

cityofnovi.org

**CITY of NOVI CITY COUNCIL**

**Agenda Item B  
June 7, 2010**

**SUBJECT:** Approval to enter into annual maintenance and service agreement (7/1/10 – 7/1/2011) with Advanced Wireless Telecom (AWT) for the Next Generation E-911 system in the Novi Police Department's Communication Center for \$16,240.51.

**SUBMITTING DEPARTMENT:** Public Safety

**CITY MANAGER APPROVAL:** 

<b>EXPENDITURE REQUIRED</b>	<b>16,240.51</b>
<b>AMOUNT BUDGETED</b>	<b>16,500.00</b>
<b>APPROPRIATION REQUIRED</b>	<b>N/A</b>
<b>LINE ITEM NUMBER</b>	<b>101-301.00-851.200</b>

**BACKGROUND INFORMATION:**

On June 30, 2009 the switch was made to the Next Generation E-911 capable IP Based 911 system (Plant CML – Vesta Palles) in the Novi Police Department's Communication Center. Next generation IP Based technology offers increased capabilities when receiving mobile and/or Voice Over Internet Protocol (VOIP) calls providing critical information. The new system also provides multimedia capabilities, i.e., a caller could send video and text messages directly to the dispatch from an emergency scene, or allow an emergency responder to send video instruction such as CPR to the emergency site. Officers will also be able to see "real-time" video from their computer workstation as they approach emergency scenes. As the Next generation 911 technology is deployed it will enhance 911 reliability, enable greater call center redundancy, and provide better scalability to meet future 911 technology demands.

The new equipment (\$219,263) was purchased from AWT through a contract held with Oakland County. The equipment was funded by the City of Novi (\$87,597) and Oakland County (\$131,666) via surcharge funds and Urban Area Security Initiative funds (UASI). Included in the initial investment was a one year maintenance agreement. That agreement will expire in July 2010 and it is imperative that we enter into a new agreement to ensure the 911 equipment is functional. If we experience a failure of any kind with our 911 system the maintenance provides 24/7 response with a 2 hour minimum to get a technician on site. It also covers any part that needs to be replaced. This expense was included in the 2010-11 operating budget.

Legal counsel has reviewed the agreement and opines there is no legal impediment to entry into this renewal. In addition, over the past year, the response and service by AWT has been excellent. There are no concerns at this point with the renewal of the agreement as written.

**RECOMMENDED ACTION:** Approval to enter into annual maintenance and service agreement (7/1/10 – 7/1/2011) with Advanced Wireless Telecom (AWT) for the Next Generation E-911 system in the Novi Police Department's Communication Center for \$16,240.51.

	<b>1</b>	<b>2</b>	<b>Y</b>	<b>N</b>
<b>Mayor Landry</b>				
<b>Mayor Pro Tem Gatt</b>				
<b>Council Member Crawford</b>				
<b>Council Member Fischer</b>				

	<b>1</b>	<b>2</b>	<b>Y</b>	<b>N</b>
<b>Council Member Margolis</b>				
<b>Council Member Mutch</b>				
<b>Council Member Staudt</b>				

May 24, 2010

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Deputy Chief Thomas Lindberg  
City of Novi Police Department  
45175 W. Ten Mile Road  
Novi, MI 48375

Re: *Annual Maintenance and Service Agreement with Advanced Wireless  
Telecom (AWT) for 911 System*

Dear Deputy Chief Lindberg:

You asked our office to review the proposed annual Maintenance and Service Agreement with Advanced Wireless Telecom (AWT) for the Police Department's Next Generation E-911 System. The City purchased the equipment for the 911 system in 2009, and the contract included an annual maintenance and service agreement with all the same terms and conditions as are being proposed in this agreement. The document to be signed now with AWT is entitled "Support Renewal," and it continues the terms and conditions of the previous agreement by reference.

Our office see no legal impediment to entry into this renewal. A couple of points to note, however.

First, we assume that the appropriate staff at the City have reviewed the performance under the existing agreement and confirmed that it is acceptable (now would be the time to object to an extension or to raise performance issues under the terms of the agreement as entered into last year). In particular, the agreement proposes to continue the response time requirements that are based upon severity levels. These range from one hour for product failure/loss of service to 24 hours for minor issues.

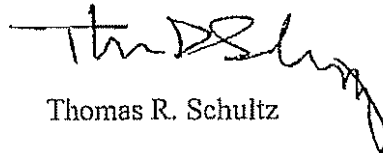
Second, we note that Paragraph 8 of the agreement has a 30-day termination clause "without cause and for convenience." However, if the agreement is terminated for those reasons, the City will remain responsible for 50 percent of the remaining monthly charges.

Finally, Paragraph 10 states that, unless either party gives notice 30 days before the expiration of the next term (in this case July 1, 2011), then the agreement automatically extends for another one year term at the current pricing.

Deputy Chief Thomas Lindberg  
May 24, 2010  
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If you have any questions, please call me.

Very truly yours,

A handwritten signature in black ink, appearing to read "Thomas R. Schultz". The signature is written in a cursive style with a long, sweeping underline.

Thomas R. Schultz

TRS/jes

cc: Clay Pearson, City Manager  
Maryanne Cornelius, City Clerk  
David Molloy, Public Safety Director

1430872

**AWT 9-1-1 CPE  
Support Renewal**

Addendum No. 3

This Addendum ("Addendum"), entered into by Advanced Wireless Telecommunications, Inc. ("AWT") and the City of Novi ("Customer") and effective as of the date last signed below ("Effective Date"), is an attachment to that certain Contract ("Contract") dated May 18, 2009 between the parties thereto. The definitions contained in the Contract are herein incorporated by reference.

**MAINTENANCE AND SERVICE PAYMENT PLANS**

**CPE Support Services Maintenance Plan:**

ACCEPT - Customer Initials: \_\_\_\_\_  DECLINE - Customer Initials: \_\_\_\_\_

Renewal Term:  1 Year      From: 07/01/2010 To: 07/01/2011      Annual Maintenance Price: \$16,240.51  
 3 Years      From: 07/01/2010 To: 07/01/2013      Annual Maintenance Price: \$16,240.51  
 5 Years      From: 07/01/2010 To: 07/01/2015      Annual Maintenance Price: \$16,240.51

**Payment Terms (default is annual):**

Prepayment     Annual     Semi-Annual     Quarterly     Monthly     Financing

If customer accepts the CPE Support Services Maintenance Plan while system is covered under warranty or a maintenance contract, then it is expected the customer will immediately begin making payments.

**Software Support and Subscription Services:**

ACCEPT - Customer Initials: \_\_\_\_\_  DECLINE - Customer Initials: \_\_\_\_\_

Renewal Term:  1 Year      From: 07/01/2010 To: 07/01/2011      Price: \$7,119.00

**Payment Term is Prepayment**

If customer accepts Software Support and Subscription Services while system is covered under warranty or a services contract, then it is expected the customer will immediately begin making payments.

**AWT 9-1-1 CPE  
Support Renewal**

This Agreement may be withdrawn by AWT if not signed and returned by the Customer within sixty (60) days from the Date of Submission referred to above.

SO AGREED by the Parties' respective authorized signatories:

CITY OF NOVI	ADVANCED WIRELESS TELECOMMUNICATIONS , INC.
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By: _____	By: _____
Name: David Landry	Name: _____
Title: Major	Title: _____
Date: _____	Date: _____

By: \_\_\_\_\_

Name: Maryanne Cornelius

Title: City Clerk

Date: \_\_\_\_\_

END OF DOCUMENT