j. Procurement of VESTA 9-1-1 System Refresh – ProComm Alaska LLC

City of Ketchikan | KPU | Your Community, Your Utility

City Manager/General Manager | 334 Front Street, Ketchikan AK 99901 | (907)228-5603

TRANSMITTAL MEMORANDUM

TO:	The Honorable Mayor & City Council	Initials:	
FROM:	Lacey G. Simpson, Assistant City Manager	File #:	MGR24-389
DATE:	June 13, 2024	Mtg. #:	06/20/24 CAj
RE:	**Procurement of VESTA 9-1-1 System Refresh – ProComm Alaska LLC**		

In adopting the 2024 General Government Operating & Capital Budget, the City Council appropriated $681,750 to the Police Department's E911 Emergency Dispatch Upgrade capital account for the purposes of upgrading and refreshing the existing 15-year-old Cassidian system.

The motion detailed below was prepared at the request of Police Department Dispatch Supervisor Andria Rahr, who asked that it be placed before the City Council for consideration at its meeting of June 20, 2024. If adopted, the motion provides for upgrades to the existing system from ProComm Alaska LLC at a cost not to exceed $618,457.

The procurement is exempt from the competitive bidding or quotations requirement of the Ketchikan Municipal Code pursuant to subparagraph 6 of Section 3.12.050(a) in order to prevent incompatibility issues with the current system as well as pursuant to Section 3.12.051(c)(2)(A), as ProComm is extremely knowledgeable of our current system's design and capabilities. As this purchase exceeds $10,000, City Council approval is required. I concur with Ms. Rahr's recommendation.

A motion has been prepared for City Council consideration.

Recommended Motion:

Pursuant to Subparagraph 6 of Section 3.12.050(a) of the Ketchikan Municipal Code, I move the City Council authorize the procurement of VESTA 9-1-1 System Refresh Services and Equipment from ProComm Alaska LLC in the amount of $618,457; authorize funding in the amount of $618,457 from the Police Department's 2024 E911 Emergency Dispatch Upgrade capital account; and direct the City Manager to execute the purchase contract documents on behalf of the City Council.

KETCHIKAN POLICE DEPARTMENT
361 Main Street
Ketchikan, Alaska 99901
Phone (907) 225-6631
Fax (907) 247-6631

TO: Delilah Walsh, City Manager

FROM: Andria Rahr, Dispatch Supervisor

THRU: Jeffrey Walls, Police Chief

DATE: June 14, 2024

RE: Vesta 9-1-1 System Refresh

In adopting the General Government 2024 Capital Improvement Program, the City Council appropriated $681,750.00 to the Communications Division of the Ketchikan Police Department to upgrade the 911 system.

Background

Ketchikan Police Department dispatch is the Public Safety Answering Point (PSAP) in the City of Ketchikan and Ketchikan Gateway Borough. The 911 system has been in place for several years, is currently out of date, and requires an upgrade. During the budget preparation for 2024, we identified this project as our number one priority.

This new system will upgrade and refresh the existing Cassidian 911 system, which is outdated. Cassidian was purchased by Vesta which is a Motorola product. The existing servers and workstations are using Operating Systems which are no longer supported. Some hardware is beginning to fail and is becoming more and more difficult to replace.

ProComm Alaska provided a quote to bring our E911 system up to current industry standards. This upgrade will offer increased product features, operational efficiencies, and reliability along with stable, centralized call handling for our PSAP. In other words, our dispatch center.

The upgrade will result in a system which could be configured to operate much like the existing system, which will result in less training and ease the migration/cutover.

The purchase from ProComm Alaska is necessary to prevent incompatibility with existing infrastructure. All Communication Division systems are used by emergency services at the City of Ketchikan Police and Fire Departments and by the North and South Tongass Volunteer Fire Departments.

The cost of the upgrade is $618,457.00. At this price, the Ketchikan Municipal Code requires the city council to approve the purchase and staff seek either competitive bids or written quotations unless the City Council approves an exemption. Ketchikan Municipal Code (KMC) 3.12.050(a)(6) provides an exemption that would be appropriate for this transaction.

Subparagraph (6) states the following:

Supplies, materials, equipment, or contractual services which should be purchased from a specific source to prevent incompatibility with previously purchased supplies, materials, equipment, or contractual services. For purposes of this subparagraph, the term “incompatibility” is defined as:

(a) The inability to interconnect, combine, interchange, or join; or

(b) That which causes substantial duplication in maintenance, expertise, or training or in the stocking of parts, materials, supplies or replacements

Any purchase which is to be excluded from competitive bidding by the authority of this subparagraph which exceeds ten thousand dollars must first be approved by the council.

The purchase from ProComm Alaska is necessary to prevent incompatibility with the current existing infrastructure. The Communication Division is engineered through ProComm, is Motorola centric, and is serviced annually by the company. ProComm is the Motorola vendor for the State of Alaska. These systems are used by emergency services at the City of Ketchikan Police and Fire Departments as well as both the South and North Tongass Volunteer Fire Departments.

RECOMMENDATION

Pursuant to Section 3.12.050(a)(6) of the Ketchikan Municipal Code requires City Council adopt the motion authorizing the purchase of Vesta 9-1-1 System Refresh through ProComm of Alaska for $618,457.00.

Recommended Motion

I move the City Council authorize the purchase of the Vesta 9-1-1 System Refresh at a cost of $618,457.00 with funding to come from Police Department 2024 Operating and Capital Budget – Machinery & Equipment General Capital Project Account 725.00 and direct the City Manager to execute the contract documents on behalf of the City Council.

Attachments:

1. Q6989 KetchikanPD Vesta911 06122024

Respectfully Submitted,

Dispatch Supervisor Andria Rahr
Ketchikan Police Department

6989 Ketchikan Police Department Vesta 9-1-1 System Refresh

Proposal to

CITY OF KETCHIKAN, POLICE DEPARTMENT

Presented by

PROCOMM ALASKA LLC

June 2024

The design, technical, and cost information furnished with this proposal is to be considered proprietary information of ProComm Alaska LLC. Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those employed by City of Ketchikan required to evaluate the proposal, without the express written permission of ProComm Alaska LLC.

1.0 INTRODUCTION

ProComm Alaska (PCA or ProComm) is pleased to present to the City of Ketchikan Police Department this quote for upgrading their existing 911 system: VESTA 911 call handling solution for emergency calls.

VESTA Solutions (previously Airbus and Cassidian Communications) is now a part of the Motorola Solutions family and continues to design its industry leading 9-1-1 call handling platform from the ground up to specifically accommodate future emergency call handling formats. VESTA® is that Next Generation 9-1-1 (NG9-1-1) platform. Already selected by over 1,500 agencies, the VESTA solution was designed to handle IP communications including wireline, wireless, VoIP, *TDD/TTY,* and SMS/Text messaging to 911. VESTA solutions will continue to evolve and accept access technologies like MMS and video, while maintaining our reputation for reliability and ease of use.

Today, the VESTA solution is the industry standard comprehensive NG9-1-1 solution. It offers PSAP's increased product features, operational efficiencies, and reliability along with stable, centralized call handling for individual or multiple PSAP locations.

The VESTA solution is designed to meet growing community needs and emerging 9-1-1 technologies. The City of Ketchikan is assured the solutions proposed herein will comply with and meet both the E9-1-1 requirements of today and the NG9-1-1 requirements of tomorrow. By selecting ProComm Alaska/VESTA/Motorola Solutions, Ketchikan PD can be confident they are partnering with the leading provider of Public Safety 9-1-1 solutions and selecting the highest possible level of service to its visitors, citizens, and public safety professionals within their region.

2.0 SOLUTION DESCRIPTION

2.1 BACKROUND

Ketchikan PD/Dispatch is the Primary PSAP in the City of Ketchikan. The current 911 system requires an upgrade. This new system will upgrade and refresh the existing Cassidian 911 system which is more than 10 years old. The existing servers and workstations are using Operating Systems which are no longer supported. Some hardware is beginning to fail and is becoming increasingly difficult to replace. The proposed upgrade will result in a system which could be configured to operate much like the existing system, which will result in easier training and simplify the migration/cutover.

SOLUTION

ProComm Alaska is proud to present the most current version of VESTA 9-1-1 Release 8.1 (or the most current version based on shipment time) call handling solution to continue to meet the needs of City of Ketchikan.

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This new VESTA 9-1-1 system is proposed as a Single Site configuration with (3) three permanent Calltaker positions located in the Ketchikan PD Building (PD Dispatch).

Recommended training for Call Takers/Dispatchers and system Administrators is included in our proposal. If requested by the city, the training, class type and quantity could be modified. It is assumed that training will be a combination of online and onsite as required depending on options selected, with onsite training being conducted after the system has been installed, tested, and operation verified. See Section 7 for a list of training/classes included in our quote.

PRODUCT DESCRIPTION

2.2 VESTA 9-1-1

The VESTA 9-1-1 call handling solution is a mission-critical call management and response solution that is a NENA compliant, IETF standards-based, IP-centric implementation. In essence, the VESTA 9-1-1 call handling solution provides:

- A 9-1-1 ANl/ALI controller providing voice management and data (ALI) retrieval.
- Supports all standard telephony interfaces to simplify integration into existing telephony networks.
- Engineered to ensure that there is essentially no single point of failure, i.e. most hardware is duplicated within the system to ensure redundancy.

Below is a description of the *general* hardware components that make up a VESTA 9-1-1 system. For specific quantities and options, please refer to Section 3, Equipment List.

- Two servers running Media Distribution Services (MDS)
- Two servers running Data Distribution Services (DDS)
- Two M1K CHASSIS
- Four FXS (Foreign eXchange Subscriber) 4-port cards
- Two FXO (Foreign eXchange Office) 4-port cards
- Two T1 M1K 1-SPAN cards
- Two managed Ethernet switches
- One Session Border Controller (SBC)
- One firewall security appliance with VPN capability
- IPtelephones (3 each, one per position)

VESTA 9-1-1 workstations to manage and process incoming mission critical calls.

Supported interfaces include:

- Analog 9-1-1 CAMA (wireline and wireless) trunks used for incoming emergency calls.

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- Administrative lines - Centrex, CUD, POTS
- Feature Group D (FGD)
- Ring-down lines - wet (battery provided by CO) and dry (battery seen by the CO)
- Digital interfaces - T1 (for Emergency calls) and PRI (for admin calls)
- ALI to identify caller information (local, land line only)
- CAD Interface
- VoIP interface using NENA i3 or Intrado RFAI protocol (requires ESINet module and additional firewall device, not included in this quote)

2.2.1 Servers

Media Distribution Services (MDS)

The VESTA 9-1-1 MDS are the software-based call-processing components of the VESTA 9-1-1 solution. The software extends telephony features and functions to packet telephony network devices such as VESTA 9-1-1 Workstations and IP phones. MDS servers provide the following feature/functionality:

- Support for 9-1-1 and Admin queues
- Advanced Call Distribution (ACD) schemes (Longest idle, Ring all, Circular, and Linear)
- Conferencing, transfer, and call overflow capabilities
- Administrative phone features and services
- Auto attendant features
- Voice Mail

MDS servers are always implemented in pairs and operate in an Active/Standby mode.

Data Distribution Services (DDS)

The VESTA 9-1-1 DDS provides advanced 9-1-1 call data handling and system monitoring services. DDS servers provide the following feature/functionality:

- Retrieve and extract ALI from ALI databases, perform ALI re-bids
- Interfaces to CAD (Computer Aided Dispatch) systems
- Manages the transfer of call details to remote agencies
- System activity events and logs for tracking, alarming and historical reporting
- Management of overall system resources
- A client applications software distribution mechanism for VESTA 9-1-1 workstations, VESTA™ Analytics MIS solution, and Activity View management application
- Real-time CDR (Call Detail Record) printing

DDS servers are always implemented in pairs and operate in an Active/Standby mode.

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Beginning with VESTA 9-1-1 solution Release 6 (R6) Advanced Services Nodes (ASN's) may be equipped to extend the functionality of the VESTA 9-1-1 system. These are typically deployed as a set of three virtual machines, which may be hosted on the System Hypervisor servers or on a separate pair of Hypervisor servers. For VESTA 9-1-1 R6, the ASN's provide the following functionality:

- Support direct-connect capability for delivery of SMS/text calls utilizing MSRP protocol.
- Provide additional tools for training purposes. This includes simulator for:
  - Generating SMS/text calls
  - Generating simulated voice calls
- Provide additional tools for diagnostic and configuration of the ASN's.
- ASN's are always implemented in pairs and operate in an Active/Active mode.

Virtualized Servers

Beginning with the VESTA 9-1-1 solution Release 2 (R4.2), the MDS, DDS and other peripheral servers may be implemented as virtual machines (VM's) on one or more physical servers. This approach reduces the amount of back-room equipment, lowers power consumption and reduces thermal loading in the equipment room. VM's also provide greater flexibility for future software upgrades, since the operating system and client software are now independent of the server hardware.

Virtual servers are normally equipped with:

- Six-core Xenon CPU's (minimum)
- 12 GB of RAM (minimum)
- Multiple disk drives in a minimum RAID 5 configuration
- Multiple 10/100/1000 NIC's
- Dual power supplies

3.1.2 Gateways

The VESTA 9-1-1 solution supports various gateways to interface to traditional (non-IP) telephone systems. Gateways convert non-VoIP circuits to standard, SIP-based VoIP.

Mediant 1000 (M1K)

Mediant 1000 gateway chassis provides six expansion slots which can be equipped with any combination of FXO, FXS and/or T1/PRI interface modules. The Mediant 1000 chassis is also equipped with redundant power supplies and dual network interfaces (NICs).

The following features and circuit types are supported on these gateways:

- Interface to 2-wire analog CAMA 9-1-1 trunks
- Interface to 2-wire loop start administrative lines.
- Interface to 2-wire ground-start administrative lines (requires GS

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FXO module)
- Interface to either dry- or wet ring-down lines
- Interface to standard T1/E1 circuits*;
- Interface to standard ISDN-PRI circuits*
- Web-based GUI for configuration and management

***A maximum of four digital circuits may be equipped per M1K chassis (pre R6.0) or up to six (R6.x and later, with firmware upgrade).

ESINet Interface Module CEIM

(System capability, not included on this quote, available if and when your ALI/ANI service provider requires it)

The ESINet Interface Module (EIM) provides connectivity to NENA i3-compliant and RFAI VoIP networks (Not yet available in Alaska) for the delivery of 9-1-1 calls and related information. Several different versions of EIM are available, depending upon the type of ESINet that the system will be interfaced with:

- NENA i3 - microData
- NENA i3 - Solacom
- NENA i3 - other
- Intrado RFAI

The ESINet is normally interfaced to the VESTA 9-1-1 system using a firewall device at each host location. The following features are provided with the EIM module:

- Delivery of 9-1-1 voice to the system using VoIP technology
- Delivery of the ANI as part of the call setup messages (SIP invite)
- Delivery of ALI information in the PIDF-Lo fields (NENA i3 only)
- Implementation of a "make busy" switch for PSAP evacuation/reroute (requires stand-alone FXS unit-switch to be provided by customer or PCA)

2.2.2 Remote CAD Servers

In virtualized and/or geo-diverse hosts and/or remote PSAPs, RS232 Port Servers RS-232-to-IP devices are deployed to extend serial CAD ports to the remote location. These devices provide the following features:

- Four RS-232 ports per unit
- Each unit may communicate with multiple DDS servers.
- Web-based GUI for configuration

For each PSAP equipped with a CAD interface, one set of the following will also be provided to allow for CAD port redundancy:

- Blackbox TL601A-R2 port arbitrator
- Blackbox TL159A-R8 8-port data sharing unit

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3.1.4 Alarms

The VESTA 9-1-1 platform provides real time monitoring of its solution elements, both hardware and software modules. In the event a failure is detected, depending on the severity of the fault, the VESTA 9-1-1 platform will generate a major, minor, or critical alarm. Any observed failure is then indicated on the alarm screen of the VESTA 9-1-1 Configurator. Alarms may also be reported on the optional Activity View application.

Three types of alarms are associated with failures:

- **Critical** - A critical alarm shall produce audible and visual indications at the maintenance position.
- **Major** - A major alarm shall produce a visual indication at the maintenance position.
- **Minor** - A minor alarm shall result in an entry in a diagnostic report.

Alarms may also be reported to Motorola Solutions DS-Comm Monitoring and Response centers for analysis and action by appropriate technical personnel.

3.1.5 VESTA SMS (This feature is NOT included in our quote but may be added at any time)

The VESTA® SMS solution allows VESTA 9-1-1 systems to connect directly to Text Control Centers (TCC's) using standards-based MSRP protocol for delivery of text messages directly to VESTA console users. Some of the features of the VESTA SMS solution are:

- Standards based text to 9-1-1 solution
- Easy and flexible to operate
- Supports multiple text queues
- Text capability may be assigned to user roles
- Allows transfer of text calls within a single multi-PSAP system

3.1.6 VESTA 9-1-1 Call-Taking position

The VESTA 9-1-1 call-taking position provides a GUI to allow Call-takers to quickly process emergency and non-emergency calls. Depending upon the specific customer requirements, VESTA 9-1-1 call-taking positions may be implemented in a variety of ways:

- Using standard tower or small form factor (SFF) workstations
- One or more wide-screen monitors. Workstations support up to two monitors natively using Display Port outputs. Adapters are optionally available to support other display types (VGA, HDMI, DVI, etc.).
- Optional Integrated Instant Recall Recorder (IRR) software. IRR software can be deployed as either single-channel (telephone only) or dual-channel (telephone and radio select audio) modes.

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- With one or two Network Interface Cards (NICs). When deployed with two NICs, each NIC may operate independently (connected to two different networks) or be teamed for redundancy.
- With a SAM (Sound Arbitration Module) connected to two standard 310-plug headset jacks
- With either an optional SAM speaker module or an optional basic external speaker
- With optional Genovations 24- or 35-key programmable keypads
- With optional wide-screen touch-screen monitor(s)

3.1.7 VESTA 9-1-1 CommandPOST (Included in this quote)

The VESTA"' CommandPOST call processing solution is a portable call-taking position designed to allow a call-taker to move to a remote location, reconnect to their host system, and begin taking 9-1-1 (with ANl/ALI) and administrative calls. All features of the traditional VESTA 9-1-1 position are preserved. In order to use Instant Recall Recording (IRR), the VESTA CommandPOST must be used with the SAM module. The VESTA Command Post call processing solution can connect to the host system via:

- Public Internet connection using VPN
- Private IP network with/without VPN connection
- IP satellite network with/without VPN connection

The VESTA CommandPOST typically consists of the following components:

- Hardened laptop computer
- SAM (Sound Arbitration Unit)
- All required cables
- Weather-resistant rolling case with cut foam liner
- Docking Station (Included)
- Additional Battery (Optional)
- External monitor (included)
- External mouse and Keyboard (included)

3.1.8 Networking

The VESTA 9-1-1 system requires specific network capabilities to operate correctly. For full details on the network requirements, consult the VESTA 9-1-1 IP Networking Guide for the version of software being installed.

As part of the total solution, Motorola Solutions/VESTA may provide a variety of networking components. These may include any/all of the following:

Network switches

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- Depending upon the price/performance desired by City of Ketchikan or their IT provider, different managed network switches in 24- or 48-port configurations may be quoted. These are typically from either HP or Cisco. Network switches may be either standard or Power over Ethernet (PoE) versions, depending on the configuration required. Refer to the current hardware specifications for the specific model(s) being quoted.

Network Routers

- When deploying geo-diverse or host systems with remote PSAPs, network routers may be required. These are typically provided by the end user and are generally outside the scope of equipment provided by ProComm/VESTA.

3.1.9 Printing

As you are aware, the VESTA 9-1-1 system may be equipped with a variety of printers, depending upon the specific customer requirements. Printers may be either locally connected (to a workstation or server) or connected to the VESTA 9-1-1 LAN utilizing either an internal or external network interface. When purchased from ProComm/VESTA, the following types of printers are available:

- USB color inkjet printer
- USB black & white laser printer
- Black & white laser printer with integrated NIC/IP print server
- Color laser jet printer with integrated NIC/IP print Server.
- One (1) new printer for City of Ketchikan PD is included in the quote see equipment list for details.

3.2 DATA MANAGEMENT

3.2.1 VESTA Analytics

The VESTA Analytics solution (formerly Aurora) is the Motorola Solutions next-generation Management Information System (MIS). The VESTA Analytics solution expands on the role of MIS, becoming a comprehensive management platform. Depending upon the size of the system, the VESTA Analytics system may be deployed as either:

- A virtualized machine (VM) on the System Hypervisor server
- On a dedicated, stand-alone server

A record of each incoming and outgoing VESTA® or Sentinel call will be contained within the VESTA Analytics database. At a minimum, the record contains the following information:

- Seize Time
- Answer Time

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- Transfer Time
- Hang-up (disconnect) time.
- Position number.
- Agent
- Incoming number (ANI)
- Date/time.
- ALI
- ANI log of disconnected calls showing arrival time and disconnected party abandonment time.

Microsoft Internet Explorer v. 6.0 or later is required to run the browser interface to the VESTA Analytics solution. Microsoft.Net support libraries v. 2.0 or higher are also required on the workstation accessing the VESTA Analytics MIS system. The VESTA Analytics solution may be deployed in 3 different models:

- Single host. Supports one system. If multiple PSAPs are provisioned on the system, no separation of PSAP data for security purposes is provided. All users have access to all data on the system.
- **Hosted model.** In this model, a single VESTA Analytics system is used for reporting services in a multi-PSAP environment. This model allows each PSAP's data to be segregated so that users may only see/report on their specific PSAP's data.
- Enterprise model. In this model, a core VESTA Analytics system is used to accumulate data from multiple edge VESTA Analytics systems. This is most commonly used when data must be collected from multiple stand-alone VESTA 9-1-1 systems.

3.2.2 VESTA Analytics Clients

No dedicated client software is required to access the VESTA Analytics system. All access is performed using the Microsoft Internet Explorer 6.0 or later browser. The workstation accessing the VESTA Analytics system must:

- Have Microsoft.Net 2.0 or later software libraries installed.
- Be connected to the same network as the VESTA Analytics server or have other dedicated, secure access to the VESTA Analytics server network (VPN, etc.)
- One MS-SQL License per user accessing the VESTA Analytics MIS System is required.
- One VESTA Analytics system access license is required per user accessing the VESTA Analytics MIS system is required.

3.2.3 NENA i3 Logger Interface

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Beginning with VESTA 9-1-1 R6.0, Motorola Solutions introduced support for the IP-based NENA i3 Logger Interface. This interface allows a variety of information to be sent to 3rd party systems via a LAN/IP interface. Any of the following information may be sent via the i3 Logger interface:

- Location information.
- SMS/Text message logging data.

Use of this interface requires proper network engineering to ensure the security and safety of both the VESTA 9-1-1 network and the 3rd party systems' network(s).

3.2.4 Activity View

The Activity View management application provides real-time monitoring of PSAP activities. The Activity View management application may be configured by the user to display the status of:

- Call taker status
- Group status
- Group ACD status
- Incoming trunks
- Administrative lines
- Active calls

A user may also configure custom message colors and set a variety of thresholds which will trigger color changes.

Beginning with Sentinel Patriot 3.2 or later or VESTA 9-1-1 or later, the Activity View application also supports a Display Panels feature allowing a user to configure a display output that is compatible with large screen (wall-mount) monitors and/or projectors.

The Activity View management application can also display up to five (5) marquee messages to inform call-takers of upcoming events.

NOTE: It is recommended that the Activity View application be installed on a separate workstation from the VESTA 9-1-1 call-taker application due to the amount of CPU and network resources required. If installed on the same workstation as the VESTA 9-1-1 call-taker application, both applications should not be running at the same time.

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3.0 EQUIPMENT LIST

3.1 City of Ketchikan Police Department – Dispatch (Basic Configuration)

VESTA® 9-1-1		
Qty.	**Part No.**	**Description**
		VESTA® 9-1-1
2	870899-0104R8.1U	V911 R8.1 LIC/DOC/MED UPG
2	870899-0104R7.2U	V911 R7.2 DOC/MED UPG
1	870890-75006	VIRTUAL MEDIA SET 017D
2	873099-03002U	V911 CAD INTF LIC UPGD
		VM Medium Server Bundle
1	853031-DLSVRSG-2	V-DL MED SVR BNDL SNGL
2	06500-00201	2-POST RELAY RACK MNT KIT
1	870890-75006	VIRTUAL MEDIA SET 017D
		VESTA® SMS
		Note: Customer is responsible for Text Control Center (TCC) services and network charges. (Not included)
0	870891-66301	VESTA 9-1-1 SMS LIC
0	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		Note: Annual Subscription - Year 1
0	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		Note: Annual Subscription - Year 2
0	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		Note: Annual Subscription - Year 3
0	03800-03070	FIREWALL 60F (Not included)
		Note: Firewall supports Call and Text Handling for ESInet Interface Module (EIM), Text to 9-1-1 and Direct PSAP Interconnect (DPI).
0	03800-03071	WARR FIREWALL 60F 1YR
0	03800-03073	WARR FIREWALL 60F 3YR
0	809800-00200	CFG NTWK DEVICE
0	870891-66403	M&R NETWORK/IP LICENSE
0	809800-16343	M&R IP DEVICE SRVC 1YR
0	809800-16345	M&R IP DEVICE SRVC 3YR
		VESTA 9-1-1 Enhanced Data Window for RapidSOS *(Not included)*
0	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB

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		Note: Annual Subscription - Year 1
0	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		Note: Annual Subscription - Year 2
0	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		Note: Annual Subscription - Year 3
		VESTA® 9-1-1 CDR Module
2	873099-00602U	V911 CDR SVR LIC UPGD
3	873099-01102U	V911 CDR PER SEAT LIC UPGD
		VESTA® 9-1-1 Activity View
3	873099-00802	V911 ACT VIEW LIC PER ST
1	873099-00702	V911 ACTIV VIEW SYS LIC
1	809800-35120	V911 ACT VIEW SW SPT 1YR
0	809800-35122	V911 ACT VIEW SW SPT 3YR (Option)
		VESTA Admin Workstation
1	61000-409623	DKTP ELITE MINI 800 G9 W/O OS
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	64000-00600	PC MOUNTING BRKT
1	63000-221693	MNTR FP WIDE SCRN LED 22IN
1	809800-00102	GENERIC WKST CFG FEE
		VESTA® 9-1-1 Basic/Prime to VESTA® 9-1-1 Advanced Licenses
3	PA-0AD-VSSL	VADV LIC ADD-ON
3	PS-0SQ-VSML-M	VS BSC MLTP SEAT LIC NFEE
3	SS-0AD-VSSL-1Y	SPT VADV 1YR
0	SS-0AD-VSSL-3Y	SPT VADV 3YR (Option)
		VESTA® 9-1-1 IRR Module
3	873099-00502U	V911 IRR LIC UPGD
3	809800-35110	V911 IRR SW SPT 1YR
0	809800-35112	V911 IRR SW SPT 3YR (Option)
		VESTA® Workstation Equipment
3	61000-409623	DKTP ELITE MINI 800 G9 W/O OS
3	04000-00448	WINDOWS 10 LTSC LIC 21H2
3	63000-221693	MNTR FP WIDE SCRN LED 22IN
3	64007-50021	KEYPAD 24 KEY USB CBL 12FT
3	04000-13362	CBL DP M/M 15FT BLK
3	850830-03201	BASIC SAM HDWR KIT

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6	833401-00402G-15	CBL INTFC B JKBX NPTT 15FT
3	853004-00401	SAM EXT SPKR KIT
3	65000-00124	CBL PATCH 15FT
3	02800-20701	HDST K 4W/MOD BLK CARBON
3	03044-20000	HDST CORD 12FT 4W MOD BLK
3	809800-35109	V911 IWS CFG
3	809800-35108	V911 IWS STG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
		VESTA® 9-1-1 Admin Printer
1	64040-60087	PRNTR 507N BLK/WHT
		Note: Laserjet Black and White printer. Recommended monthly volume, 1,500 to 5,000 pages
1	65000-13403	CBL USB 2.0 A/B 10FT
1	65000-00238	CBL PATCH BLUE 3FT
1	65000-00124	CBL PATCH 15FT
		Network Equipment
		Note: Firewall supports Remote and Internet Access for Managed Services, Remote position access, RapidSOS, Citizen Input, Smart Transcription and Outbound Text.
1	03800-03070	FIREWALL 60F
1	03800-03071	WARR FIREWALL 60F 1YR
0	03800-03073	WARR FIREWALL 60F 3YR (Option)
1	809800-00201	VPN CFG SVCS
		Cisco 4331 Integrated Services Router
2	04000-94331	ROUTER ISR4331-SEC/K9
0	04000-14327	WARR 4331 SEC/K9 24X7 3YR (Option)
2	809800-00199	ROUTER CFG FEE
32	809800-00128	NTWK INFRA REMOTE SCVS
2	04000-09301	SWITCH 9300 24-PORT POE W/24X7 3YR
2	04000-02919	USB CONSOLE CBL
		or…..
0	04000-09300	SWITCH 9300 24-PORT W/24X7 3YR
0	04000-02919	USB CONSOLE CBL
		Peripherals & Gateways
2	04000-00129	MED 1000B CHASSIS BNDL
1	870890-74901	V911 M1KB FIRMWARE

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2	04000-00186	SW SPT M1000 GATEWAY 1YR
0	04000-00188	SW SPT M1000 GATEWAY 3YR (Option)
2	04000-00116	MED 1000 FXO-LS BNDL
4	04000-00119	MED 1000 FXS-O BNDL
2	04000-00152	MED 1000 1-SPAN BNDL
2	04000-00191	SW SPT M1000 T1 MOD 1YR
0	04000-00193	SW SPT M1000 T1 MOD 3YR (Option)
		Session Border Controllers (SBC)
		SIP to SIP Connectivity
1	04000-00538	MED 800C HA PAIR BNDL
2	04000-00536	SW SPT MED 800C GATEWAY 1YR
0	04000-00533	SW SPT MED 800C GATEWAY 3YR (option)
160	809800-17007	FIELD ENG-STANDARD
		ALI/CAD Output
1	04000-00220	RS-232 2-PORT SHARING 1U 110/220VAC
1	65000-03040	CBL NULL MODEM DB25M/M 6FT
1	04000-00219	8-PORT RS-232 DATACAST 1U 110/220VAC
		Rack & Peripheral Equipment
1	06500-55053	7FT EQUIPMENT RACK 19IN
1	63000-192610	MNTR LCD 19IN
1	04000-00809	KVM 8-PORT SWITCH USB
		Time Synchronization Equipment
		Note: customer to reuse existing Netclock

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VESTA® CommandPOST		
Qty.	**Part No.**	**Description**
		VESTA® 9-1-1 CDR Module
1	873099-01102	V911 CDR PER SEAT LIC
		VESTA® 9-1-1 Activity View
1	873099-00802	V911 ACT VIEW LIC PER ST
		VESTA® 9-1-1 Advanced Enhanced Operations
1	PS-0AD-VSML	VADV MLTP PER SEAT LIC
1	SS-0AD-VSSL-1Y	SPT VADV 1YR
0	SS-0AD-VSSL-3Y	SPT VADV 3YR (Option)
		VESTA® 9-1-1 IRR Module
1	873099-00502	V911 IRR LIC/MED
1	809800-35110	V911 IRR SW SPT 1YR
0	809800-35112	V911 IRR SW SPT 3YR (Option)
		CommandPOST Hardware
1	61050-G819605-3Y	HP LAPTOP W/O OS & WARR 3YR
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	65000-00263	DOCK STATION THUNDERBOLT KIT
1	64021-10025	KYBD/MOUSE BNDL
1	65000-00249	CBL PATCH BLUE SNAGLESS 50FT
1	63000-221693	MNTR FP WIDE SCRN LED 22IN
1	04000-13362	CBL DP M/M 15FT BLK
1	64007-50021	KEYPAD 24 KEY USB CBL 12FT
1	853004-00302	CPOST BASIC SAM HDWR KIT
2	833401-00402G-15	CBL INTFC B JKBX NPTT 15FT
1	853004-00401	SAM EXT SPKR KIT
1	65000-00124	CBL PATCH 15FT
1	809800-35109	V911 IWS CFG
1	809800-35108	V911 IWS STG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
		VESTA® Analytics Licensing & Support
1	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR
0	SA-MSG-ALSL-3Y	SPT V-ANLYT STD 3YR (Option)

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VESTA® Analytics

Qty.	Part No.	Description
		VESTA® Analytics Standard - Multi Product Purchase
1	873399-00103.6U	V-ANLYT 3.6 MED UPGD
1	873399-00103.4-1U	V-ANLYT 3.4.1 DOC/MED UPGD
1	873399-00103.1U	V-ANLYT 3.1 DOC/MED UPGD
1	873391-00501U	V-ANLYT STD LIC UPGD
1	873391-00301U	V-ANLYT USER LIC UPGD
3	PA-MSG-ASSL-M	V-ANLYT STD SEAT LIC MIG
3	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR
0	SA-MSG-ALSL-3Y	SPT V-ANLYT STD 3YR (option)
		VESTA® Analytics Standard Server Equipment for Virtualized Server Bundle
		Note: Additional Hardware to be installed in DDS-B Server.
1	BA-M00-ASA0-3	V-ANLYT STD ADD-ON

EP ALI

Qty.	Part No.	Description
		EP ALI
1	871599-00107.0	EP ALI 7.0 LIC/DOC/MED
1	809800-01571	EP ALI SPT THRU YR1
0	809800-01573	EP ALI SPT THRU YR3 (Option)
		EP ALI Server Equipment for Virtualized Server Bundle
		Note: EP ALI to be VM'd on VESTA-A Server.
1	BA-D00-EPALI	INFRASTRUCTURE EQUIPMENT,EP ALI ADD-ON
2	831501-00101	CBL LOOPBACK 8IN DIGI
		EP ALI Data Conversion Services
48	809800-01570	EP ALI DATA FMT/CONV SVC
1	871590-00801	EP ALI DATA CONV UTILITY

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Managed Services

Qty.	Part No.	Description
		Monitoring, PM & AV Service: Servers
		Note: Includes (2) DDS Servers, (1) VESTA Analytics Server, (1) EP ALI ALI Server.
4	870891-66401	M&R SVR AGENT LICENSE
4	809800-16361	M&R PM AV SVR SRVC 1YR
0	809800-16363	M&R PM AV SVR SRVC 3YR (Option)
		Monitoring, PM & AV Service: Workstations
		Note: Includes (3) Positions, (1) Management Console, (1) Admin PC
5	870891-66402	M&R WKST AGENT LICENSE
5	809800-16377	M&R PM AV WKST SRVC 1YR
0	809800-16379	M&R PM AV WKST SRVC 3YR (Option)
		Monitoring, PM & AV Service: IP Devices
		Note: Includes (2) Virtual Host/Machines, (2) MDS Servers, (3) ASN Nodes, (1) Firewall for Internet/Remote Access, (2) Cisco Switches, (2) Gateways, (2) SBC Gateway Devices, (1) NAS Device
15	870891-66403	M&R NETWORK/IP LICENSE
15	809800-16343	M&R IP DEVICE SRVC 1YR
0	809800-16345	M&R IP DEVICE SRVC 3YR (Option)
		Security Management (SM)
		Note: Includes (1) CommandPOST
1	809800-14152	MGD SERV DEV & IMPL
1	809800-00200	CFG NTWK DEVICE
1	809800-16231	SEC MGMT 3.1 SVC 1YR
0	809800-16233	SEC MGMT 3.1 SVC 3YR (Option)
		Disaster Recovery (DR): Servers
2	871499-01304	DIS RCVR VIRT SVR LIC
2	809800-16201	SPT DR VIRTUAL SVR 1YR
0	809800-16143	SPT DR VIRTUAL SVR 3YR (Option)
2	871499-01303	DIS RCVR SVR LIC
2	809800-16194	SPT DIS RCV SVR THRU YR1
0	809800-16197	SPT DIS RCV SVR THRU YR3 (Option)
		NMS VM Server Equipment - 80 Nodes or Less

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		Note: NMS Server to Coexist on a dedicated VM on the DDS-A Server.
1	BA-LNM-00A0-3	NMS VM ADD-ON KIT
1	6400C-40052	16GB RAM G10 2933
2	64000-40109	8GB RAM DDR4-2400
		NMS Server Equipment
1	870891-66401	M&R SVR AGENT LICENSE
1	809800-16361	M&R PM AV SVR SRVC 1YR
0	809800-16363	M&R PM AV SVR SRVC 3YR (option)
1	870891-66403	M&R NETWORK/IP LICENSE
1	809800-16343	M&R IP DEVICE SRVC 1YR
0	809800-16345	M&R IP DEVICE SRVC 3YR (Option)

Extended Warranties

Qty.	Part No.	Description
		Server Extended Warranty
		Note: Includes (2) VESTA 9-1-1 Servers.
2	04000-01619	WARR 24X7 DL380G10 3YR
		Note: Upgrade & uplift from 3 yr warranty 9x5 NBD to 3 yrs, 24x7, 4 hour response time.
		Workstation Extended Warranty
		Note: Includes (4) Workstations, (1) Management Console.
5	04000-01594	WARR 5YR NBD HP 800 MINI
		Note: Warranty upgrade from 3 yrs warranty 9x5 NBD to 5 yrs 9x5 NBD.

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VESTA® Services

Qty.	Part No.	Description
		Field Engineering Services
288	809800-17007	FIELD ENG-STANDARD
1	809800-17038	COORDINATION SERVICES

Spare Equipment

Available for purchase with the system but not included in our quote

Qty.	Part No.	Description
		Gateways and Equipment
0	04000-00127-SP	MED 1000B CHASSIS SPARE
0	870890-74901	V911 M1KB FIRMWARE
0	04000-00116	MED 1000 FXO-LS BNDL
0	04000-00119	MED 1000 FXS-O BNDL
0	04000-00132	MED 1000B PWR SPLY BNDL
0	04000-00144	MED 1000B CPU BNDL
0	04000-00152-SP	MED 1000 1-SPAN SPARE
0	04000-01761	DIGI CONNECT EZ 4
		Cables and Switches
0	04000-09301	SWITCH 9300 24-PORT POE W/24X7 3YR
		VESTA IP Phones
0	04000-16867	6867I PHN/ADPTR KIT
0	809800-10201	IP PHN CFG FEE PER PHN
		ProDesk Mini Workstation Equipment
0	61000-409623	DKTP ELITE MINI 800 G9 W/O OS
0	04000-00448	WINDOWS 10 LTSC LIC 21H2
0	63000-221693	MNTR FP WIDE SCRN LED 22IN
0	64007-50021	KEYPAD 24 KEY USB CBL 12FT
0	850830-03201	BASIC SAM HDWR KIT
0	853004-00401	SAM EXT SPKR KIT
0	02800-20701	HDST K 4W/MOD BLK CARBON
0	809800-00102	GENERIC WKST CFG FEE
0	04000-01594	WARR 5YR NBD HP 800 MINI

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4.0 PRICING SUMMARY

	Vesta 911 – 3 OP system for Ketchikan PD/Dispatch (with SALI)	*COST*
1	VESTA 911 and Sentinel ALI: Hardware, Software, Licenses, System Configuration and Training cost: 3 OPs system, backroom equipment in a single location and one (1) CommandPOST	$368,625.00
2	VESTA 911 & SENTINEL ALI: Support and Monitoring Services after cutover - Year 1 (Required and included in this quote)	$56,197.00
3	Labor: VESTA and ProComm -Initial site walk, Equipment Installation, Configuration, Testing, Cutover (Including Travel time to/from Ketchikan)	$35,824.00
4	Hardware: provided by PCA during system installation	$2,505.00
5	Logistics: PCA Technicians and Vesta Field Engineer	$29,245.00
6	Project Engineering and Project Management	$8,500.00
	Cost of System Deployment, Hardware and Licenses (with 1st year of Support and Monitoring Services included)	**$500,896.00**
OPTION #1: The cost of the system purchased with years 1- 3 remote and on-site Support (instead of 1st year only). 24/7/365 system monitoring, patching, system recovery and support services - including on site support by PCA		**$618,457.00**

Total project (with Maintenance Support for a 1st year) ProComm Alaska quotes: $500,896.00

Option 1: System Deployment with Maintenance support years 1 - 3 ProComm

Alaska quotes: **$618,457.00**

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4.1 Pricing Guarantee.

Prices quoted are dependent on the quoted price of PCA suppliers which are guaranteed for a limited time. Therefore, PCA will guarantee the price quoted for a period of 90 days. If Notice to Proceed exceeds period specified, PCA reserves the right to pass on subsequent increases in costs to the City of Ketchikan.

4.2 Terms and Conditions for payment.

Terms for the equipment and installation services to include first year warranty and 24/7 coverage and monitoring are typically 50% down payment with the contract for that amount, 25% upon shipment of the equipment to location from Motorola VESTA, and final 25% upon Final Acceptance and Commissioning to go live. Terms can be negotiated at the time of contracting if necessary.

The additional years of Managed Services can be billed separately after the contract and system is in operation, on quarterly, semi-annual, or annual basis, or like the agreement we have now with a portion down, and monthly payments in advance. This can be precisely negotiated at the time of contracting.

5.0 WARRANTY & LIMITATION OF LIABILITY

ProComm Alaska shall make available to the City of Ketchikan any product warranties made by the manufacturer(s) of the software, products, or services utilized by ProComm Alaska in connection with goods and services provided hereunder, to the extend transferable and without recourse.

ProComm Alaska shall warranty that the installation is free from defects in parts and labor for a period of 60 days from the date of installation provided such defects are communicated in writing within that period. ProComm Alaska shall correct reported deficiencies at its principal location or other location which ProComm at its sole discretion shall agree at no additional charge to City of Ketchikan.

Except as expressly set forth above or in a contract signed by an officer of ProComm Alaska LLC, ProComm Alaska makes no warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose, in connection with materials or work order and the transactions contemplated hereby.

In no event shall ProComm Alaska be liable to City of Ketchikan for any indirect, special or consequential damage or lost profits arising out of or related to materials or work or the performance of breach hereof. Even if ProComm has been advised of the possibility thereof, ProComm's liability to City of Ketchikan hereunder, if any, shall in no event exceed the total of the charges paid to ProComm hereunder by City of Ketchikan.

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6.0 QUALIFICATIONS AND ASSUMPTIONS

6.1 It is assumed that Equipment and Services will be provided in configuration as described in Section 3 (Equipment List).

6.2 It is assumed that VESTA 9-1-1 will be deployed as an upgrade for the existing 911 system, with eight (8) FXS analog CAMA Trunks for receiving all 911 calls from a single LEC. The details will be discussed further during DDR phase.

6.3 It is assumed that the City of Ketchikan will be responsible for arranging ANI/ALI services (circuits) for wireless (Cellular) users.

6.4 Motorola/ProComm has included a Sentinel ALI server (ALI server for local landline phones). The city will be responsible for delivering an initial database of the phones/addresses for Vesta FE to import into the system. After cutover it will be the responsibility of the City to manage that database.

6.5 It is assumed that space/power/circuits are available for new racks(s) for cold installation, configuration, on-site training prior to cutover and live operation. Two (2) 20Amp “Twist Lock” type (NEMA L5-20P) power plugs will be used to power the cabinet with Vesta 911 equipment. The total power used by the system is estimated to be 31 Amps at 120VAC (~3.65kW). It will be the responsibility of the City to deliver the required power to the system.

6.6 No backup power/UPS is included with the system. It will be the responsibility of the city to provide reliable and uninterrupted power to equipment cabinet/rack.

6.7 It is assumed that the City of Ketchikan will be responsible for arranging all external lines and for dismantling and properly disposing of the existing 911 system: backroom equipment and call takers positions.

6.8 It is assumed that “outside” network, WAN, VPN, phone trunks, CAMA trunks, modems/lines for remote monitoring of the system, managing ANI/ALI database (local or wireless nationwide), GIS data etc. will be City of Ketchikan responsibility to deliver.

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7.0 TRAINING INCLUDED WITH THIS PROPOSAL

TRAINING		
Qty.	**Part No.**	**Description**
2	000001-06701	V9-1-1 AGENT TRNG *Note: VESTA® 9-1-1 Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel. VESTA® 9-1-1 Agent training does not include training on the SIP phones. SIP phone training is a separate class and can be quoted upon request.*
1	000001-06712	V9-1-1 AGENT TTT TRNG *Note: VESTA® 9-1-1 TTT bundle includes (1) 1 day class of TTT training for up to 8 students. Includes trainer's daily training expenses and travel.*
1	000001-06704	V9-1-1 ADMIN FOR STD *Note: VESTA® 9-1-1 Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.*
1	000001-06795	CPOST ON-SITE TRNG *Note: On-site training included as part of the VESTA® 9-1-1 Admin training using customer equipment. CommandPOST positions must be configured to the network/firewall prior to training. This is a 15 minute demonstration on how to use the CommandPOST position.*
1	TBD1	EP ALI ADMIN TRNG *Note: EP ALI Admin bundle includes (1) 1/2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.*

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APPENDIX A
CHANGE REQUEST FORM

Change Request No.: _____Date: _____

Requester: _____Telephone: _____

Title:_____

Description of Change:

Equipment or Services Required:

Time Line Modification:

Dollar Value of Change (including tax): $_____

Approvals:

City of Ketchikan - _____
Authorized By/Title/Date

ProComm Alaska - _____
Authorized By/Title/Date

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