



**SNOHOMISH COUNTY 911 BOARD OF DIRECTORS
EMERGENCY MEETING AGENDA**

Web Conference

Meeting URL https://bluejeans.com/9120469319?src=join_info

Meeting ID: 912 046 931 9

Dial In: +1.408.740.7256

Enter the meeting ID followed by #

Wednesday, April 8, 2020

8:00 a.m.

- 1) Call to Order and Announcements
- 2) New Business
 - A. Tertiary 911 Center
- 3) Adjourn

ACTION PROPOSAL FORM

Date: 4/8/2020 (Revised)

Action Title: Tertiary 911 Location

Time Sensitivity: Emergency



Background / Purpose:

On 3/13 SNO911 activated our South Campus back-up ECC (Emergency Communications Center) in Mountlake Terrace after consultation with the EMS Medical Director. This has allowed us to physically distance 911 Emergency Dispatchers. This effort is accompanied with a number of other steps regarding maintaining safe workplaces. However, given what we now know about how quickly the COVID-19 virus spreads, keeping only two facilities with a group of employees physically together remains a significant risk. With existing infrastructure, SNO911 already has the majority of the technical systems necessary to deploy a tertiary site with the exception of 911 telephone (Viper) workstations and a physical location.

Utilization of a tertiary location assists with the County's readiness for a number of uses, including the ability to relocate all staff from a facility that requires immediate cleaning, overflow if activity spikes, integration of Police or Fire Operations Command, joint response to staffing crises with other regional ECCs, and potentially for asymptomatic employees who have valid reasons to request self-isolation but still desire to work.

This authorization covers the following:

1. Ten Viper Rapid-Deploy Mobile 911 Phones, including configuration/implementation and recorder system licenses \$190,035.
2. Short-term (6-month) Lease costs \$20,000-**\$47,000** (Estimate)
3. Workstation furniture and chairs, base radio hardware and related supplies \$10,000 (Estimate)
4. Location preparation (internet, electricity, plumbing, etc.) \$12,000 (Estimate)

There is currently a backlog of agencies in North America working to acquire these Viper 911 licenses and SNO911 desires to move quickly. The installation and configuration will occur remotely and no vendor visits are required. These licenses will provide benefit outside of the current pandemic because we will have the ability to deploy them in a variety of configurations into the future.

Recommendation/Motion:

Authorize SNO911 to move forward with the necessary plans to rapidly develop a temporary tertiary center in response to the declared public health emergency, recognizing that all costs are not available but are not expected to be greater than **\$260,000**, to include up to 10 Viper licenses, with the consideration of purchasing fewer licenses.

Funding Source: Capital Plan Fund 80



Laptops

for

Snohomish County, WA

(Direct Sale)

Quote Number: 51994

Version: 3

April 01, 2020

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 - Snohomish County

Item	Cost
Systems	\$139,125.00
Services	\$27,218.25
Maintenance	\$3,150.00
Total:	\$169,493.25

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
Year 1	\$139,125.00	\$27,218.25		\$630.00	\$166,973.25
Year 2				\$630.00	\$630.00
Year 3				\$630.00	\$630.00
Year 4				\$630.00	\$630.00
Year 5				\$630.00	\$630.00
Totals	\$139,125.00	\$27,218.25		\$3,150.00	\$169,493.25

Configuration Parameters - Snohomish County

Site Configuration

Total Positions	10
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Systems

VIPER	\$26,175.00
Power MIS	\$6,352.50
Laptops	\$97,537.50
Power 911 Hardware	\$2,560.00
Object Server Hardware	\$2,700.00
Common Hardware	\$1,100.00
Freight Charges	\$200.00

Professional Services

Staging	\$2,500.00
Installation	\$10,500.00
Engineering Services	\$3,000.00
Project Management Services	\$13,718.25

Maintenance

Antivirus Recurring Fees	\$3,150.00
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Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
911SIP	9-1-1 Ingress via SIP - License per position	10			
912850	VIPER Integrated ACD (Per Position)	10			
				Subtotal	\$26,175.00
Power MIS					
920102	Power MIS Data Access License	10			
				Subtotal	\$6,352.50
Laptops					
914114/BAK	Portable 9-1-1 Position (Back-up)	10			
914158	Laptop VPN Support License	10			
914158/CD	Laptop VPN - Installation Media	1			
				Subtotal	\$97,537.50
Power 911 Hardware					
924143/8	IWS Server - Underlying Software – Windows 2012 migration package	1			
				Subtotal	\$2,560.00
Object Server Hardware					
924143/10	Windows 2012 Migration package	2			
				Subtotal	\$2,700.00
Common Hardware					
924143/12	Symantec Backup exec - Windows 2014 Migration package	1			
				Subtotal	\$1,100.00
Staging					
950852	Front Room Equipment Staging - Per Position	10			
				Subtotal	\$2,500.00
Installation					

950104	Professional Services (per Day)	7	\$1,500.00	\$1,500.00	\$10,500.00
				Subtotal	\$10,500.00

Engineering Services

950516	Network Provisioning Services per day	2	\$1,500.00	\$1,500.00	\$3,000.00
				Subtotal	\$3,000.00

Project Management Services

950510	Project Management Services	1	\$0.00	\$13,718.25	\$13,718.25
				Subtotal	\$13,718.25

Freight Charges

FREIGHT	Freight Charges	1	\$0.00	\$200.00	\$200.00
				Subtotal	\$200.00

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	10	\$63.00	\$63.00	\$630.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	10	\$63.00	\$63.00	\$630.00
				Subtotal	\$3,150.00

Total **\$169,493.25**

Notes

- 1 ***Customer will need to upgrade her P911/VIPER version, they are at Power911 6.4.0.199*** They are current in Software Sub and are self maintained; they will do the software upgrade themselves for P911/VIPER***

Upgrading database server, object server and disk backup to Server 2012.

Upgrading object server at Node B to Server 2012.

To add port forwarding rules and potentially a new internet-facing connection on our existing VIPER Routers at Node A of Snohomish to support VPN Laptops, we are adding 2 days of network provisioning:

2x 950516 (1x for normal work, +1x for redundancy and new links)

**Customer has 2 of the 147 firewalls that are maintained by our Network services. Customer advises that there is 1 available port on each 147 router/FW at Host A.

A maximum of 30 laptop positions can be deployed for each VPN appliance.

Installation will be attempted remotely at the request of the customer. If this can not be completed remotely, added travel fees and living expenses will be charged through a separate quote.

VIPER system must be running the following versions or later:

- VIPER v5.1 KB 19252/19253 or later
- Power 911 v6.4.0.289 or later
- Windows 7 Client (32 bit)
- Windows Server 2012

Network speed considerations: A 0.5Mbps (or higher) bidirectional connection per laptop position is expected to be a safe bandwidth. Bandwidth aside, it is the reality of Internet communications that quality and stability are not guaranteed. Latency and Jitter will have a greater effect on user experience given lack of QoS control when using the Internet for transport.

- Current bandwidth recommendation is based on a standard set of applications
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- 2 Customer to provide the following peripheral equipment, as required:

Additional Backroom Equipment Required:

Two (2) modems to ALI Database (If not using SIP)

One (1) Network Laser Printer

Amphenol cables and punch blocks

A high-speed internet-based VPN Connection for Remote Monitoring and Maintenance must be provisioned.

Additional Power IWS Equipment Required:

Each IWS position requires sufficient CAT5e/CAT6 Network Cabling (3 per position) not normally supplied by

Intrado, to reach the Network Switches in the back room.

- 3** **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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4 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
- 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

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.
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	March 30, 2020
2	RCRAWFORD	Remove living and travel for installation	April 01, 2020
3	RCRAWFORD	Change quantity to 10	April 01, 2020

April 6, 2020

Chris Spooner
Snohomish County 911
1121 SE Everett Mall Way, Suite 200
Everett WA 98208

Dear Chris:

In response for your request for quote to add 10 Recording channels that will be used for VIPER recording I provide the following quote for your NICE Inform V8 with NICE Recording eXpress system.

10	Recording Channels and Inform Search Channels	\$637.50	\$6,375.00
1	Installation, Configuration, Test: Remote, No Added Charge	\$0.00	\$0.00
1	Annual Support Addition for added recording channels	\$1,025.00	<u>\$1,025.00</u>
	Total Expand NICE System, Installed		\$7,400.00
	Sales Tax: Everett WA @ 9.8%		<u>\$725.20</u>
	GRAND TOTAL with Sales Tax		\$8,125.20

Terms:

Prices good for 60 days. New information or configuration changes may change these prices.

Payment Net 30 Days date of invoice.

Sales and local taxes invoiced at the rate current to invoice date.

Prepared by: Della Mauler | della@firstline-online.com | 360-695-3138



Communication
Recording



Interview Room
Video Recording



Dictation/
Transcription



Speech
Recognition



Document
Management