



CITY of NOVI CITY COUNCIL

Agenda Item B
November 14, 2011

SUBJECT: Approval to renew emergency notification hosting and technical/support services with Dialogic Communications, Inc. for \$16,495 for the period December 1, 2011 through November 30, 2012

SUBMITTING DEPARTMENT: Public Safety - Police *Tom*

CITY MANAGER APPROVAL: *[Signature]*

EXPENDITURE REQUIRED	\$16,495
AMOUNT BUDGETED	\$16,495
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	101-301.00-851.200

BACKGROUND INFORMATION:

Since 2000, the Novi Police Department has had a geographically based computerized Emergency community notification system in place in the Regional Communications Center. In June, 2009 the Novi Police Department entered into a three year agreement with Dialogic Communications, Inc. for a major upgrade of the system. The upgrade provided an internet based community emergency notification system, through land-lines, utilizing the same mapping information which is verified by the City of Novi's GIS Department. This technology provides the City and the Department the ability to quickly identify and begin mass emergency notification to select areas of the City ranging from a single street, the entire City, or anything in between. Since using this technology, the Novi Regional Communications Center has communicated boil-water alerts, other public safety information, and once to seek community assistance in locating an elderly make that had been reported missing. This technology is a piece of our layered communication network. During 2010, the Novi Police and Fire Departments began sending real-time public safety related messages to interested community members using Nixle.

The renewal of this hosting agreement will provide complete technical and support services. The services are available 24 hours a day, 7 days a week. We are pleased with our existing relationship with Dialogic, their knowledge of Novi and the fact that they can utilize the same mapping information used by the City's GIS Department. Over the past year, the service response and service by Dialogic has been excellent.

RECOMMENDED ACTION: Approval to renew emergency notification hosting and technical/support services with Dialogic Communications, Inc. for \$16,495 for the period December 1, 2011 through November 30, 2012.

	1	2	Y	N
Mayor Gatt				
Council Member Casey				
Council Member Fischer				
Council Member Margolis				

	1	2	Y	N
Council Member Mutch				
Council Member Staudt				
Council Member Wrobel				



DIALOGIC COMMUNICATIONS CORP
dba Cassidian Communications
117 Seaboard Lane, Suite D-100
Franklin, TN 37067
PH 800.723.3207
FAX 615.790.1329

**EMERGENCY NOTIFICATION PROPOSAL
Novi Police Department, MI
Customer # 3767**

Customer: Rick Mitchell
248-347-0564

Date: 9/21/2011

NSS RAM: Marco Muto
484-883-3244
Marco.Muto@cassidiancommunications.com

Proposal No: DIR34738

(Quote is valid for 90 Days)

Thank you for the opportunity for Cassidian Communications, an EADS North America company, to provide our industry renowned Notification Solutions and Services (NSS).

To continue to meet the notification needs of the Novi Police Department, we are providing this proposal for enhancing your critical communications capabilities.

Should you have any questions regarding your proposed Cassidian Communications solution, please contact your NSS account executive at the information detailed above.

As always, thank you for your continued support of our solutions, services and people!

Solution Renewal: GeoCast Web Shared Hosted w/ 2000 free testing minutes
Term: 12/1/2011 – 11/30/2012

Annual Cost: \$ 12,995

> \$16,495

Optional: 50,000 minutes (.07/Minute) \$3,500

Optional: Self Registration Portal \$3,500

Total Cost with Options: \$19,995



Dialogic Communications Corporation
 730 Cool Springs Blvd., Suite 300
 Franklin, TN 37067
 800.723.3207
 www.dcuusa.com

THE GLOBAL LEADER IN CRITICAL COMMUNICATIONS
 TECHNOLOGY

hosted rev 03.22.09

Emergency Notification Proposal For:
 Novi PD

Customer Information

Name: Joe Burchett
 Address: 45125 W 10 Mile Rd
 City: Novi State MI ZIP 48375
 Email: 248-347-0564

Proposal Information

Date: 27-May-2009
 Proposal No.: DIR17785
 Quoted by: Daphne Glover / Shalene Myers
 Phone: 773-348-8835

Qty	Description	Item Number	Unit Price	Year 1	Year 2 and 3
System					
1	GCW SHARED Hosted Mapping Service - 5 Concurrent Users (No NXT)	HST-00170	\$ 12,995.00	\$ 12,995.00	\$ 12,995.00
Subtotal				\$ 12,995.00	\$ 12,995.00
Software Options					
INCLUDED	Text to Speech Module Per Port - US English	HW-NFCTTS-ENG	\$ 1,000.00		
OPT	Text to Speech Module Per Port - Spanish	HW-NFCTTS-SPH	\$ 1,000.00		
OPT	10,000 Minutes (.10 / minute)	CP00002	\$ 1,000.00		
OPT	50,000 Minutes (.07 / minute)	CP00003	\$ 3,500.00	3,500	
OPT	100,000 Minutes (.05 / minute)	CP00004	\$ 5,000.00		
OPT	GIS: Geocoding Services (Semi-Annual)	SW55251	\$ 3,500.00		3,500
NOTE: Client will provide data.					
OPT	GCW Mass Call Service (Shared - 500 Lines)	HST-00955	\$ 5,000.00		
Subtotal				\$ -	\$ -
Hardware & Third Party Software					
Subtotal				\$ -	\$ -
Services (Training, Field Services, Support)					
1	Project Coordination - Per Unit	IN48001	\$ 2,500.00	\$ 2,500.00	\$ -
1	Installation - Hosting Center Setup	IN48027	\$ 2,500.00	\$ 2,500.00	\$ -
1	GeoCase Web Web-Based Training Program (Comprehensive) - 6 Seats per	TR-WEB-C	\$ 500.00	\$ 500.00	\$ -
Subtotal				\$ 5,500.00	\$ -
DISCOUNT				\$ (1,700.00)	
Subtotal				\$ 16,795.00	\$ 12,995.00
Shipping					
TOTAL				\$ 18,795.00	\$ 12,995.00

TERMS: Prices and configurations of proposal for HOSTED solutions are based on a contract term reflected in "term" field below.
 Contract Term: 3 Years
 Total Contract Value: \$ 42,785.00

3,500 - 3,500
 20,295 - 16,495