City of Grand Island

Tuesday, November 6, 2018

Council Session

Item G-6

#2018-332 - Approving Purchase of Emergency Call Works 911 System

Staff Contact: Jon Rosenlund

Council Agenda Memo

From: Jon Rosenlund, Emergency Management Director

Meeting: November 6, 2018

Subject: 911 Telephone System Upgrade Purchase

Presenter(s): Jon Rosenlund, Emergency Management Director

Background

With the construction of a new EM911 Facility on North Road requiring 5 new 911 telephone stations, and as the 4 current 911 telephone stations in City Hall are in need of a physical and software upgrade, the Department has secured a quote by the current 911 system (Call Works) provider, Motorola Solutions Inc. for an equipment and software upgrade to complete the 911 telephone system needs of both the new and alternate 911 Centers.

Discussion

Since 2012, the Grand Island Emergency Center receives 911 calls on a system named Call Works which is owned by Motorola Solutions Inc. With the construction of the new Emergency Management-911 Center on North Road requiring five (5) new 911 stations, and the need to upgrade equipment and software for the current four (4) 911 stations in City Hall for an alternate 911 Public Safety Answering Point (PSAP), the Department has secured a quote from Motorola Solutions for all nine (9) stations and software support for a period of five (5) years. Cost for installation and the first year of software support is $166,318.42. Subsequent four (4) years of software support will cost $19,066.32 annually. Total cost over a 5 year period will be $242,583.70.

Working with the Public Service Commission, the Department has received authorization to utilize Set Aside E911 Wireless Funds (kept as Restricted Fund Balance in the 216 Fund) for 100% (or $166,318.42) of the new equipment and the first year of software maintenance. A mix of 216 & 215 Funds will be used for subsequent years of software support.

This proposal also includes moving 911 host equipment from Columbus, NE, to Grand Island in an effort to join the East Central 911 shared phone system, a collection of other jurisdictions using Call Works, using statewide networks to share backroom equipment, decreasing costs and making the Grand Island Emergency Center eligible for quicker migration to NextGen911 with other East Central 911 PSAPs in the future.

Alternatives

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

Recommendation

City Administration recommends that the Council accept the contract from Motorola Solutions Inc. for $242,583.70.

Sample Motion

Move to approve the contract from Motorola Solutions Inc. for $242,583.70.

MOTOROLA SOLUTIONS

GRAND ISLAND, NEBRASKA

OCTOBER 11, 2018

- CONVERT EXISTING GRAND ISLAND PSAP (CITY HALL) TO A BACK UP SITE
- ADD TO THE EAST CENTRAL FEDERATION

CALLWORKS

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SECTION 1

CALLWORKS

1.1 INTRODUCTION

Tackling one of the toughest 9-1-1 public safety dilemmas, CallStation from CallWorks is pioneering the convergence of Next Generation 9-1-1 Call Taking, Mapping, IP based telecommunications systems and integration services. Our state-of-the-art solution is the only natively integrated, browser-based, VoIP and Network centric design in the industry. Using the latest software design and telephony technologies, our native i3-compatible application manages the receipt of emergency calls with a simpler, easier-to-use work-flow approach and user interface designed to work the way you do, today.

We endorse the forward thinking of Grand Island, NE to advance their level of public safety service for the citizens of the region. Our system was specifically designed and developed for IP based solutions supporting Single Back Room, Geo-Diverse and Federated Next Generation solutions. The system has a complex but simple array of features, many critical to the way that you manage your centers today. Our objective is to provide Grand Island, NE with the hardware, software, legacy interfaces, connections and related components along with a suite of professional services that will secure your future with the necessary benefits that allow your staff to serve and protect its citizens with the most economical and efficient Next Generation call handling solution.

Motorola Solutions, is pleased to present Grand Island, NE, a state-of-the-art, integrated IP based NG9-1-1, Federated system including all identified customer requirements for a comprehensive solution. The CallWorks platform provides for a more cost effective and easy to use solution focused on eliminating traditional costly integration and maintenance of proprietary legacy systems while revolutionizing the 9-1-1 call taking to dispatch workflow.

CallWorks is aware that many PSAPs, dispatch agencies and distribution channels desire a balance between mainstream and state-of-the-art, next generation technology and generally seek to employ a total solution that will prolong the life of the proposed system at a lower cost. With this in mind, CallWorks provides a solution that is based upon advanced, yet proven technology derived from current IT, IP, VoIP, HTML 5, and Web services standards, yet allows smooth migration as next generation 9-1-1 matures. The proposed solution, while supporting legacy and NG9-1-1, provides open architecture for both the hardware, software and network components unlike any competitive offering. This solution as proposed to Grand Island, NE, addresses and includes all the hardware, software, associated project management, installation, IP migration and transition, user training and other services as requested.

CallWorks products are an integral part of Motorola Solutions' end-to-end Public Safety Software Enterprise. From answering thousands of emergency calls and text messages to processing video, disparate evidence and records, Motorola Solutions is helping agencies transform into intelligence-driven command centers, enabling them to make more informed decisions resulting in better outcomes. Learn more about Motorola Solutions' wide-ranging product portfolio.

1.2 KEY SYSTEM CAPABILITIES AND DIFFERENTIATORS

The CallWorks solution provides many significant advantages. Listed below are highlights of a few of the many unique standout capabilities of the CallWorks system.

- **Operating Systems** - Technologically advanced Call Handling systems based on the Linux Operating System, Web services and an application framework developed using state-of-the-art Web services techniques and the JAVA development environment. User interfaces require only a browser for all applications and are optimized for Mozilla Firefox ESR, which is fast, efficient and less costly to operate. Workstations operate on the current shipping release of the Windows Operating system for desktops.
- **Database** - Integrated systems designed and delivered as a standard with the MySQL Relational Database Management System. The database architecture allows for open, extensive information sharing, comprehensive reporting and scalability for adding additional capabilities in the future as required.
- **Telecom / 9-1-1** - CallWorks provides as a standard component, an industry-leading, custom CallWorks distribution of the VoIP Asterisk softswitch from Digium, Inc. This custom distribution of Asterisk, engineered and packaged with mature Media Gateways from AudioCodes, provides traditional telecom interfaces to the PSTN and Legacy CAMA interfaces as well as general administrative capabilities, including voice mail and more. The system is highly configurable to support 9-1-1, emergency, non-emergency and administrate telephony needs. CallWorks, via its SipWorks interface, also provides emerging i3 Next Generation connectivity.
- **Call Handling Functions** – The CallWorks call handling functions are very robust and include, but are not limited to, single button transfers (on and off net) via an extensive directory, ALI displayed on the VoIP telephone as a backup, integrated call control from the Map, silent monitoring, barge-in, override, unlimited multi-party conferencing, abandoned call management, ACD, integrated SMS call processing, released call review, and much more.
- **Headset/Radio** - Traditional headset and radio interfaces are provided by a Power Over Ethernet Audio Interface Unit (AIU). This provides all necessary analog interconnections for managing Call Taker/Dispatcher headsets and radio system integration. A connection is not required at the Call Taker workstation and is powered via the network, saving complex power cords and supplies at the workstation. This design eliminates the headaches of using the PC as the voice management component with complex driver and OS maintenance concerns. The Audio Interface Unit (AIU) is not required for system use. A Polycom telephone is all that is actually required. The AIU also does not arbitrate telecom and radio traffic. If that is required, it serves as the CallWorks interface to a Radio system managed arbitrator.
- **Notifications** - Another strategic advantage of the integrated CallWorks Messaging Engine is the capability to provide automated outbound notifications as part of a service request status change or a global announcement. Authorized users may create and manage notifications from AdminiStation.
- **Call Recording** – Although the CallWorks platform is not officially marketed as a Long-Term Recorder, the system records and stores all 9-1-1 calls for IRR purposes at each workstation in a traditional fashion. 9-1-1 call recordings are made available for playback from the Call Screen. Additionally, call recordings are available for playback and for long-term download from DecisionStation. Calls may be played back with permission from any

location where DecisionStation is configured. The system can be configured to record administrative calls as well.

- **Architecture** - The browser based, redundant and High Availability (HA) architecture of our systems allow for centralization and integration of server applications, VoIP switching and the database, while also allowing extensive remote access without the burden of excessive implementation and cost. For larger or regional initiatives, the system is extensible over a network in Federated, Geo-Diverse configurations as well as centralized hosting.
- **COTS Design** - CallWorks is dedicated to utilizing off-the-shelf, yet highly configurable hardware solutions that eliminate costly implementations and excessive maintenance costs. CallWorks standardizes with Cisco networking components, Dell workstation computing hardware, Dell HA Servers, APC Power Management Systems, AudioCodes Gateways, and Polycom VoIP telephones.
- **Implementation** – The system may be installed and serviced by CallWorks or through extensive channel relationships or locally provided by authorized dealers. Users may also be trained to be Customer Owned and Maintained (COAM) if desired. Hosted solutions may also be available in your area.
- **Ease of Use** - The CallWorks system offers the most intuitive and easy-to-use interface available in the industry today by simply requiring a browser. This user-friendly and easy-to-deploy method provides significant time and cost savings in training new personnel.
- **Support** - CallWorks provides quality, around-the-clock customer care and service with remote monitoring as a standard offering. At any time or day of night, a member of our highly skilled service team is available to assist customers with any questions or concerns.

1.3 ENHANCEMENTS CALLWORKS BRINGS TO THE PSAP

Our systems refine and enhance workflow, while easing many of the issues commonly found in today's PSAPs and dispatch centers. The following address the issues core to the CallWorks platform:

- **Workflow** - One of the primary goals of the CallWorks platform is to streamline the effort of the typical Call Taker/Dispatcher. Most Call Takers and Dispatchers use very sparingly the expensive and complex IWS solutions sold for years for the purpose of answering and managing 9-1-1 calls for service. With the deployment of CAD / Incident Management and Mapping solutions to a large portion of PSAPs, most use those tools for the bulk of the dispatch process after call answer. Our vision was to truly integrate the processes such that a single application could be deployed and managed to work the way the centers actually do, by taking calls, mapping those calls and dispatching and managing resources in a much simpler, more flexible and inexpensive manner.
- **Lack of Complexity** – CallWorks sought to completely eliminate the continuing complexity of the IWS PC itself. The legacy and most current IWS competitive offerings continue to provide overly complex IWS designs through heavy client applications, specific sound cards, TDD modems and headset interface devices leading to maintenance intensive deployments and on-going driver, patch and OS compatibility support issues. CallWorks targeted the ability to more closely align with a network offering by allowing faster deployment as well as providing a simpler environment to maintain. This was accomplished by delivering a new architecture in which only an Internet Browser is needed at the desktop where specific hardware and drivers are not required. This creates an IWS replacement that requires no application software installation or client-side driver support. There is also no cabling

between the VoIP Telephone set, the Headset Interface device and the IWS PC. This clean and simple design also enhances cohabitation with other applications critical to the user, such as Radio and third-party CAD or mapping applications as required.

Note: The CallWorks Platform does NOT require Internet connectivity to operate. The platform simply shares those technological advancements and capabilities.

- **User Interface** - The CallWorks System provides an industry first browser-based application environment for all users interfacing to the system including call taking, mapping, dispatch, reporting and management. This creates an easy-to-use, install and maintain environment. The environment enhances our capability to support hosting and networked deployments, allowing for easier transition as NG9-1-1 progresses.
- **Audio Interface Unit** – The CallWorks AIU is responsible for providing analog headset/handset connections for the primary Call Taker and optionally a Supervisor/Trainer using dual jacks. The AIU is Powered Over Ethernet and does not require AC power. The AIU also supports traditional radio system interface if radio-based headset sharing is desired.
- **Enhanced Location:** RapidSOS location integration. CallWorks offers seamless integration with RapidSOS improved wireless location / GPS coordinates. This integration offers the RapidSOS coordinates as a supplemental source to the traditional ALI data so the Call Taker can compare the two location reports and use the one, which is most useful in the context of the call. In most cases this will be the RapidSOS coordinates which are provided both in text and on a map plot with dynamic updates. If the RapidSOS integration is configured and the location data is available, this information is recorded in call details for reporting and data exports.
- **Reporting** - With CallWorks DecisionStation, authorized users can monitor live operations for calls, view canned reports, perform ad-hoc database queries, and more. DecisionStation is browser-based and can be accessed from any workstation on the network, i.e. no software to install or license.
- **Remote Support** - A vital component in supporting systems is access. With CallWorks' simplified design, all devices and components down to the telephone and headset units are IP endpoints and remotely addressable. CallWorks has unprecedented remote reverse VPN access, monitoring and control capability via the customer provided broadband connection. We can quickly and easily assist customer and channels in troubleshooting or scheduled maintenance as needed. Additionally, CallWorks has further engineered a robust power distribution unit (PDU) within the rack that is also network addressable as needed. CallWorks includes out of band management access to all of the back room devices through a serial distribution unit. Through this device, which is connected to most of the network infrastructure devices in the back room such as Gateways, Switches, and the Server, we can serially access many devices for additional root level support if required. Secure remote control will access workstations quickly to troubleshoot and manage without impacting the productivity of users. CallWorks can detect performance problems with the use of Windows performance registry counters and Windows Management Instrumentation (WMI) queries.
- **CallStation** is VoIP based with a legacy CAMA interface, complies with Next Generation 9-1-1 and its messaging platform is consolidated with Emergency and Administrative call taking served by NENA compliant standard telephony. External VoIP sets from Polycom, Inc. are available as needed along with a traditional CAD spill for integration into other third-party products like CAD, Long-Term Recorders and Mapped ALI if desired. Browser based Mapped ALI can be added if needed at no additional charge outside of necessary professional services. DispatchStation (CAD) can be added to those sites that need or may be considering an upgrade for a totally integrated solution.

- Each deployment includes an administrative application (AdminiStation), a reporting solution (DecisionStation), and a real-time statistics monitor (Status Monitor).
  - **AdminiStation** is a browser-based access capability used by system managers, maintenance staff, supervisors or other authorized personnel to facilitate the set-up, configuration and on-going management of each agency, PSAP or regional network as required.
  - **DecisionStation** is a browser-based access capability used by system managers, maintenance staff, supervisors, remote locations or precincts, mobile users or other authorized personnel to view real time and historical call detail records, active call monitor, data mining, reports, and much more.
  - **Status Monitor** is a browser-based access capability used by authorized personnel to view real time statistics on all counts by status, average call answer time and duration, and user status. The Status Monitor is primarily intended for large screen, high-resolution monitors.

CallStation with Mapping Call Taker Position

SECTION 2

SYSTEM DESCRIPTION

2.1 OUR VISION IS THE NEW 9-1-1 REALITY

CallWorks is proud to offer a comprehensive Next Generation public safety solution that provides users with the confidence and peace of mind that comes from the knowledge that they are dealing with highly respected and experienced leaders in 9-1-1 call taking and dispatch solutions. CallWorks works closely with its customers to exceed expectations and to ensure the delivery and approach they require.

The challenges ahead will not end with Next Generation 9-1-1. Unfortunately, many vendors that you rely on today would have you believe that simply installing a Voice over Internet Protocol (VoIP) solution prepares you for NG9-1-1. CallWorks knows this is not the case. At CallWorks, we are not content to simply keep up with existing standards and follow current trends. With our products, CallWorks not only seeks to anticipate the next steps in NG9-1-1, but to also shape the future of the industry. When you select CallWorks, you are getting a partner with a far-reaching vision and innovative products that go beyond the defined standards to deliver real value, immediate benefits and a lower total cost of ownership.

The CallWorks proposal provides a complete solution that:

- Is designed to industry standard(s) including the NENA i3 standard with on-going support and known total cost of ownership for the desired contract term.
- Provides a redundant and highly available foundation for NG9-1-1 that is designed to support core i3 functionality, both now and in the future. CallWorks guarantees on-going i3 compliance for 9-1-1 Call Taking CPE. A single standard i3 connection to the ESInet per PSAP is included. A purchasable option to support multiple connections to the ESInet may be required based on Agency, State, or ESInet provider specifications as standards develop and progress.
- Is remotely monitored, secure, resilient, and resistant to cyber-attack and penetration.
- Provides the ability to remotely monitor, manage and support the systems on a 24/7/365 basis.
- Is able to support and integrate with Interim SMS Text-to-9-1-1 solutions as well as native NGCS i3 standards.
- Provides increased fault tolerance, reliability, resiliency and disaster recovery through Federated system designs.
- Provides clear demarcations of responsibility and accountability in the handling of all traffic related to an emergency request originating from the public and delivered to a PSAP via the NG9-1-1 ecosystem.
- Provides a seamless Managed IP, NG9-1-1 ready infrastructure proactively managed and administered through a combination of CallWorks and Motorola Solutions local support teams.
- Provides Enterprise wide Real-Time Monitoring, Dashboard Reporting and MIS.

Additional information may be obtained from our website at www.MotorolaSolutions.com/CallWorks.

2.2 SUMMARY OF OUR OFFER

CallWorks proposes an all-inclusive, Federated NG9-1-1 Call Handling platform delivered over dedicated engineered Local Area Network. This LAN is capable of supporting multiple redundant controllers at Primary and Back-Up PSAP locations as required. Connectivity between locations is assumed will be delivered over a customer-provided and managed MPLS or equivalent IP transport network. CallWorks is responsible for removing the host at the Columbus water tower and moving it to Grand Island's North Road Site making Grand Island 1 of 2 host sites for the East Central Region. Grand Island is responsible for providing connectivity between the new site North Road and the backup site City Hall.

- Geo-Diverse and Federated redundant back room architecture for the two PSAP locations
  - **New North Road Site:**
    - (5) full licenses for a total of (5) positions
      - Reusing (4) Full CallStation Licenses from original purchase at the Grand Island PSAP
      - Purchasing (1) Full CallStation License
    - Each position is equipped with a Dell Workstation, dual 22" LCD Wide Screen Monitors, a VoIP Phone, AIU for radio integration and Genovation keypad
    - (2) ALI circuits
    - (1) Equipment cabinet UPS
    - (1) Printers
    - SIP Trunk Interface from CallWorks 9-1-1 to customer provided local Asterisk PBX
    - SMS MSRP TCC Connectivity access license for a direct connection to a TCC. Customer is responsible for the TCC text service and connectivity costs.
  - **Existing City Hall Site:**
    - Reuse current hardware to create existing (4) position site as a backup site
    - (4) limited use/dark licenses
    - (16) FXS Ports for CAMA Trunks (includes room for growth)
    - (24) FXO Ports for Admin Lines (includes room for growth)
    - Providing a Hardware Refresh of the following:
      - (2) Cisco 24-port POE
      - (1) ISR 4331 Router
      - (4) Dell Workstations
      - (4) VoIP Phones
  - **Columbus WT Site:**
    - Decommission Site as a Host, and move to Grand Island North Road Site as Host one
- Customer provided IP network to back up remote location to CallWorks specifications.
- Designed to support up to fifty (50) concurrent Call Taker positions
- Basic GIS management services to support the hosted Mapping capabilities in Call Handling
- Optional utilization of the integrated CallWorks Mapped ALI solution as a browser tab to see calls ringing into the PSAP before answer with integrated call control, offered at no cost.

Customer must supply a complete ESRI-based GIS formatted map (shapefile) thirty to sixty days prior to onsite system installation.

- Serial Interfaces to CAD, Mapping, LTR, other as required
- Support for NGCS i3 based Text-to-9-1-1
- NG9-1-1, i3 core functions and capabilities for future ESInet deployment. A single standard i3 connection to the ESInet per PSAP is included.
- Call management and reporting services
- Data collection and reporting services on all 9-1-1 transactions
- Continuous workstation performance monitoring and enterprise workstation antivirus protection
- System and component level monitoring, alarming, diagnostics and reporting services
- All-inclusive software support, updates, and upgrades for the contract term, no surprise charges
- 24/7/365 Help desk, trouble ticketing and customer support services
- Installation, testing, training, maintenance and on-site support services by CallWorks and Motorola Solutions
- Project management services for the planning, design, testing, installation and operation of the systems for contract term

2.3 EQUIPMENT LIST

Below is the equipment list that details the end user hardware proposed.

2.3.1 North Road - Host Site 1

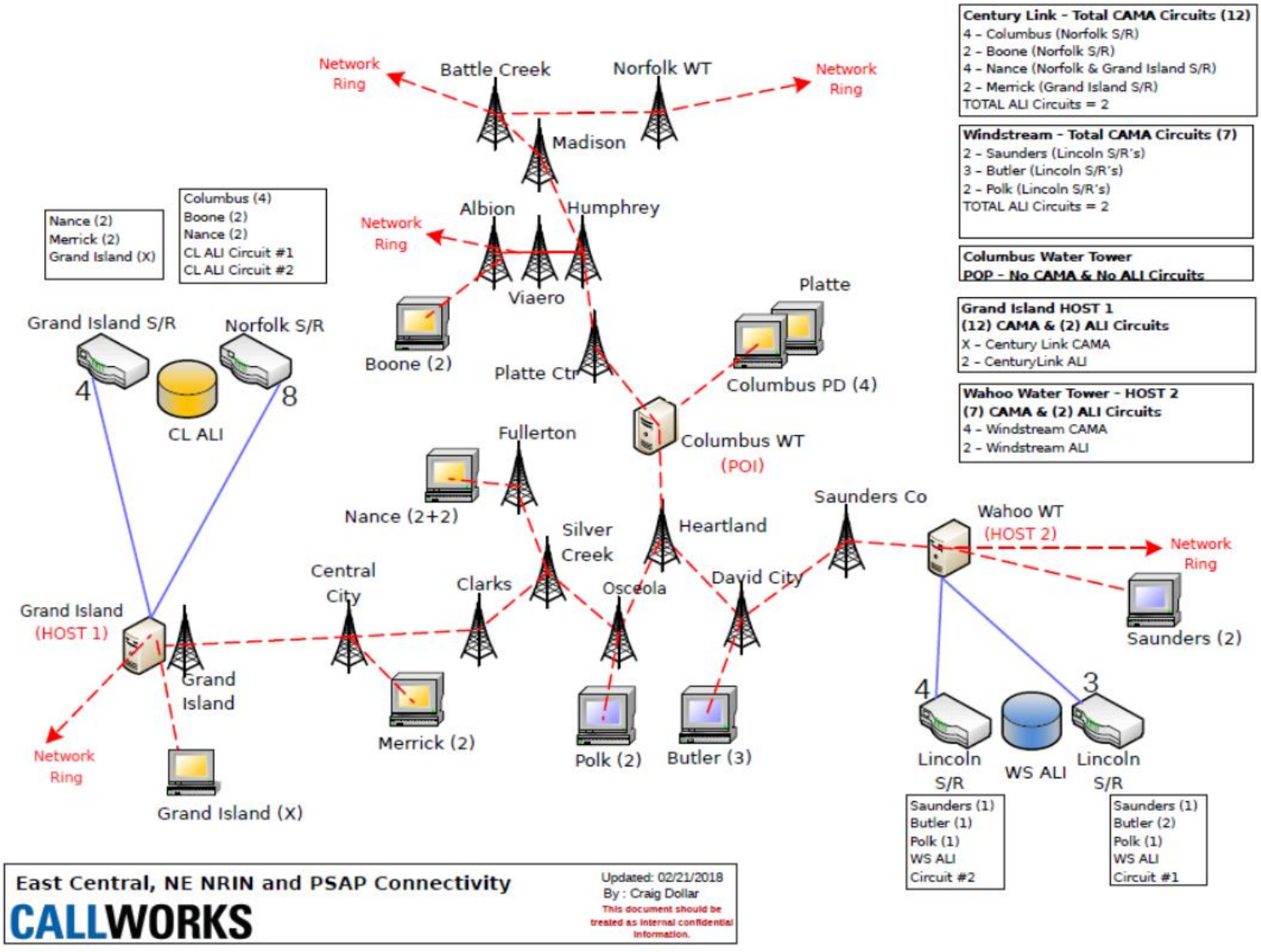
Qty	Part Number	Hardware and Software Components
5	ECX100101-2	WKS PC, Dual Video, 4G RAM, with Dual NIC
10	ECX100103	MONITOR, 22WM" FP, BLK
5	ECX100001-NS	AUDIO INTERFACE UNIT (AIU)
5	ECX100201-1	Polycom VVX410 VoIP Phone
5	ECX100204	Keypad, Genovation 24 Keypad
4	ECX200001	CALLSTATION License **Reusing these from original purchase, no charge
1	ECX200001-LU	CALLSTATION License
1	ECX200004	DECISIONSTATION, SITE License
1	ECX200006	ADMINISTATION, SITE License
1	ECX200007	MESSAGEWORKS, SITE License
1	ECX200008	SIPWORKS, i3/IP INTERFACE, PSAP License
1	ECX200020	SMS - MSRP TCC Connectivity Lic. (Access License Only)
1	ECX500001-24CH	CABINET ASSM, 24 RU, COMPLETE
2	ECX500003	SWITCH, CISCO (X SERIES), 24-POE, 1/10/100
1	ECX500005-1	ROUTER, ISR 4331 (Remote, 3rd party)
1	ECX500005-2	ROUTER, ISR 4331 (Enterprise)
1	ECX500007	MISC. MAT., CABLES, LOT
2	ECX500008	ALI MODEM, E911 CSU/DSU
1	ECX500009-1	PRINTER, HP LaserJet Pro M252
1	ECX500017	IP to Serial Dist., 16 port
1	ECX500103	UPS - Smart-UPS X 3000VA

2.3.2 City Hall – Backup Site

Qty	Part Number	Hardware and Software Components
4	ECX200001-LU	CALLSTATION License, Limited Use / Dark
2	ECX100305-2	Mediant 1000 Chassis (CAMA), M1KB-2AC (Capacity Max- 6 Cards)
4	ECX100305-3	Mediant 1000 Gateway FXS Card (CAMA), M1KB-VM-4FXS (1 card per 4 Ports)
3	ECX100311	Media Gateway, 8 port FXO to SIP
1	ECX100315**	Rack Shelf, Media Gateway, 2 GW per Shelf
2	ECX500003	SWITCH, CISCO (X SERIES), 24-POE, 1/10/100
1	ECX500005-1	ROUTER, ISR 4331 (Remote, 3rd party)
1	ECX500005-2	ROUTER, ISR 4331 (Enterprise)

2.3.3 Optional Spare Equipment

Qty	Part Number	Hardware and Software Components
1	ECX100001-NS	AUDIO INTERFACE UNIT (AIU)
1	ECX100201-1	Polycom VVX410 VoIP Phone
1	ECX100305-3	Mediant 1000 Gateway FXS Card (CAMA), M1KB-VM-4FXS (1 card per 4 Ports)
1	ECX100311	Media Gateway, 8 port FXO to SIP



Geo-Diverse PSAP D

SECTION 3

PRICING

3.1 PRICING SUMMARY

3.1.1 Primary PSAP

CallWorks Base Pricing Summary		
	LIST PRICE	OFFER PRICE
North Road Site	$173,943.37	$100,903.89
City Hall Back Up Site	$98,376.61	$40,024.98
Decommission & Move	$4,179.45	$3,970.48
Turn-Key Base System Total:	**$276,499.43**	**$144,899.35**
Primary System Options		
Software Support - Year 2	$17,089.84	$17,089.84
Software Support - Year 3	$17,089.84	$17,089.84
Software Support - Year 4	$17,089.84	$17,089.84
Software Support - Year 5	$17,089.84	$17,089.84
Primary System Options		
Extended Hardware Warranty - Year 2	$1,976.48	$1,976.48
Extended Hardware Warranty - Year 3	$1,976.48	$1,976.48
Extended Hardware Warranty - Year 4	$1,976.48	$1,976.48
Extended Hardware Warranty - Year 5	$1,976.48	$1,976.48
System Spares		
Recommended System Spares	$3,137.00	$2,35.275

Accepted by:

MOTOROLA SOLUTIONS, INC.	**CITY OF GRAND ISLAND, NE**
By: _____	By: _____
Name: _____	Name: _____
Title:_____	Title: _____
Date:_____	Date: _____

R E S O L U T I O N 2018-332

WHEREAS, the City of Grand Island, Nebraska, operates an emergency 911 call center through interlocal agreement with Hall County; and

WHEREAS, the Grand Island Emergency Center, managed by the Grand Island Emergency Management Department is the Public Safety Answering Point for all of Hall County; and

WHEREAS, the current 911 telephone system, Call Works, requires an upgrade for the soon-to-be constructed 911 Center as well as maintaining updated consoles in City Hall for an Alternate 911 Center; and

WHEREAS, Council has budgeted for the installation of a replacement 911 telephone system to include a 5 year support agreement through landline and wireless E911 Funds, and

WHEREAS, a quote was provided by Motorola Solutions Inc. for the upgraded Call Works equipment, including 4 upgraded consoles in the City Hall Alternate and 5 new consoles in the new facility was received by the City for $166,318.42 in year one and subsequent 4 years of software support and hardware warrantee for an annual cost of $19,066.32, for a total contract cost of $242,583.70.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that the Mayor is hereby authorized and directed to approve this contract with Motorola Solutions Inc. on behalf of the City of Grand Island in the amount of $242,583.70.

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Adopted by the City Council of the City of Grand Island, Nebraska, November 6, 2018.

_____
Jeremy L. Jensen, Mayor

Attest:

_____
RaNae Edwards, City Clerk

Approved as to Form ¤ _____
November 5, 2018 ¤ City Attorney