City of Grand Island

Tuesday, November 20, 2018

Council Session

Item G-16

#2018-352 - Approving Renewal Contract for 911 Mapping Software

Staff Contact: Jon Rosenlund

Council Agenda Memo

From: Jon Rosenlund, Emergency Management Director

Meeting: November 20, 2018

Subject: 911 Mapping Software Contract/License Renewal

Presenter(s): Jon Rosenlund, Emergency Management Director

Background

The Grand Island Emergency Center currently contracts with GeoComm to provide software for 911 call mapping. The current 5 year contract will expire in February 2019. With the end of that contract approaching, and in conjunction with adding 911 consoles at the new facility, a new contract with GeoComm has been submitted to include a 5 year term for consoles at the main and alternate 911 centers for a total of $76,217. Payment of this contract is made through a combination of the Landline and Wireless E911 Funds.

Discussion

The Grand Island Emergency Center currently contracts with GeoComm to provide software for 911 call mapping. Annual payments are made for that contract to maintain the software support and licenses for each 911 console. That current 5 year contract will end in February 2019.

With the end of that contract approaching, and in conjunction with adding 911 consoles at the new facility, a new contract with GeoComm has been submitted to include a 5 year term and a total of $76,217. This price includes support for the 5 new consoles in the new facility and a half-price cost per console for the 4 alternate 911 consoles we will maintain here at City Hall. Thus, both the main and alternate 911 centers will have full mapping and identical systems. Annual payments of this contract will be as follows:

- Year 1: $20,717.00
- Year 2: $13,875.00
- Year 3: $13,875.00
- Year 4: $13,875.00
- Year 5: $13,875.00

Payment of this contract is made through a combination of the 215 Landline and 216 Wireless E911 Funds.

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 approve the contract from GeoComm for $76,217.00.

Sample Motion

Move to approve the contract from GeoComm for $76,217.00.

GEOCOMM	**Work Order # 20181107-HCNE** **GeoComm Dispatch Map (Standard)** November 7, 2018
Geo-Comm, Inc. 601 W. Saint Germain St. St Cloud, MN 56301 Phone (320) 240-0040 Fax (320) 240-2389	**Hall County, Nebraska** Larry Smith, Director | Grand Island Emergency Communications 100 East First Street Grand Island, NE 68801 (308) 385-5372 larrys@callcountyne.gov

Description	Total Price
GIS Map Data Review Service	$1,995
Dispatch Map Software GIS Data Build Service	$1,000
Dispatch Map Implementation Services Remote (Qty 9) Licenses	$4,826
Dispatch Map Training Services Remote (Qty 9) Licenses	$1,016
Project Management Services	$1,000
Standard Dispatch Map Term Licensing (Qty 4) Backup Licenses; Year 1	$4,250
Standard Dispatch Map Term Licensing (Qty 4) Migrating Licenses; Year 1	$7,700
Standard Dispatch Map Term Licensing (Qty 1) New License; Year 1	$2,125
Standard Dispatch Map Term Licensing (Qty 4) Backup Licenses; Year 2	$4,250
Standard Dispatch Map Term Licensing (Qty 4) Migrating Licenses; Year 2	$7,700
Standard Dispatch Map Term Licensing (Qty 1) New License; Year 2	$2,125
Standard Dispatch Map Term Licensing (Qty 4) Backup Licenses; Year 3	$4,250
Standard Dispatch Map Term Licensing (Qty 4) Migrating Licenses; Year 3	$7,700
Standard Dispatch Map Term Licensing (Qty 1) New License; Year 3	$2,125
Standard Dispatch Map Term Licensing (Qty 4) Backup Licenses; Year 4	$4,250
Standard Dispatch Map Term Licensing (Qty 4) Migrating Licenses; Year 4	$7,700
Standard Dispatch Map Term Licensing (Qty 1) New License; Year 4	$2,125
Standard Dispatch Map Term Licensing (Qty 4) Backup Licenses; Year 5	$4,250
Standard Dispatch Map Term Licensing (Qty 4) Migrating Licenses; Year 5	$7,700
Standard Dispatch Map Term Licensing (Qty 1) New License; Year 5	$2,125
GIS Services One-Time Price Adjustment:	($2,995)
Annual Price Adjustment; Year 1	($200)
Annual Price Adjustment; Year 2	($200)

Annual Price Adjustment; Year 3	($200)
Annual Price Adjustment; Year 4	($200)
Annual Price Adjustment; Year 5	($200)
Five Year Total:	**$76,217**

Geo-Comm, Inc (GeoComm) will upgrade Hall County's existing GeoLynx Desktop software to GeoComm Dispatch Map (Dispatch Map) software. A full scope of work is attached to this Work Order as Exhibit A. Hall County responsibilities are attached to this Work Order as Exhibit B.

GeoComm will honor Hall County's existing GeoLynx Software Support and Maintenance agreement through its established expiration date at which time the renewal Software Support and Maintenance contract will reflect the Dispatch Map rates quoted herein.

On an up to quarterly basis, GeoComm will update the GIS map data package used within Dispatch Map. Hall County will be responsible for providing GeoComm current GIS map data on an up to quarterly basis for the update. GeoComm will process the data and advise whether the data passes or fails minimum Dispatch Map mapping GIS requirements. The service does not include a detailed data quality report or map data update services.The GIS data will be provided back to Hall County as an .mmpk for distribution to the Dispatch Map workstations.

Hall County agrees to pay GeoComm:

- $20,717.00 invoiced net 45 days upon completion of installation and training
- $13,875.00 invoiced net 45 days at the start of year two support
- $13,875.00 invoiced net 45 days at the start of year three support
- $13,875.00 invoiced net 45 days at the start of year four support
- $13,875.00 invoiced net 45 days at the start of year five support

Agency: **Hall County, Nebraska**
Agency PO# (if required by Customer)
Print Name:
Signature:
Date:

Exhibit A – Scope of Work

Dispatch Map offers the latest in cutting edge mapping software. The fully featured mapping application provides professional-grade mapping with tools specifically tailored for 9-1-1 emergencies. Utilizing Esri's leading Geographic Information Systems (GIS) technology, Dispatch Map provides sophisticated GIS in today's 9-1-1 centers. Dispatch Map allows Dispatch Centers to map traditional 9-1-1 calls and add accurate indoor locations from phones through RapidSOS NG9-1-1 Clearinghouse.

Project Approach

GeoComm will complete the following phases for timely completion of your project.

- Phase One: Project Initiation
- Phase Two: Software Map Build
- Phase Three: System Configuration and Implementation
- Phase Four: System Training
- Phase Five: Acceptance Test Plan Execution
- Phase Six: Software Support and Maintenance

GeoComm will provide regular status updates which will include:

- General progress updates
- Meetings held, planned, or needed
- Issues/problems encountered or anticipated
- Goals for the next reporting period
- Schedule review
- Customer responsibilities

Phase One: Project Initiation

At the start of the project, GeoComm will assign a project team. The project team will be assigned the project elements, both technical and administrative, to ensure timely completion of the project. The team is a combination of the project-appropriate GIS and 9-1-1 systems experts who will collaborate to deliver the required project components.

One of the first activities of the project team will be to ensure the team has an accurate understanding of Hall County’s project objectives. The team will communicate internally to understand the scope of work, project schedule, and individual responsibilities. This is an important step towards successful and timely project completion.

Once the team is established and has communicated the project objectives, a project initiation meeting will be scheduled and conducted with Hall County’s project team. At this meeting, the

GeoComm team will present our approach and anticipated project schedule. The meeting agenda will include:

- Introductions and identification of project team members and roles
- Timeline and deliverable review
- Project approach review
- Project communication methods

Phase Two: Software Map Build

Prior to configuring your map data for use in Dispatch Map, we will review your GIS data for issues related to the accuracy and synchronization of the GIS map data, Master Street Address Guide (MSAG), and Automatic Location Information (ALI) database. Various reviews will be completed to identify issues that could adversely affect emergency response.

Upon completion of the data review, GeoComm will configure the GIS data for use in Dispatch Map. The data will be built to meet minimum Dispatch Map map data specifications. The final map data build will be tested by GeoComm's team of GIS professionals to ensure it meets minimum specifications and functions to meet your needs and preferences. After the data has been tested, it will be made ready for deployment within the software.

Phase Three: System Configuration and Implementation

At this point in the project, the project team will be coordinating a time for remote implementation services. GeoComm will provide documentation and training as needed to improve overall project success and future system maintenance understanding.

System implementation is planned with the project team to ensure the least disruption to existing, on-going operations. Prior to implementation, Hall County must ensure all requirements within this work order are met. When implementing Dispatch Map, GeoComm will:

- Install and configure the software
- Configure settings and features
- Assist in standard system set up (i.e. Saved Places, RapidSOS, Pictometry)

Phase Four: System Training

GeoComm will provide Hall County comprehensive user and administrator training. The following training sessions will enable system users and administrators to maximize the system usage following installation. System Administrators are encouraged to participate in one User Training session to better understand system functionality. Training will be provided remotely.

	Administrator Training	User Training
Audience	System Administrators	System Users
Duration	Up to 2 hours	2-3 hours (depending on functionality)
Class Size	2-4	12
Number of Sessions	1	2
Course Content	Introduction System Architecture • GeoComm Essential Server • Databases • Network communication • Map data Installation • Reconfiguration • Reinstallation Maintenance Procedures • Adding updated map data Configuration Options • Configurable settings	Introduction General Background Instruction • Map Layers • Layer Types • Function of Map Data Functionality Training • Core PSAP mapping functionality Procedural Training • Scenario-based training • Hands-on-learning

Help Guide

Browser-based help is accessible through a single click from within the application. Assistance for specific topics can be accessed through the search feature or from the categories displayed at the top of the page.

The on-screen help guide information is always up-to-date. With each service pack or system release, the on-screen help information is updated, eliminating out-of-date paper manuals.

Phase Five: Acceptance Test Plan Execution

After the software is implemented and training is complete, GeoComm will complete a software acceptance test plan to ensure the final installation has been tested. GeoComm's technical team will work with Hall County to ensure all functionality contracted for is included in the final system. If any gaps are identified, a plan for resolution will be developed.

Phase Six: Software Support and Maintenance

Dispatch Map is offered to Hall County as term licensing for a contract period of three years. Immediately following software installation, software support and maintenance will commence and continue for three years. GeoComm's software support and maintenance includes:

- Support Desk Services

- Remote Connection Services
- Recurring Map Package Creation
- Software Updates and Enhancements
- Software Reinstallation

Support Desk Services

Support desk services consist of technical assistance and product use coaching by trained, experienced specialists in an advisory capacity via a toll-free telephone number or e-mail relating to the operation of any portion of the GeoComm Family of Products. All calls for service are logged in NetSuite, GeoComm's customer relationship management software. Upon receiving communication regarding a software issue, the Technical Support Analyst will work with you to resolve it. If all analysts are busy assisting other customers, a return telephone call will be made.

Emergency calls are addressed 24 hours a day, 7 days a week via a toll-free number/pager system based on mission critical nature of the GeoComm solutions implemented as indicated in the response table below. A technical staff member will return your emergency calls requiring immediate attention. GeoComm defines emergency calls as one of the following:

- Software fails to process incoming 9-1-1 calls
- An ALI format change has taken place which requires reparsing
- System locks up repeatedly without ability to recover

Our response to customer issues is fast because GeoComm develops all software components, trains our technicians on advanced troubleshooting methods, can remotely connect to your system, and can interact with your software remotely. This results in quicker diagnosis and call closure. Ultimately, this means less downtime and maximum software functionality benefits.

During our regular business hours, 8 a.m. to 5 p.m. Central Standard Time, Monday through Friday, excluding holidays, you will be allowed unlimited toll-free calls and e-mails related to any concern with the software.

If the technical support line is called outside of regular business hours with non-emergency matters that could be addressed during regular business hours, you will be billed for such calls at an hourly rate (minimum one hour). These fees will be payable, in addition to the normal annual support and maintenance fee, within 30 days of receiving an invoice.

GeoComm's response time commitment is depicted in the following table:

Priority	Description	Response Time
Critical Impact – Service Not Available	Service is unavailable or halted Data is unavailable or nonfunctional Service productivity or functionality is severely compromised	Less than one (1) clock hour 24 x 7

Priority	Description	Response Time
	There is a complete loss of service for all End Users and there is no ability to avoid or reduce the incident via a workaround	
Major Impact – Severely Impaired	Service performance/functionality for all End Users is seriously impaired or degraded Data accuracy is seriously impaired There is no ability to avoid or reduce the effect of the incident via a workaround	Less than one (1) clock hour 24 x 7
Minor Impact – Minimal Degraded Performance or Functionality; Single User Issues	Service has encountered a non-critical issue with minimal loss of performance/functionality Data accuracy is minimally degraded May be identified as a functional defect Complete stoppage of a Single End User A partial loss of service for an End User and there is a way to reduce the effect or completely avoid the impact of the incident via a workaround at a reasonable cost	Less than two (2) business hours Monday through Friday 8 a.m. to 5 p.m. Central Standard Time
Low Impact – Single User Application Issue	Service is unavailable or degraded (not a complete work stoppage) for a Single End User There is a way to reduce the effect or completely avoid the impact of the incident via a workaround at a reasonable cost	Less than four (4) business hours Monday through Friday 8 a.m. to 5 p.m. Central Standard Time
No Impact	Password resets Requests for access rights File restores Issues of similar importance	Less than 48 business hours Monday through Friday 8 a.m. to 5 p.m. Central Standard Time

Concerns or questions specifically related to GIS can be answered by a GeoComm GIS Specialist but will be billed at an hourly rate with a minimum billable charge of one hour.

Remote Connection Services

Support includes remote connection into your software for troubleshooting by Technical Support Analysts. The standard and preferred method for connection is GoToAssist over the Internet. GoToAssist sessions are protected by end-to-end, government-approved, 128-bit Advanced Encryption Standard (AES) encryption, as well as Secure Sockets Layer (SSL) encryption of point-to-point connections. In addition, GeoComm supports common Virtual Private Network (VPN)s for remote connection.

Remote connection services do not cover calls related to issues with other vendors' systems.

Recurring Map Package Creation

Hall County will be allowed recurring GIS data uploads to the internal GeoComm GIS system to receive updated map packages for Dispatch Map. Upon data submittal, GeoComm will:

- Transform data into required schema (if schema differs from time of initial system installation)
- Review submitted GIS data to ensure there are no critical errors
- Develop a map package (.mmpk) for use in Dispatch Map
- Create the local area configuration file (.mmds) if local imagery is provided in the required format and loaded into Dispatch Map

After the map packages have been created and passed QC, we will upload the local aerial image configuration file (.mmds), and map package (.mmpk) to our Sharefile site and send a link of the location to Hall County for downloading. GIS Analysis reports are not included as a deliverable under the basic recurring map package creation service.

A completed map package will be returned to Hall County within five (5) business days of receipt of all GIS data meeting minimum requirements. If the data does not meet minimum requirements, we will notify the submitting agency and request updated data. Once new data has been received, we will provide a completed map package within five (5) business days. Hall County is responsible for placing the completed map package into the Dispatch Map software.

Software Updates and Enhancements

GeoComm recognizes the importance of continued software enhancements and innovation. Our software applications are systematically developed to ensure new software enhancements and latest technological changes are incorporated regularly into each of our software application.

Our Product Management Team is responsible for staying on top of all industry-related developments and incorporating desirable features into our software family of products. Features incorporated into the latest software releases are based on a variety of factors, such as industry changes, customer requested enhancements, and the overall impact to our customer base, etc.

GeoComm regularly releases service packs and feature packs containing fixes and new functionality, respectively. Software support and maintenance customers are eligible for all new service packs and feature packs for the term of their agreement. GeoComm will work with eligible customers to upgrade to the latest release at an agreeable time.

Software Reinstallation

In the event of a hardware failure, GeoComm will reinstall the server or desktop software applications as part of the current support and maintenance agreement. Hall County will be responsible for repairing or replacing the affected hardware. If Hall County can provide GeoComm with a remote connection to the system, reinstallation can be performed remotely. If Hall County does not have remote access into their system for GeoComm's technicians to

perform the work remotely, Hall County will be responsible to pay for the shipment of the system to and from GeoComm to complete the work.

Note: Software reinstallation pertains to emergency hardware failures only and does not cover planned hardware upgrades for the server or workstation hardware.

Software Support Exclusions

GeoComm software support obligations shall not extend to:

- Calls for service related to third party hardware or network components
- Software reinstallation due to:
  - Hardware replacement or upgrade
  - Purposeful reformatting of hard drives due to malware or virus infections
- Manually retrieving call records, Computer Aided Dispatch (CAD) incidents, or AVL data for an end user for reasons other than those covered under GIS and Technical Support maintenance agreement.
  - Covered retrieval services include those related to GIS Managed Services and/or troubleshooting software defects
- Requests for customized features or functionality programming
- Troubleshooting issues upstream from GeoComm's applications (i.e. ALI delivery problems)
- Calls unrelated to any GeoComm product or service

GeoComm Deliverables

General Project Support

- Project schedule
- Regular status reports and conference calls

GeoComm Dispatch Map

- 4 GeoComm Dispatch Map (Standard) backup software licenses (term licensing)
- 4 GeoComm Dispatch Map (Standard) migration software licenses (term licensing)
- 1 GeoComm Dispatch Map (Standard) new software license (term licensing)
- Remote installation, configuration, and training
- Acceptance test plan
- Five years of software support and maintenance services

Exhibit B – Customer Responsibilities

It is requested that Hall County provide the following general project support:

- Assist in coordinating and attend periodic conference calls
- Provide pertinent project information and documentation
- Assist in ongoing quality assurance
- Provide a single point of contact at Hall County available for communication throughout the project and system implementation
- Assign appropriate staff to attend the training courses provided
- Have standard IT procedures in place including disaster recovery, system backups, etc.
- Keep and maintain backup copies of current software and current map data files
- Provide a projector for use during all onsite training
- Provide Internet connection for remote training participants
- Submit required GIS information (e.g. GIS map data, public safety databases, and/or other resources) to our website (*http://www.geo-comm.com/data-submission*).

In addition to the requirements above, Hall County will be responsible for the following project-specific support:

Software Map Build

- Provide GIS data meeting minimum requirements, including:
  - Required GIS layers with fields present
  - GIS data in one of the following formats: file geodatabase, personal geodatabase or shapefile. If shapefiles are provided, following extensions for each layer must be included: .shp, shx, dbf, prj
  - GIS data layers in ArcGIS-supported projection and not projected as Web Mercator Auxiliary Sphere
  - GIS data point layers which are not multipoint layers
  - Road Centerline and Emergency service responder polygon layers must not contain complex geometry such as “Circular” or “Bezier” arcs
  - Only alphanumeric or underscore ('_') characters are supported in layer names or table names (this applies also to sheet names in Excel spreadsheets). Underscores (‘_’) or numbers may not be used to start a layer name
  - Only alphanumeric or underscore ('_') characters are supported in field names in layers or tables. Underscores (‘_’) or numbers may not be used to start a field name
  - MSAG in Microsoft Excel format

- ALI database (also known as TN extract or telephone records) in Microsoft Excel format
- Local aerial imagery information for aerial imagery meeting minimum requirements for use in Dispatch Map including file type and projection (details to be provided in form at the start of project)

Note: Typically, the 9-1-1 administrator knows who to contact to obtain the MSAG and ALI database: either from a hired E9-1-1 Database Coordinator or form someone within your agency.

Dispatch Map Workstation Requirements

- Install, configure, maintain, and support at least one workstation computer meeting the specifications listed below for each license of GeoComm Dispatch Map

System Component	Requirement
Operating system	Windows 10, 64-bit Windows 8.1, 64-bit Windows 7, 64-bit Note: The operating system must have the latest Windows updates
Microsoft .NET framework	Microsoft .NET Framework 4.5.2 or newer
Input Device	Keyboard and mouse or touchpad
CPU	2.5 GHz quad core or faster
Available Hard Drive Space	80 GB or more
RAM	8 GB or more; 2 - 4 GB dedicated
Graphics Card	1 GB or more RAM; Support DirectX 11 Direct3D feature level 9_3 or newer Note: The video card driver must have the latest available updates
Display	1400 x 1050 resolution or higher
PowerShell	4.0 or higher

Notes: Sufficient hard drive space on each workstation is required if local aerial imagery will be used which may require more space.

Gen 6 and later CPUs from Intel must run an OS of Windows 10 due to a limitation with USB3 displaylink driver support.

System requirements are current at the time of document drafting. Requirements are subject to change. Please contact GeoComm Technical Support to obtain the latest system requirements.

- Make remote connections available on each workstation. GeoComm will test the connection prior to arrival to ensure it provides the expected connectivity between GeoComm and Customer workstations. Without remote access, support will be limited.
- All computers must be installed and connected to the Local Area Network (LAN). GeoComm is not responsible for set up or maintenance of the LAN connections or LAN infrastructure.

  - Facilities not properly set up may cause significant delay in GeoComm's portion of the installation. Additional professional services from GeoComm may be required to accomplish installation in this case. The cost of these professional services shall be invoiced according to our labor rates at the time.
- Provide serial ALI feed from E9-1-1 ALI controller CAD ports to a serial to TCP device which will be consumed by Dispatch Map Server to plot calls in Dispatch Map. The ALI controller CAD ports must export fixed format space delimited NENA standard 9-1-1 ALI records for all answered 9-1-1 calls. The CAD ports should be configured as outlined in documentation which will be provided by GeoComm.
- GeoComm's applications are coded to the current operating system specifications. It is Hall County's responsibility to manage the installation and upgrade of the mapping systems to guarantee optimal performance and functionality of their systems.

Dispatch Map Internet Requirements

Internet is required to make use of the following Dispatch Map features:

- RapidSOS NG9-1-1 Clearinghouse locations for plotting supplemental 9-1-1 call locations
- ArcGIS Online surrounding county maps
- ArcGIS Online search
- Pictometry Connect for Dispatch Map Standard licensing

Note: Access to Pictometry Connect requires proper licensing with EagleView

Bandwidth must meet the following requirements based on the number of Dispatch Map workstations accessing these features:

Number of workstations	Bandwidth Requirement
1 - 3	1.5 Mbps or higher
4 - 6	3 Mbps or higher
7 - 10	5 Mbps or higher

Dispatch Map Server Requirements

- Dispatch Map requires Linux to be installed on server hardware for system functionality. Hall County is responsible for installing Linux.
- A Digi One SP model is required to receive 9-1-1/ALI data and send it to the server
  - Alternatively, a Digi PortServer TS model along with an adapter is required if the County receives ANI/ALI from multiple sources and/or requires an ANI/ALI feed split
- One (1) server or a Virtual Machine (VM) meeting the following requirements is required:

System Component	Requirement
Operating system	Ubuntu Server 18.04 LTS 64-bit
Display	1400 x 1050 resolution or higher
Input Device	Keyboard and mouse
CPU	2.5 GHz quad core or better, Gen 6 or later for Intel
Available Hard Drive Space	250 GB or more
RAM	8 GB or more dedicated
Internet bandwidth	1.5 Mbps

R E S O L U T I O N 2018-352

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 utilizes mapping software provided and maintained by GeoComm to indicate the location of 911 calls within Hall County; and

WHEREAS, the current 5 year contract for 911 mapping software license and maintenance with GeoComm will expire in February 2019; and

WHEREAS, the Grand Island Emergency Center will soon have 5 new consoles at a new 911 facility and 4 consoles at the alternate in 911, all requiring adequate mapping software and maintenance, and

WHEREAS, a renewal contract proposal has been provided by GeoComm which will provide 5 years of software license and maintenance for all 9 consoles among the new and alternate 911 centers, totaling $76,217.00, with the first annual payment of $20,717.00 and subsequent payments for year 2 through year 5 of $13,875.00 each year, paid through the landline and wireless E911 funds.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that:

1. The Mayor is hereby authorized and directed to approve this contract with GeoComm for the amount of $76,217.00 on behalf of the City of Grand Island and the Grand Island Emergency Center.

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Adopted by the City Council of the City of Grand Island, Nebraska, November 20, 2018

_____
Jeremy L. Jensen, Mayor

Attest:

_____
Aaron Schmid, City Clerk Pro Tem

Approved as to Form ¤ _____
November 16, 2018 ¤ City Attorney