



City of Grand Island

Tuesday, January 11, 2022

Council Session

Item G-3

#2022-2 - Approving Contract with Motorola CallWorks for 911 System Support

Staff Contact: Jon Rosenlund

Council Agenda Memo

From: Jon Rosenlund, Director of Emer Mgt. & Comm
Meeting: January 11, 2022
Subject: 911 System Contract Extension
Presenter(s): Jon Rosenlund, Director of Emer Mgt. & Comm

Background

In 2019, the Grand Island Emergency Center installed an upgrade to equip the new 911 Center, maintain backup consoles in the City Hall Alternate 911, and maintain all this equipment and software for 5 years. This acquisition allowed the Grand Island Emergency Center to enter into an agreement to share 911 host equipment costs with the EC911 group while paying for the maintenance cost of local 911 equipment specific to the Grand Island Emergency Center. An updated EC911 Interlocal Agreement in 2022 will allow for the replacement of the original host equipment and the inclusion of new partners in EC911. CallWorks has provided an updated maintenance contract for local equipment that will sync all maintenance contracts with all EC911 partners on a 5 year time frame. This proposed maintenance contract will replace our current local contract set to expire in 3 years. Total cost for this 5 year contract is \$78,790.53 spread over 5 annual payments.

Discussion

Since 2019, the Grand Island Emergency Center has been a partner of the East Central 911 (EC911) a shared, regional 911 phone system. The EC911 group shares all costs of 911 backroom equipment, including 2 hosts that connect to all EC911 partners. Local partners are responsible for the purchase and maintenance of their own, local equipment.

In 2019, the Grand Island Emergency Center installed new local equipment and began a 5 year maintenance contract with Motorola Call Works to maintain equipment in the new EM911 facility as well as the alternate 911 facility in City Hall. With a new EC911 Interlocal in 2022, the group will upgrade shared host equipment. In conjunction with that equipment upgrade, all partners are syncing their various local maintenance agreements to coincide with each other.

As such, this updated local maintenance and support contract will expire following 5 years and costs a total of \$78,790.53 over 5 annual payments.

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 with Motorola Solutions Inc. for the 911 CPE maintenance for \$78,790.53.

Sample Motion

Move to approve the contract with Motorola Solutions Inc. for the 911 CPE maintenance for \$78,790.53.

GRAND ISLAND, NEBRASKA

NOVEMBER 1, 2021

CALLSTATION SOLUTION BUDGETARY PROPOSAL



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SECTION 1

INTRODUCTION

Tackling one of the toughest 9-1-1 public safety dilemmas, CallStation from Motorola Solutions 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 workflow approach and user interface designed to work the way you do, today.

We endorse the forward thinking of GRAND ISLAND 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 with an evergreen solution 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, a maintenance and warranty extension on their state-of-the-art, integrated IP based NG9-1-1, Single Back Room Remote system including all identified customer requirements for a comprehensive solution. The CallStation 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.

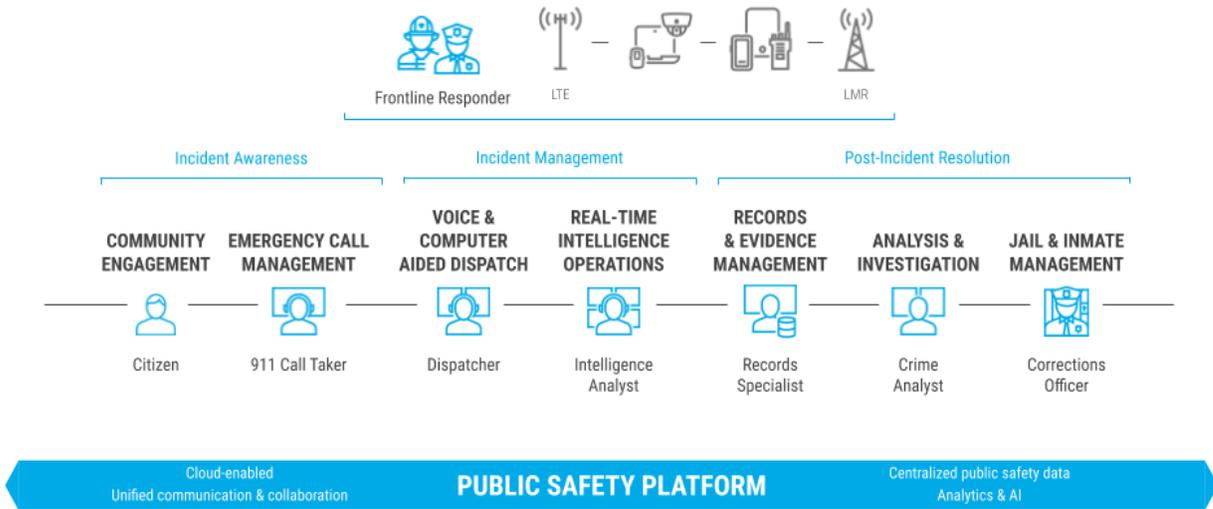
Motorola Solutions is aware that many PSAPs, dispatch agencies and distribution channels desire a balance between mainstream and state-of-the-art, next generation technology and generally seek to employ a total solution that will prolong the life of the proposed system at a lower cost. With this in mind, the solution 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, addresses and includes all the hardware, software, legacy interfaces, connections, associated project management, installation, IP migration and transition, user training and other services as requested.

CallWorks CallStation products are an integral part of Motorola Solutions' end-to-end Public Safety Software Enterprise driving the integration of a complete Command Center suite. 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.

END-TO-END PUBLIC SAFETY SOFTWARE SUITE



COMMANDCENTRAL



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CallWorks CallStation

1-2 Introduction

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SECTION 2

SUPPORT AND MAINTENANCE SUMMARY

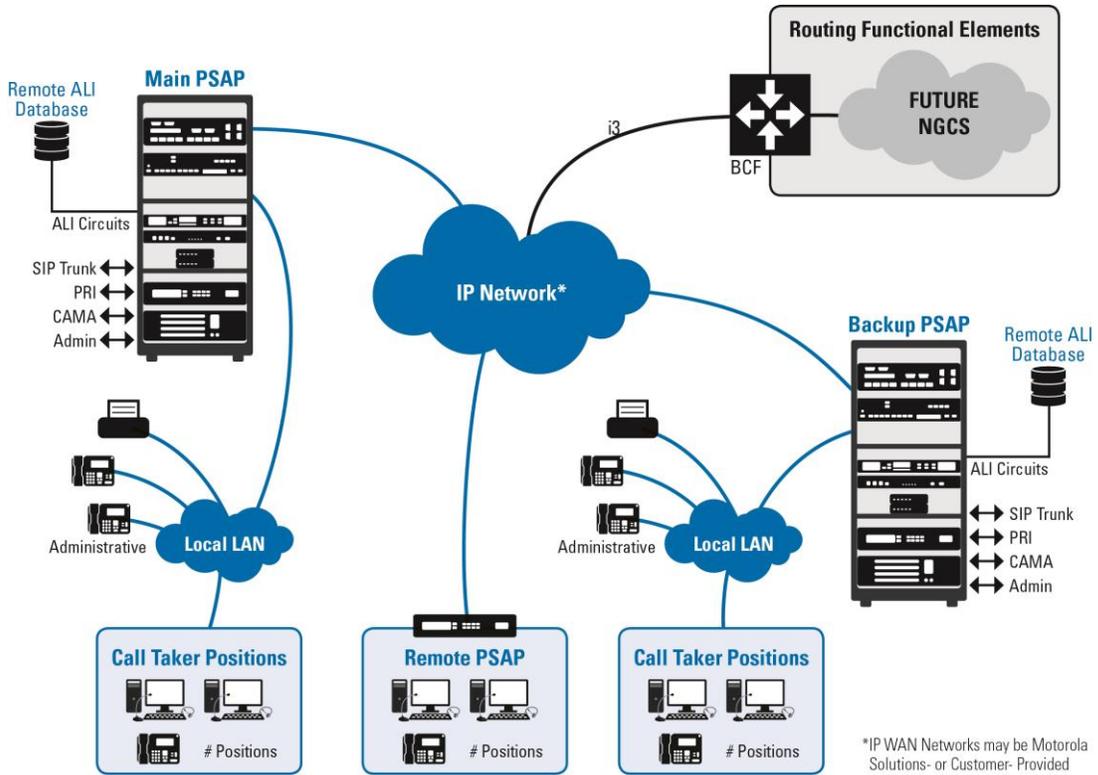
2.1 SUMMARY OF OUR BUDGETARY OFFER

This proposal consists of Software System Support and Extended Hardware Warranty purchased annually, or 5-Year Prepaid. No on-site maintenance is included. System support consists of positional and product software

- 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
- Warranty & Support pricing is based off of current system configuration

2.2 PRELIMINARY SYSTEM DIAGRAM

2.2.1 Geo-diverse PSAP with Remote PSAP Design



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CallWorks CallStation

2-2 Support and Maintenance Summary

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SECTION 3

BUDGETARY PRICING

3.1 BUDGETARY PRICING SUMMARY

3.2 REMOTE 8: GRAND ISLAND

GRAND ISLAND Remote 8 Maintenance Summary	
	OFFER PRICE
5-Year Prepaid System Support & Extended Hardware Warranty	\$56,317.00
System Support and Hardware Warranty – Year 1	\$14,790.84
System Support and Hardware Warranty – Year 2	\$15,585.80
System Support and Hardware Warranty – Year 3	\$15,585.80
System Support and Hardware Warranty – Year 4	\$16,211.40
System Support and Hardware Warranty – Year 5	\$16,616.69
<i>Current Support Expires on March 26, 2022</i>	

* Quote is valid for 90 days from the date of this proposal.

** Motorola Solutions is making no representation, warranties, or commitments with respect to pricing, products, payment terms, credit, or terms and conditions. A firm offer would require more information and further detailed analysis of the requirements.

RESOLUTION 2022-2

WHEREAS, the Grand Island Emergency Center is the Hall County Public Safety Answering Point (PSAP) and maintains a 911 telephone system (CPE) for the purpose of receiving 911 and other emergency telephone calls on behalf of all residents, businesses and visitors of Hall County; and

WHEREAS, the current support and maintenance contract for the local 911 equipment expires in 3 years, and

WHEREAS, an updated Interlocal Agreement with the East Central 911 (EC911) group includes an updated support and maintenance contract with each partner for local equipment to expire in 5 years in order to sync all local support contracts among the EC911 partners; and

WHEREAS, Motorola Solutions, Inc. has provided a proposal to provide support and maintenance for the local 911 equipment and software through a 5 year contract totaling \$78,790.53 over 5 annual payments.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, the Mayor is hereby authorized and directed to approve this contract on behalf of the City of Grand Island for \$78,790.53.

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Adopted by the City Council of the City of Grand Island, Nebraska, January 11, 2022.

Roger G. Steele, Mayor

Attest:

RaNae Edwards, City Clerk

Approved as to Form	☐ _____
January 7, 2022	☐ City Attorney