYBOARD 105 Keys English, MOUSE Optical, USB WIRED, MICROSOFT	5			
				Subtotal	\$45,300.00
Peripheral Hardware					
960103	Network Cabling	5			
				Subtotal	\$1,250.00
Network Equipment					
P10226	MODULE, TRANSCEIVER, SFP, Gigabit Ethernet, Single-mode Fibers	4			
				Subtotal	\$2,400.00
Staging					
950852	Front Room Equipment Staging - Per Position	5			
				Subtotal	\$1,250.00
Installation					

950104	Professional Services (per Day)	2		
			Subtotal	\$3,000.00
Project Management Services				
950510	Project Management Services	1		
			Subtotal	\$5,379.75
Software Protection and Remote Tech Support				
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 1	5		
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	5		
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 3	5		
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 4	5		
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 5	5		
			Subtotal	\$1,500.00
Antivirus Recurring Fees				
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	5		
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	5		
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	5		
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	5		
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	5		
			Subtotal	\$1,575.00
DISCOUNT				
DISCOUNT MNTC	Maintenance Discount	1		
DISCOUNT SVC	Service Discount	1		
DISCOUNT SYST	System Discount	1		
			Subtotal	(\$23,000.00)
			Total	\$45,229.75

Notes

- 1 • This quote provides 5 remote backup laptop positions to Washoe County Sheriff. These positions are to be used when the primary positions are down. This will be accomplished by LAN cabling extension to a separate room. Quote includes remote technical Intrado support.

Minimum System Requirements:

- Windows 10 Laptops with VPN
 - VIPER v5.1 KB 19252 19253 (note there is a newer VIPER KB 19555 19556 that should be applied, an upgrade is required)
 - Power911 v6.4.0.289
 - MapFlex 5.4 sp1
 - Domain Controller is Windows Server 2012
 - Laptop must be Intrado purchased
 - Securities needs to be v2.4 (needed for laptop domain policy)
 - Anti-Virus needs to be at v14.2
 - Sufficient Internet Access via a firewall

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- 2 **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, Intrado will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.
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3 Comprehensive Project Management

This is a service offered to partners that do not have a Project Manager assigned to the project, where Intrado's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
 - Scope of Work is completed (includes a Project Schedule of key dates)
 - Review system design
 - Site and/or network diagram are completed as required
 - 3rd Party contractors included in the sales order are contacted and managed
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- Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
- Comprehensive risk assessment and mitigation planning
- Overall project coordination
- Weekly project status meetings are scheduled, led and documented
- Customer configuration for staging is collected and communicated
- Equipment staging (if ordered) and shipping is managed"
- Coordinate on-site delivery
- Equipment receipt and inventory is validated
- Intrado resources are scheduled and managed with project implementation and cut-over requirements
- Maintain all project related communications and documentation
- Complete Site Book for delivery to end customer at time of handover to service
- Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

4 **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least one year duration, is required at the time of any new system purchase.

Software Protection and Remote Technical Support cannot be deleted from quotes or system orders.

Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.

b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

a) Payment in full for the lapsed period at the prevailing per-seat rate

b) Purchase of a new maintenance agreement (one-year or five-year)

c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

Software Protection

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Intrado will publish periodic software release bulletins to customers which announce important product updates for Intrado software. Customers may then request the new update from Intrado based on applicability of the release to customer's system. Customer is responsible for installation of all these releases, unless the On-Site

Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

Remote Technical Support

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

5 Special Offer Terms

The laptops and services described herein will be at no charge provided that Customer enters into a new agreement for Intrado's 911 routing services on or before 31 December 2020.

If such agreement is entered into, Intrado will provide Washoe County Sheriff with five EA laptops consistent with those identified in this Quote at no charge. In addition, Intrado will provide ongoing Software Subscription and Remote Technical Support for all laptops described in this note 5 for the duration of such revised agreement, at no additional charge.

If Customer does not enter into such agreement by 31 December 2020, Intrado will invoice Customer for all charges under this Quote. Customer commits to pay for such charges whether or not it issues a purchase order to Intrado

Terms

VENDOR NAME	Intrado Life & Safety Solutions Corporation
	Include quote number and customer EIN/Tax Identification Number on P.O.
SUBMIT P.O.	ordermanagement.safetyservices@west.com
PRICING	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
DISCOUNT	Maintenance and Recurring service discounts will be applied proportionately to each year of service purchased. If services are cancelled for future years, no refund or credit will be issued relating to such discount.
SHIPPING TERMS	FCA (Montreal), INCOTERMS 2010
PAYMENT	Per Contract
DELIVERY	TBD
VALIDITY	Quote expires on October 02, 2020. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
COPYRIGHT	The information contained in this document is proprietary to Intrado Life & Safety Solutions Corp and is offered solely for the purpose of evaluation.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	RCRAWFORD	Original	April 05, 2020