

## CONTRACT FOR PROFESSIONAL SERVICES

This Contract, entered into this 14 day of December, 2017, by and between Grand Junction, Colorado ("City" herein), and Venture Technologies ("Contractor" herein):

The parties agree as follows:

1. Contract Documents: It is agreed by the parties hereto that the following list of documents attached shall be incorporated by reference and shall be referred to as the "Contract Documents" or "Contract", and all of said documents taken together as a whole constitute the Contract between the Parties:

Exhibit A - Solicitation Documents RFI-4382-17-SH

Exhibit B - City of Grand Junction Standard Contract Terms and Conditions

Exhibit C - Contractor Response to RFI-4382-17-SH

Exhibit D - Contractor Best and Final Offer

Exhibit E - Points of Clarification

Exhibit F - BAFO Price Summary GJRCC

2. The Contractor shall be paid in accordance with the fee schedule set forth on the attached "Best and Final Offer", incorporated herein by this reference. To receive payment, Contractor must submit invoices for work completed.

3. Contractor shall proceed with the work hereunder upon receipt of a written notice to proceed from the City. Such written notice shall be issued by the Contract Administrator. The Contract Administrator for the City is Jeremy Duncan jeremvd@gjcity.org 970-549-5452 unless otherwise designated in writing.

4. Contract Administrator for the Contractor is Brian Kelly  
brian.kelley@ventech.com 970-279-5812.

5. Contractor shall provide the insurance and indemnities required in the attached Exhibit "B", insurance provisions, incorporated herein by this reference. Any subcontractors shall provide the same insurance bonds and indemnity required of Contractor.

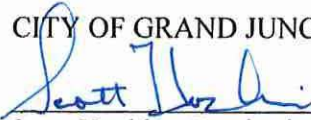
6. Both parties reserve the right, regardless of satisfactory or non-satisfactory performance hereunder, to terminate this Contract without liability by giving written notice of such termination to the other party. A written notice to terminate must be delivered to the other party thirty (30) days prior to the date of final service delivery. In the event of such termination,

the Contractor shall be paid for all satisfactory work accomplished pursuant to this Contract. Any final settlement of compensation shall take into full consideration all work which has been properly performed by the Contractor and all payments which have or have not been made.

No waiver of any breach of this Contract shall be held to be a waiver of any other breach.

Upon termination or expiration of this Contract, Contractor shall immediately cease service work, and deliver to City all documents, keys, papers, calculations, notes, reports, or other technical papers which have been prepared by or provided to Contractor under the terms of this Contract. This paragraph shall survive termination of this contract.

CITY OF GRAND JUNCTION, COLORADO

  
\_\_\_\_\_  
Scott Hockins, Purchasing Supervisor

VENTURE TECHNOLOGIES

  
\_\_\_\_\_  
Brian Kelley, Vice President – Public Safety Sales





## REQUEST FOR INFORMATION

RFI-4382-17-SH

# 9-1-1 PHONE SOLUTION FOR GRAND JUNCTION REGIONAL COMMUNICATIONS CENTER AND GARFIELD COUNTY EMERGENCY COMMUNICATIONS AUTHORITY

### RESPONSES DUE:

July 6, 2017 prior to 2:30 P.M. Local Time

Accepting Electronic Responses Only

Through the Rocky Mountain E-Purchasing System (RMEPS)

[www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado)

(Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor MUST contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

### PURCHASING REPRESENTATIVE:

Susan Hyatt

susanh@gjcity.org

(970) 244-1513

This solicitation has been developed specifically for a Request for Information intended to solicit competitive responses for this solicitation, and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.

## REQUEST FOR INFORMATION

### SECTION 1.0: OVERVIEW AND DESCRIPTION

The City of Grand Junction, Colorado, on behalf of the Grand Junction Regional Communication Center (GJRCC) and the Garfield County 9-1-1 Authority (GARCO) is soliciting information regarding a 9-1-1 PHONE SOLUTION. The Owner (GJRCC AND GARCO) will evaluate responses to this RFI to establish budgetary and functional requirements for an anticipated future procurement or Best and Final Offers. **Only those that respond to this RFI shall be considered for possible future procurement or Best and Final Offers on this project.**

**NOTE: This is not an Invitation for Bid or a Request for Proposal.**

The purpose of this Request for Information (RFI) is to gather information.

Two Public Safety Answering Points (PSAPs), GJRCC and GARCO are soliciting cost and capabilities information from vendors regarding product, network, installation and service of an advanced Next Generation 9-1-1 phone solution.

Vendors shall respond to this RFI with information that describes the system's network, connectivity, functionality and options for all hardware, software, and equipment that are required to provide an IP capable phone system that will be shared between GJRCC and GarCO. Responses should include a description of the network connectivity needed in a fully implemented solution from call processing work stations to the host call controller, including but not limited to, bandwidth per position, latency, and Quality of Service (QoS) requirements.

Over the next five years, it is the intent to expand the connectivity to other PSAPs in western Colorado. The focus of this response should be to provide a solution for GJRCC and GarCO with the intent to expand and connect to other PSAPs. A list of these PSAPs are listed in Attachment A.

### SECTION 2.0: TECHNICAL REQUIREMENTS

Please provide a response to each of the items listed below:

1. **System Redundancy** – Provide information regarding the system redundancy so there are not any single points of failure. Explain how the system will function during the failure of any critical system components. This may include, but not be limited to the following:
  - a. Workstations
  - b. Switches and routers
  - c. Servers
  - d. IP Gateways
  - e. Network Connection
2. **Monitoring** – Provide information regarding how the system can be monitored by the agencies and by the vendor to determine when there is hardware failure, network failure, system errors and when call volume has exceeded the specifications.

3. **Preventive Maintenance** – Provide information regarding preventive maintenance services to include firmware updates, system updates, and patch management offered by the vendor.
4. **Network Requirements** – Provide network requirements for the fully implemented solution that includes the following:
  - a. Options to connect PSAPs together via IP solution
  - b. Host-Host connectivity in a geo diverse environment
  - c. PSAP connectivity with Host to Remote
  - d. Redundancy options for Host to Host solution or Host to Remote solution and width requirements at each location
  - e. Security requirements
5. **Electrical** – Provide information regarding the surge suppression and electrical requirements for each PSAP.
6. **Equipment Failure** – Explain what occurs to an incoming call and active call if a system component fails.
7. **Outages** – Provide information about how the proposed system will handle network outages between the PSAPs. Provide details on remote survivability during these failures.
8. **Routing** – Provide information about how priority routing can be diverted to other PSAPs in the event of a system outage or increased call volume at a single PSAP with the western Colorado network between participating PSAPs within proposed solutions.
9. **Call Load** – Provide information about how the regional call load can be balanced to multiple PSAPs diversified based on the resources available at each PSAP utilizing an IP network either using an ESiNet, NENA i3 standards or internal IP networking between geographic diverse host or geographic diverse remote sites.
10. **NENA i3** – Describe how the proposed solution meets the NENA i3 Standards.
11. **Primary/Secondary PSAP** – Provide information about how a call take typically assigned to a given PSAP will be able to handle their own primary PSAP call or calls from the secondary PSAP. Explain how the call differentiates to allow the call taker to know the origin of the call.
12. **Multiple PSAP** – In a regionally connected multiple PSAP environment, explain how calls will be differentiated to allow the call handler to know the origin of the call.
13. **Separate PSAPs** – Provide information about how the proposed system can utilize call takers located in geographically separated PSAPs.
14. **Workstations** – The Owners are seeking a system that is capable of handling the number of workstations identified in Attachment A. Vendor shall illustrate how the system can be expanded to support additional workstations. Identify the budgetary cost estimates for additional stations.

15. **Temporary or Mobile Workstations** – Provide information on how additional workstations can be added in a fixed (i.e., hardwired) environment to support and Emergency Operations Center (EOC) event or in a mobile environment (i.e., where laptops or tablets are using non-fixed connectivity) to support an off-site large scale incident.
16. **Role Assignment** – Describe user management and security mechanism that allows user and administrative roles to be established within each agency.

### SECTION 3.0: WORKSTATION FUNCTIONALITY

1. **Requirements** – Describe the requirements of the position workstation hardware, operating system and virus protection.
2. **Interfaces** – Explain how the audio interfaces are configured to allow for audio output for the purpose of a radio/telephone headset interface.
3. **Indicators** – Explain the visual and audio call indicators to include incoming 9-1-1, non-emergency and administrative calls.
4. **Queues/Groups** – Describe the use of call queues or ring groups for 9-1-1, non-emergency and administrative calls.
5. **Login** – Explain the user login process and the various options that are provided based on the user's role, i.e., call taker, dispatcher, and supervisor.
6. **Information** – Explain what information is presented to the workstation when a call is ringing for 9-1-1, non-emergency and administrative calls.
7. **Various Details** – Explain how the system handles
  - a. ALI Rebid
  - b. Abandoned 9-1-1 calls
  - c. Calls placed on hold and what information is displayed with the call when it is retrieved from another position
  - d. The release and/or disconnecting of calls
  - e. Mute capability
  - f. Call transfers internally and externally
  - g. Call conferencing
  - h. Speed dial
  - i. Redials
  - j. Agency transfers
  - k. Silent monitoring
  - l. Automatic call distribution
8. **Intercom** – Provide information about how PSAPs can communicate with each other using an intercom function.
9. **Overflow** – Explain how the system handles overflow capability of unanswered calls.
10. **Call History** – Explain how the call history is provided to the user.

11. **ADA** – Provide information on how the system meets ADA compliance.
12. **Reporting capability** – Describe the reporting capability of the system, including a description of “canned” reports and the ability to customize reports. The intent is real time, ad hoc reporting capabilities, as well as the ability to schedule reports to include ALI discrepancy reports and automatic call detail reports.
13. **Monitoring** – Describe how staff monitors the general health of the system that would include call volume, users logged in, system errors, etc.
14. **Text Functionality** – Describe how the proposed solution implements text to 911 functionality. Include the hardware or services requirements for integration into proposed solution.

#### SECTION 4.0: INTEGRATION REQUIREMENTS

1. **Tyler New World CAD** – Both GJRCC and GarCO use Tyler New World CAD system. Provide information explaining how the output from the ANI/ALI/MSAG lines is interfaced with each agencies' CAD systems.
2. **Network Time Protocol** – Explain how the system connects to time synchronization source to ensure consistency of time stamps added to event records and reports form all PSAP equipment.
3. **Call Recording** – Explain how analog and SIP/VOIP recording will occur in the proposed solution.
4. **IRR** – Explain how Instant Recall Recording (IRR) functions. Include how both phone and radio are recorded and played back at the workstation.
5. **Integration** – Provide information regarding integration between the Motorola MCC7500 radio console and the phone system at each workstation. How does the system differentiate between radio and phone arbitration upon connection of a handset and/or headset.
6. **Migration** – Provide information about how historical data can be migrated to the new system.

#### SECTION 5.0: TRAINING

1. Explain the process and time commitment for training users and administrators.
2. Explain what training is provided to IT personnel in a self-supported/self-maintained environment.

#### SECTION 6.0: SYSTEM TESTING AND ACCEPTANCE



Describe the system testing and acceptance process.

## SECTION 7.0: WARRANTY, SUPPORT AND MAINTENANCE

1. **Periods** – Describe the system’s warranty periods for all hardware and software
2. **Support** – Provide information regarding the normal support process and escalation procedures
3. **Maintenance** – Both agencies prefer to maintain their own systems. Provide information regarding this support process.
4. **Technical Support** – Provide information regarding technical support for maintaining and troubleshooting the system. Options should include the following items:
  - a. Emergency Maintenance Procedures
  - b. Spare Equipment Requirements for both on-site and vendor supplied
  - c. System Backup and Restore
  - d. Software Release Cycle
  - e. Software Upgrade/Patch Requirements
  - f. Remote Access Capabilities
  - g. Remote Monitoring
  - h. Local Monitoring and Alerting
  - i. Various Levels of support available. Self-Maintenance options
  - j. System OS Patch Management
  - k. Virus Management
  - l. Backup Software Management

## SECTION 8.0: ADMINISTRATIVE REQUIREMENTS AND INSTRUCTIONS

1. **Submission:** Each response shall be submitted in electronic PDF format only, and only through BidNet’s website, <http://www.bidnetdirect.com/colorado>. This site offers both “free” and “paying” registration options that allow for full access of the Owner’s documents and for electronic submission of information. (Note: “free” registration may take up to 24 hours to process. Please Plan accordingly.) Please view our “**Electronic Vendor Registration Guide**” at [www.gjcity.org/business-and-economic-development/bids](http://www.gjcity.org/business-and-economic-development/bids) for details. The uploaded response to this RFI shall be a single PDF document with all required information included. Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. **800-835-4603**).
2. **Public Opening:** At the date and time specified, all information packages that have been timely accepted by the City will be formally opened and accepted for consideration. The names of the firms submitting information packages will be read aloud and recorded. No other information will be provided at the Public Opening.

3. **Questions Concerning RFI:** Any questions concerning this project shall be directed to: Susan Hyatt at the City of Grand Junction, 250 North 5<sup>th</sup> Street, Grand Junction, Colorado 81501, E-mail [susanh@gjcity.org](mailto:susanh@gjcity.org).
4. **Confidential Material:** All materials submitted in response to this RFI shall become public record and will be subject to inspection after contract award. **“Proprietary or Confidential Information”** is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words **“Confidential Disclosure”** and placed in a separate envelope shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request will be reviewed and either approved or denied by the City Purchasing Supervisor. If denied, the respondent will have the opportunity to withdraw its entire response, or to remove the confidential or proprietary restrictions. **Neither cost nor pricing information nor the total response will otherwise be considered confidential or proprietary.**

<b>SECTION 9.0: ADMINISTRATIVE INFORMATION</b>
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1. **RFI Tentative Time Schedule:**

- |  |                               |
|--|-------------------------------|
| • Request for Information available on or about  | June 2, 2017                  |
| • Inquiry deadline, no questions after this date | June 16, 2017 at noon         |
| • Addendum issued to respond to questions        | June 21, 2017                 |
| • Submittal deadline for Information             | July 6, 2017 prior to 2:30 PM |
| • Owner evaluation of Information                | July 7 – July 19, 2017        |
| • Vendor interviews and demos (if needed)        | week of July 24, 2017         |
| • Best and Final Pricing (if necessary)          | July 31, 2017                 |
| • Legal review by staff attorneys (GJRCC/GARCO)  | August 1 – August 15, 2017    |
| • City Council Approval/BoCC (if required)       | September 6, 2017             |
| • Contract begins                                | September 7, 2017             |

3 **Questions Regarding Scope of Services:**

Susan Hyatt, Interim Purchasing Supervisor  
[susanh@gjcity.org](mailto:susanh@gjcity.org)

4. **Prices:** Prices submitted are primarily for budgetary purposes. However, firms are **encouraged to provide accurate and complete pricing**, including licensing and pricing options. If the Owner requires Best and Final Prices after evaluation, firm numbers will be requested at that point.
  - a. Break out pricing by agency.
  - b. Include separate pricing for optional components or systems.
5. **Response Format:** Your response should specifically address each item by number for each section identified above. Also any other information important to your firm. Combine all into a single PDF document and upload to the BidNet website as detailed in Section 8, Item 1.

## **SECTION 10.0: COMPANY INFORMATION**

1. Company Background – provide background information including number of installations of the proposed system, number of certified personnel, home office location, service territory, etc.
2. Provide information regarding installations of the proposed system in Colorado
3. Provide information regarding installations of multi PSAP regional solutions such as that is envisioned in the RFI.
4. Company Financials – provide basic company financial information.

## **SECTION 11.0: REFERENCES**

Provide contact information and installed system information for at least three references that meet the following conditions:

1. Geo diverse system with PSAPs are dependent on third party network solutions
2. Must handle at least 300,000 calls per year for a single PSAP or more than 1,000,000 for all participating PSAPs.

**SECTION 12.0: RESPONSE FORM**

**9-1-1 PHONE SOLUTION RFI-4382-17-SH**

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*The Owner reserves the right to accept any portion of the work to be performed at its discretion*  
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The undersigned has thoroughly examined the entire Request for Information and therefore submits the Information attached hereto.

**RECEIPT OF ADDENDA:** the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: \_\_\_\_\_.

**It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.**

\_\_\_\_\_  
Company Name – (Typed or Printed)

\_\_\_\_\_  
Authorized Agent – (Typed or Printed)

\_\_\_\_\_  
Authorized Agent Signature

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Address / City / State / Zip

\_\_\_\_\_  
E-mail Address of Agent

\_\_\_\_\_  
Date



# ATTACHMENT A

1. **Workstation Functionality:** Following are the number of workstations for each agency as described in Section 2.14:

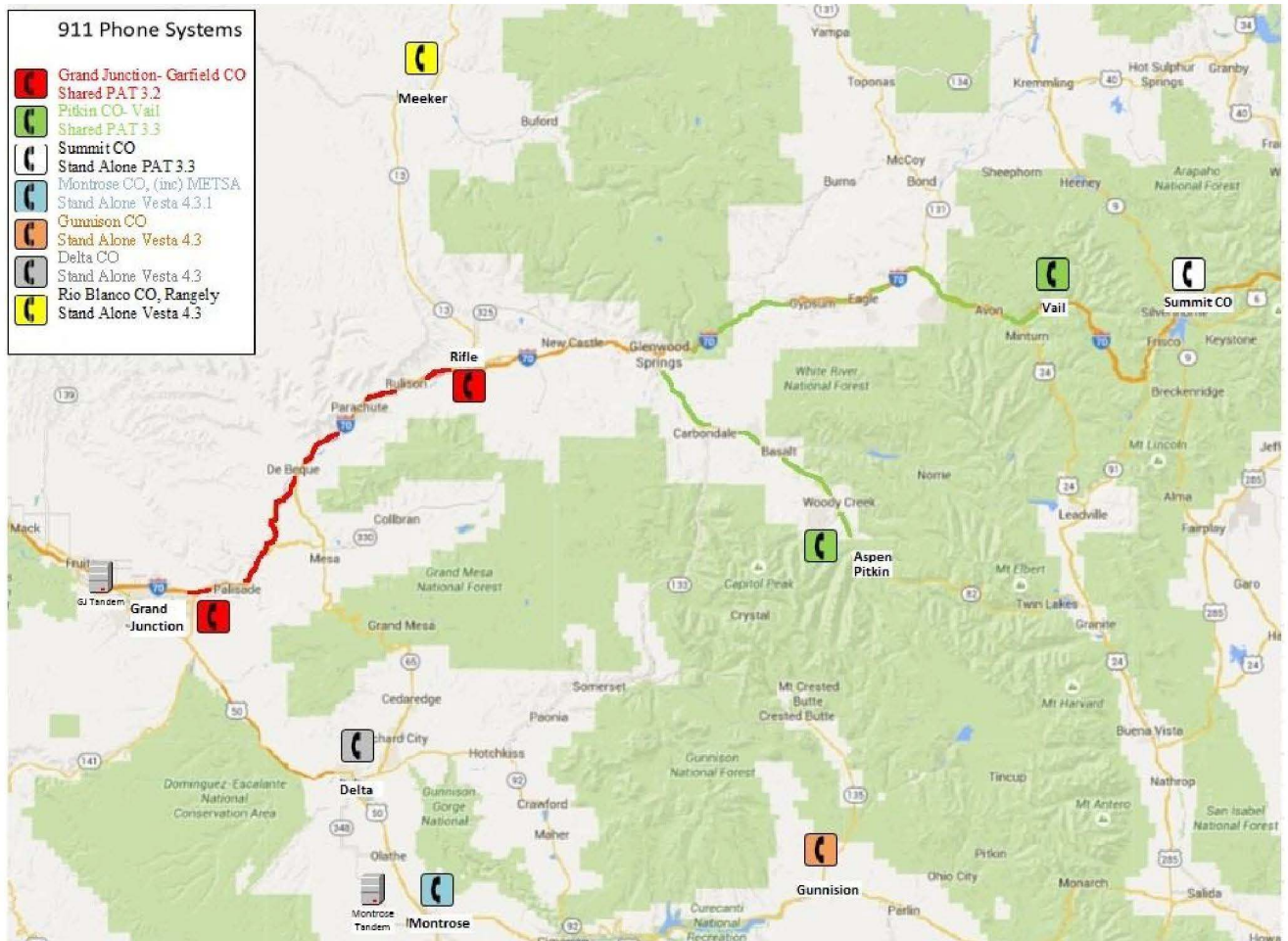
	# of Workstations	Number of 911 Circuits and Number of Admin Lines
<b>GJRCC</b>	(22) Consoles	(8) 911, (32) Admin
<b>GarCO</b>	(8) Consoles (+4) Remote Laptop	(6) 911, (19) Admin
<b>Pitkin Co</b>	(5) Consoles	(6) 911, 11 Admin
<b>Vail</b>	(6) Consoles	(10) 911, 8 Admin

2. **Additional PSAPs:** The following agency PSAPs could potentially be added in the future:

Pitkin County  
Vail Communications  
Rio Blanco County  
Montrose County

Delta County  
Gunnison County  
Summit County

3. **MAP:**







## ADDENDUM NO. 1

**DATE:** June 21, 2017  
**FROM:** City of Grand Junction Purchasing Division  
**TO:** All Offerors  
**RE:** 9-1-1 PHONE SOLUTION RFI-4382-17-SH

Interested parties responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following information:

**Question 1:** Will there be any kind of pre-response meeting?

**Response:** The general consensus from the committee is that a pre-response meeting is not necessary at this time.

**Question 2:** How will site surveys be scheduled?

**Response:** Please include your suggestion for a survey schedule in your response to the RFI.

**Question 3:** What is the cutoff date for submitting questions prior to the due date?

**Response:** The cutoff date for questions can be found in Section 9.1. The cutoff is June 16 at noon. A formal Addendum will be issue to respond to all questions by June 21, 2017.

**Question 4:** Funding source that will be used to acquire the phone solution?

**Response:** Funding source/s will vary, but should not affect the information responses.

**Question 5:** Anticipated cost of the solution?

**Response:** The cost/budget will not be shared at this time.

**Question 6:** Who is the project manager within GJRCC?

**Answer:** This will be determined at a later date.

**Question 7:** Who is the project manager within GarCO?

**Answer:** This will be determined at a later date.

**Question 8:** Please indicate which systems will integrate/interface with the Solution and provide incumbent vendor information for each.

**Answer:** Please see Section 4 of the RFI document.

**Question 9:** Please list out all previous related procurements that may have taken place as well as incumbent vendor.

**Answer:** There are no previous related procurements.

**Question 10:** Please provide a time line and procurement method for ANY procurements that may take place in the future that are a part of or related to the 911 Solution, including systems that will need to integrate/interface with the Solution.

**Answer:** The goal is for the respondents to the RFI to provide their timeline based on the information included in the RFI document.

**Question 11:** Please provide incumbent information and future replacement schedules for the following related equipment for both GJRCC and GARCO:

- ANI/ALI
- Call Function Routing Switch
- Dispatch consoles
- Logging recorders
- CAD integration software
- Servers

**Answer:** Section 4 covers what pertains to the phone system replacement. The information provided is sufficient for vendors who work in the 911 phone system industry. Please provide your own details based on your unique solution to the RFI.

**Question 12:** "Is it possible to schedule a site visit prior to the due date"?

**Answer:** It has been determined that a site visit at this time is premature. It is possible that there will be site visits prior to Best and Final Offers (BAFO).

**Question 13:** "[Our firm] respectfully requests a thirty-day extension of the response due date and a two-week extension of the questions due date."

**Answer:** The committee has reviewed the request and has chosen not to extend the time line.

**Question 14:** "Would you consider a RFI response deadline extension of July 13"?

**Answer:** Please see Question 13.

**Question 15:** "Do the county's wish to have the system functionality which allows for the call-taking agents to re-locate from one dispatcher center to another and receive their respective 911 calls?"

**Answer:** Yes, please see Section 2.13. Please provide information about how your proposed system can utilize call takers located in a geographically separated PSAPs.

**Question 16:** "Which vendor(s) to GJRCC and GARCO currently use for their 9-1-1 solution?"

**Answer:** The current system is the Airbus Patriot Solution.

**Question 17:** "Given the potential need for expansion in the future, which vendor(s) do the agencies listed in Attachment A use and in which year were they implemented?"

**Answer:** The current agencies are Airbus Patriot/Vesta. Installation dates vary by agency, but all were installed after 2012.

**Question 18:** "Does GJRCC and GARCO have an approved budget for this project?"

**Answer:** Please see Question 5.

**Question 19:** "What are the specific evaluation criteria for vendors to proceed to the Vendor Interviews stage and beyond as stated in Section 9.0?"

**Answer:** The committee will review responses and evaluate based in Sections 2, 3, 4, 5, 6, 7, 8, 9 and 10. References (Section 11) will also be contacted if the committee feels it necessary. From that point a "short list" will be created if there are two or three top contenders, at which point Best and Final Offers (BAFO) will be requested.

**Question 20:** "In Section 9.0 (4), the RFI asks for pricing by agency. Is this only for GJRCC and GARCO, or for all other agencies listed in Attachment A?"

**Answer:** The focus of this RFI is to provide a solution for GJRCC and GarCO as stated in Section 1.

**Question 21:** "RFP page 3, Section 2, Requirement 4.d read, "Redundancy options for Host to Host solution or Hos to Remote solution and width requirements at each location". Please confirm this should read "bandwidth requirements"."

**Answer:** Confirming the verbiage should read "bandwidth requirements".

**Question 22:** "RFP page 3, Section 2, Requirement 4.e simply reads, "Security requirements." Please provide more detail on the type of information vendors should provide in response to this requirement."

**Answer:** The Owner is asking for any security requirements your system requires for the fully implemented solution.

**Question 23:** "Can we get a logical diagram of the current solution including trunks termination points and ALI circuits?"

**Answer:** This solicitation is asking for Information on system functionality. Specific information regarding system configuration can be provided later in the process.

**Question 24:** "Is there documentation available to identify all connectivity currently in place between the associated PSAPs and who provides it: County owned, state, telco, etc.?"

**Answer:** There is connectivity currently in place between Grand Junction and Garfield County. However, the connectivity requirements for the new system are going to be based on the vendor solution proposed. Specific system configuration can be provided later in the process during the BAFO phase.

**Question 25:** "Will the City accept RFI responses and future RFP proposal options for 911 solution that provide for network needs without proposing the network pricing?"

**Answer:** No. Pricing is required in your response.

**Question 26:** "In order to conduct site surveys and information gathering will the City consider an extension to the July 6<sup>th</sup> due date?"

**Answer:** No extension will be granted at this time. Site surveys will be considered during the BAFO period.

**Question 27:** "Part question:

a) Grand Junction & Garfield are listed as owners for the RFI, will they be the first two agencies initially deployed with Pitkin and Vail migrating later?

- b) Or will all 4 PSAP's participate from the start of the project?
- c) If they migrate later, what is the expected migration schedule?"

**Answer:** a) Yes.

b) Please see paragraph 6 of Section 1, "the focus of this response should be to provide a solution for GJRCC and GarCO."

c) The beginning of paragraph 6 states, "over the next five years it is the intent to expand connectivity to other PSAPs in western Colorado".

**Question 28:** "Can the customer please provide a logical diagram of the current network in place for each involved PSAP, identifying where 911 trunks and ALI circuits are terminated at this time? In addition, a description and/or illustration of all existing inter-PSAP connectivity would be appreciated."

**Answer:** Please see Answers to Questions 23 and 24.

**Question 29:** "Is Garfield County currently connected to GJRCC via ESINet or high speed MPLS connectivity?"

**Answer:** Currently there is connectivity between Grand Junction and Garfield County. The connectivity requirements will be based on the vendor solution offered and will be discussed later in the project.

**Question 30:** "Are the two sites, Garfield and GJRCC, currently connected and share 911 data and back-up each other? Are these two sites currently considered geo-diverse?"

**Answer:** They are currently connected via a Geo Diverse Solution, configured to back up each other.

**Question 31:** "As part of the RFI response, do you desire to have pricing for GJRCC and Garfield with optional pricing for Vail and Pitkin Co?"

**Answer:** Yes, please see Question and Answer for 27. The request is for information for Grand Junction and Garfield County, with potential for additional agencies in the future.

**Question 32:** "Of the listed consoles at GJRCC and Garfield County, how many of the positions are staffed full time vs limited use or training positions? Are the laptop positions listed for Garfield County considered limited use position for Emergency Operations?"

**Answer:** All console positions are configured the same, so please consider them all staffed full time. The laptop positions for Garfield County are limited use positions.

The original solicitation for the project noted above is amended as noted.

All other conditions of subject solicitation remain the same.

Respectfully,

Susan Hyatt, Purchasing Division  
City of Grand Junction, Colorado

Standard Terms and Conditions:

**Amendment/Oral Statements:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All amendments to the contract will be made in writing by the City Purchasing Agent.

**Assignment:** The offeror shall not sell, assign, transfer or convey any contract resulting from this Solicitation, in whole or in part, without the prior written approval from the City.

**Independent Firm:** The Offeror shall be legally considered an Independent Firm and neither the Firm nor its employees shall, under any circumstances, be considered servants or agents of the Owner. The Owner shall be at no time legally responsible for any negligence or other wrongdoing by the Firm, its servants, or agents. The Owner shall not withhold from the contract payments to the Firm any federal or state unemployment taxes, federal or state income taxes, Social Security Tax or any other amounts for benefits to the Firm. Further, the Owner shall not provide to the Firm any insurance coverage or other benefits, including Workers' Compensation, normally provided by the Owner for its employees.

**Compliance with Laws:** Proposals must comply with all Federal, State, County and local laws governing or covering this type of service and the fulfillment of all ADA (Americans with Disabilities Act) requirements.

**Conflict of Interest:** No public official and/or City employee shall have interest in any contract resulting from this Solicitation.

**Contract Documents:** This Solicitation, Offeror's Proposal, and any Addenda to the Contract Documents, as finally negotiated compose the Contract Documents, all of which are incorporated herein by this reference as if fully set forth.

**Modification or Withdrawal of Proposals:** A proposal that is in the possession of the Purchasing Division may be altered by facsimile, email or letter bearing the signature of name of the legal agent for the offeror, provided it is received prior to the time and date of the opening. Alterations should not reveal the price but should indicate the addition, subtraction or other change in the Proposal. A proposal that is in the possession of the Purchasing Division may be withdrawn by the vendor up to the time of the opening. Proposals may not be withdrawn after the opening. Failure of the successful offeror to furnish the equipment awarded from this proposal may eliminate the offeror from the active vendors list.

**Contract Negotiations:** The City may negotiate a contract with the selected offeror(s). Any and all verbal communications and/or commitments made during the negotiation process that are deemed agreeable to both the City and selected offeror shall be submitted in written form and made part of any resulting contract.

**Cooperative Purchasing:** Purchases as a result of this Solicitation are primarily for the City of Grand Junction. Other governmental entities may be extended the opportunity to utilize the resultant contract award with the agreement of the successful provider and the participating agencies. All participating entities will be required to abide by the specifications, terms, conditions and pricings established in this Proposal. The quantities furnished in this proposal document are for only the City of Grand Junction. It does not include quantities for any other jurisdiction. The City of Grand Junction will be responsible only for the award for our jurisdiction. Other participating entities will place their own awards on their respective Purchase Orders through their purchasing office or use their purchasing card for purchase/payment as authorized or agreed upon between the provider and the individual entity. The City of Grand Junction accepts no liability for payment of orders placed by other participating jurisdictions that



choose to piggy-back on our Solicitation. Orders placed by participating jurisdictions under the terms of this Solicitation will indicate their specific delivery and invoicing instructions.

**Default:** The City reserves the right to terminate the contract immediately in the event the Offeror fails to meet delivery or completion schedules, or otherwise perform in accordance with the accepted proposal. Breach of contract or default authorizes the City to purchase like services elsewhere and charge the full increase in cost to the defaulting Offeror.

**Employment Discrimination:** During the performance of the contract, the Consultant agrees to the following:

The Offeror shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, or national origin except when such condition is a bonafide occupational qualification reasonably necessary for the normal operations of the Offeror. The Offeror agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

The Offeror, in all Solicitations or advertisements for employees placed by or on behalf of the Offeror, shall state that such Offeror is an Equal Opportunity Employer.

Notices, advertisements, and Solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

**Immigration Reform and Control Act of 1986:** The Offeror certifies that it does not and will not during the performance of the contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

**Ethics:** The Offeror shall not accept or offer gifts or anything of value nor enter into any business arrangement with any employee, official or agent of the City.

**Non-collusion:** Neither the said Offeror nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other offeror, firm or person to submit a collusive or sham proposal in connection with the contract for which the attached proposal has been submitted. The price or prices quoted in offeror's response are fair and proper and are not tainted by a collusion, conspiracy, connivance, or unlawful agreement on the part of the vendor or any of its agents, representatives, owners, employees, or parties in interest.

**Failure to Enforce:** Failure by the City at any time to enforce the provisions of the contract shall not be construed as a waiver of any such provisions. Such failure to enforce shall not affect the validity of the contract or any part thereof or the right of the City to enforce any provision at any time in accordance with its terms.

**Force Majeure:** The Offeror shall not be held responsible for failure to perform the duties and responsibilities imposed by the contract due to legal strikes, fires, riots, rebellions, and acts of God beyond the control of the Offeror, unless otherwise specified in the contract.

**Indemnification:** The Offeror shall defend, indemnify and save harmless the City of Grand Junction, State of Colorado, and all its officers, employees, insurers, and self-insurance pool, from and against all liability, suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any

negligent act or fault of the Offeror, or of any Offeror's agent, employee, Sub-consultant or supplier in the execution of, or performance under, any contract which may result from proposal award. Offeror shall pay any judgment with cost which may be obtained against the City growing out of such injury or damages.

**Benefit Claims:** The City shall not provide to the Offeror any insurance coverage or other benefits, including Workers' Compensation, normally provided by the City for its employees.

**Nonconforming Terms and Conditions:** A proposal that includes terms and conditions that do not conform to the terms and conditions of this Solicitation is subject to rejection as non-responsive. The City reserves the right to permit the Offeror to withdraw nonconforming terms and conditions from its proposal prior to a determination by the City of non-responsiveness based on the submission of nonconforming terms and conditions.

**Performance of the Contract:** The City reserves the right to enforce the performance of the contract in any manner prescribed by law or deemed to be in the best interest of the City in the event of breach or default of resulting contract award. A Purchase Order issued by the City's Purchasing Division shall suffice as the contract.

**Remedies:** The Offeror and City agree that both parties have all right, duties, and remedies available as stated in the Uniform Commercial Code.

**Compliance:** All participating offerors shall agree to comply with all conditions, requirements, and instructions of this Solicitation as stated or implied herein. Should the City of Grand Junction, State of Colorado, hereinafter referred to as "City," omit anything from this packet which is necessary to the clear understanding of the requirements, or should it appear that various instructions are in conflict, then the offeror shall secure instructions.

**Award:** The Solicitation shall be awarded to the most responsible offeror which will be determined by criteria deemed essential to the City. The criteria are not limited to the lowest fee. The City reserves the right to reject any or all proposals, reject portions of any proposal, or accept the proposal or proposals deemed most advantageous to the City.

**Sales Tax:** The City is by statute exempt from the State Sales Tax and Federal Excise Tax; therefore, the final negotiated fees shall not include taxes.

**Incurring Costs:** The City shall not be obligated or be liable for any cost incurred by the offeror prior to the issuance of a contract. All costs to prepare and submit a response to this Solicitation shall be borne by the proposer.

**Open Records:** All proposals shall be open for public inspection after the contract is awarded. Trade secrets and confidential information contained in the proposal so identified by offer as such will be treated as confidential by the City to the extent allowable in the Open Records Act.

**Confidential Material:** All materials submitted in response to this Solicitation will become public record and will be subject to inspection after contract award. "Proprietary or Confidential Information" is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words "Confidential Disclosure" and placed in a separate envelope shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request will be reviewed and



either approved or denied by the City Purchasing Agent. If denied, the offeror will have the opportunity to withdraw its entire proposal, or to remove the confidential or proprietary restrictions. Neither cost nor pricing information nor the total proposal will be considered confidential or proprietary.

**Response Material Ownership:** All proposals become the property of the City of Grand Junction upon receipt and will only be returned to the offeror at the City's option. Selection or rejection of the proposal will not affect this right. The City shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this Solicitation, subject to limitations outlined in the section entitled Confidential Material. Disqualification of a proposal does not eliminate this right.

**Public Funds/Non-appropriation:** Funds for payment have been provided through the City of Grand Junction budget approved by the City Council for this fiscal year only. State of Colorado statutes prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that may arise past the end of the current City of Grand Junction fiscal year shall be subject to budget approval.

**Insurance Requirements:** The successful Contractor will be required to provide, at their own expense, without cost to the City the following minimum insurance:

Commercial General Liability Insurance policy with minimum combined single limits of **(\$1,000,000.00** per occurrence and **\$1,000,000.00** general aggregate) for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors and contractual liability each at **\$1,000,000.00** per occurrence. Coverage must be written on an occurrence form.

Comprehensive Automobile Liability Insurance, which includes coverage of all, owned, non-owned and rented vehicles with a minimum of **\$1,000,000.00** combined single limit for each occurrence.

The required limits may be satisfied by any combination of primary, excess or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following form. The Consultant may maintain reasonable and customary deductibles, subject to approval by the City Risk Manager, (970) 244-1592.

All insurance shall be purchased from an insurance company licensed to do business in Colorado that has a financial rating of B+ VII or better as assigned by the BEST Rating Company or equivalent.

The policies shall be endorsed to include the City and the City's officers and employees as additional insured's. Every policy required above shall be primary insurance, and any insurance carried by the City, its officers, or its employees, or carried by or provided through any insurance pool of the City, shall be excess and not contributory insurance to that provided by the Contractor. No additional insured endorsement to any required policy shall contain any exclusion for bodily injury or property damage arising from completed operations. The Contractor shall be solely responsible for any deductible losses under any policy required above. The contractor shall provide a certificate of insurance to the City as evidence that policies providing the required coverage, conditions, and minimum limits are in full force and effect prior to commencement of the Contract.

Worker Compensation and Employer's Liability Insurance shall cover the obligations of the Contractor in accordance with the provisions of the Workers Compensation Act, as amended, by the State of Colorado.

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**VT-Safety First Executive Summary for RFI-4382-17-SH**

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To: Susan Hyatt  
Purchasing Representative-City of Grand Junction  
From: Venture Technologies  
RE: RFI-4382-17-SH for 911 Phone Solution for Grand Junction Regional Communications Center and Garfield County Emergency Commination Authority.

Venture Technologies is pleased to provide GJRCC and GarCO with our RFI response to upgrade their Emergency Telephony Platforms.

Venture Technologies is proposing two NG9-1-1 solutions to this RFI request, West Safety Services and Airbus DS Communications.

Venture Technologies believes we are uniquely positioned to provide the GJRCC and GarCO centers with an unparalleled solution and experience for their new NextGen 9-1-1 voice upgrade.

Venture Technologies will always focus on delivering the best return on taxpayer monies while allowing the GJRCC and GarCO centers to achieve and excel in its E9-1-1 mandates for the coming years.

In the following response, Venture Technologies will illustrate to GJRCC and GarCO RFI Evaluation Teams that we have the E-911 experience, capabilities and qualifications to provide a state-of-the-art Next Gen 9-1-1 Emergency Telephony platform capable of providing advanced NextGen 911 services as they become available to the public safety industry.

Venture Technologies RFI Notes:

- Venture Technologies is a local-Colorado based companies with Venture Technologies headquarters located in the Denver Tech Center and have a long standing and positive history in the Colorado Public Safety industry.
- All pricing presented is based on the information and timeframes provided in the RFI.
- If selected for the “Best and Final Offering” (BAFO) demonstrations, Venture Technologies respectfully request the following prior to our BACO demonstration;
  - Discussions with Technical Support Teams for GJRCC and GarCO in order to formulate an accurate combination of Self-Support and Venture Technologies E-911 Managed Services for Proactive Monitoring, Remote and Onsite Support Models.
  - Site Visits in order to provide accurate pricing to the initial implementation of the proposed systems.





## **VT-Safety First Executive Summary for RFI-4382-17-SH**

- Discussions with respect to WAN availability and redundancy in order to design, implement and test the most appropriate WAN according to regional availability.
- Discussions regarding Venture Technologies E-911 System Support for Pitkin County and Vail Public Safety Communications.
- The Airbus DS Communications pricing presented in the Venture Technologies RFI response if made with the assumption all Airbus DS Communications licenses are current and valid at the time of upgrade.

### **About Venture Technologies**

For the past 28 years, Venture Technologies has provided advanced technology solutions to the Public Safety sectors in Wyoming, Colorado, New Mexico, and now Florida through our Public Safety Division, VT-Safety First.

To satisfy the most demanding communication needs of Public Safety organizations, Venture Technologies has partnered with Airbus Ds Communications and West Safety Services to deliver Next Generation 911 solutions to our customers and the communities they serve. An example of these Next Generation 911 services would be the deployment of the Airbus DS Communications and West Safety Services' TXT29-1-1 SMS platform.

The public safety community looks to Venture Technologies for its strong, ongoing, proactive monitoring and support solutions that far exceed any of the capabilities provided by the traditional telecommunications providers in the marketplace today.

Our E911 Monitoring & Managed Services is what really sets VT-Safety First aside from traditional Public Safety providers.

At Venture Technologies, we own and operate the Customer Service Centers (CSC) which provide 24x7x365 unlimited call-in support and our E911 Monitoring and Managed Services.

We do not outsource our Customer Service Center nor the E911 Monitoring we provide. Furthermore, all Venture Technologies CSC personnel are certified on all of our E911 product offerings and these certifications are audited on a yearly basis to maintain manufacturer competency and compliance.

As technology in the 911 industry continues to evolve beyond traditional dial tone with the inception of VoIP technologies and Next Generation 911 concepts such as; Host-Remote configurations, Geo-Diverse configurations, 911 text messaging, streaming IP video, IP Radio, IP Voice Recording, the 911 community requires a true technology partner which understands





## VT-Safety First Executive Summary for RFI-4382-17-SH

the complexity of these VoIP technologies as well as, the ESInet IP networks which will be mandatory with these new Next Generation 911 environments.

Venture Technologies is the partner of choice and the right organization to deliver industry leading E-911 support and maintenance, as well as provide the new 911 Next Generation technologies which are inevitable in our industry.

In addition to providing Public Safety solutions from Airbus DS Communications and West Safety Services, and other public safety partners, Venture Technologies is also a Cisco Gold partner and was named Cisco "Innovation partner of the Year for North America" in 2015.

### **Summation**

Venture Technologies brings a broad portfolio of E911 VoIP voice, Layer 2-Layer 3 networking, wireless and security to our customers. Venture Technologies delivers award-winning customer service and support to provide the best installation and on-going services to our customers in the public safety space.

Venture Technologies has a proven record of success for E-911 Installations, Proactive Monitoring, E911 Managed Services, E911 Preventative Maintenance and Customer Service Support for both remote and onsite remedy and repair.

Venture Technologies provides the GJRCC and GarCO 911 centers an alternative choice to traditional 911 telecommunications maintenance.

All of us at Venture Technologies trust that you'll find the Venture Technologies proposal compelling and that our E-911 experiences, our competencies and credentials will merit your consideration and award.

Thank you for your time and consideration!

Sincerely,

Brian M. Kelley

Venture Technologies  
Vice President- Public Safety Sales  
8680 Concord Center Drive  
Englewood, CO 80112  
720-279-5812 Direct  
303-570-7057 Cellular



**VT-Safety First Executive Summary for RFI-4382-17-SH**

866-622-6722 Support  
[brian.kelley@ventech.com](mailto:brian.kelley@ventech.com)



## REQUEST FOR INFORMATION

RFI-4382-17-SH

# 9-1-1 PHONE SOLUTION FOR GRAND JUNCTION REGIONAL COMMUNICATIONS CENTER AND GARFIED COUNTY EMERGENCY COMMUNICATIONS AUTHORITY

### RESPONSES DUE:

July 6, 2017 prior to 2:30 P.M. Local Time

**Accepting Electronic Responses Only**

**Through the Rocky Mountain E-Purchasing System (RMEPS)**

[www.bidnetdirect.com/colorado](http://www.bidnetdirect.com/colorado)

(Purchasing Representative does not have access or control of the vendor side of RMEPS.

If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. 800-835-4603)

### PURCHASING REPRESENTATIVE:

Susan Hyatt [susanh@gjcity.org](mailto:susanh@gjcity.org)

(970) 244-1513

This solicitation has been developed specifically for a Request for Information intended to solicit competitive responses for this solicitation, and may not be the same as previous City of Grand Junction solicitations. All offerors are urged to thoroughly review this solicitation prior to submitting. Submittal by **FAX, EMAIL or HARD COPY IS NOT ACCEPTABLE** for this solicitation.

- 1 -





## REQUEST FOR INFORMATION

### **SECTION 1.0: OVERVIEW AND DESCRIPTION**

The City of Grand Junction, Colorado, on behalf of the Grand Junction Regional Communication Center (GJRCC) and the Garfield County 9-1-1 Authority (GARCO) is soliciting information regarding a 9-1-1 PHONE SOLUTION. The Owner (GJRCC AND GARCO) will evaluate responses to this RFI to establish budgetary and functional requirements for an anticipated future procurement or Best and Final Offers. **Only those that respond to this RFI shall be considered for possible future procurement or Best and Final Offers on this project.**

**NOTE: This is not an Invitation for Bid or a Request for Proposal.**

The purpose of this Request for Information (RFI) is to gather information.

Two Public Safety Answering Points (PSAPs), GJRCC and GARCO are soliciting cost and capabilities information from vendors regarding product, network, installation and service of an advanced Next Generation 9-1-1 phone solution.

Vendors shall respond to this RFI with information that describes the system's network, connectivity, functionality and options for all hardware, software, and equipment that are required to provide an IP capable phone system that will be shared between GJRCC and GarCO. Responses should include a description of the network connectivity needed in a fully implemented solution from call processing work stations to the host call controller, including but not limited to, bandwidth per position, latency, and Quality of Service (QoS) requirements.

Over the next five years, it is the intent to expand the connectivity to other PSAPs in western Colorado. The focus of this response should be to provide a solution for GJRCC and GarCO with the intent to expand and connect to other PSAPs. A list of these PSAPs are listed in Attachment A.

*Venture Technologies Response:* Read and understood.

### **SECTION 2.0: TECHNICAL REQUIREMENTS**

Please provide a response to each of the items listed below:

1. **System Redundancy** – Provide information regarding the system redundancy so there are not any single points of failure. Explain how the system will function during the failure of any critical system components. This may include, but not be limited to the following:
  - a. Workstations
  - b. Switches and routers
  - c. Servers
  - d. IP Gateways
  - e. Network Connection

*Venture Technologies Response:* Read, understood, comply with explanation. West's VIPER system is designed to NENA's strict "no single point of failure" guidelines. Mission-critical VIPER components are duplicated so that there is no single point of failure. In addition VIPER supports multiple designs and configurations to accommodate the most stringent fault tolerance requirements. VIPER deploys and operates on a completely redundant infrastructure, which

encompasses redundant application servers, redundant network elements, redundant power supplies for all elements, redundant monitoring, support systems and redundant network connectivity.

System reliability is enhanced by the distributed microprocessor architecture allowing each module to operate under its own control. This independent operation provides no single point of failure. Built-in redundant, hot stand-by modules provide uninterrupted service and make the solution ideally suited to critical 9-1-1 applications.

In the event of a component failure, built-in redundant modules (with independent power supplies) and hot stand-by modules allow the components to be replaced without powering down the system. Fault tolerance is achieved via:

**Network Connection**

- Distributed 9-1-1 trunks across a minimum of two 911 Gateways

**Servers**

- Redundant Application servers
- Redundant Soft Switch servers
- RAID 1 configured Database Servers
- Redundant Virtual Object Server Software
- Redundant power

**Switches and routers**

- Redundant Ethernet LANs across two switches

**Workstations**

Dual workstation NIC cards configured in Teaming mode

The VIPER system’s reliability is based on multiple redundancies incorporated into the backroom equipment. System reliability is enhanced by the distributed microprocessor architecture allowing each module to operate under its own control. This independent operation prevents any single point of failure. Built-in redundant and hot stand-by modules provide uninterrupted service and make the solution ideally suited for critical 9-1-1 applications.

2. **Monitoring** – Provide information regarding how the system can be monitored by the agencies and by the vendor to determine when there is hardware failure, network failure, system errors and when call volume has exceeded the specifications.

Venture Technologies Response: Read, understood, comply with explanation. Venture Technologies provides its own monitoring applications through SolarWinds/ORION, we do not resell the Airbus Monitoring applications.

In addition, we utilize Salesforce for our Trouble Ticketing system. Trouble Tickets can be opened with Venture Technologies in one of three ways;

1. SolarWinds/ORION E-911 System Alert creates a ticket for Priority 1-4 incidents
2. Customer Calls into Venture Technologies 24x7x365 Customer Service Center
3. Customer opens a Trouble Ticket online at [www.ventech.com](http://www.ventech.com)

Regardless of how the ticket was generated, all tickets will be managed through the Salesforce applications. The Venture Technologies Field Engineer’s utilize the Salesforce ticketing system to generate the Trouble Ticket Matrix which is included in each “Monthly Proactive Monitoring Report” which will be sent to GJRCC and GarCO every 30 days.



VT Safety First Monitoring and Customer Portal provides functionality that is not offered by any other vendor or reseller in the market today. Our Solution is powerful and affordable monitoring software that enables you to quickly detect, diagnose, and resolve solution performance problems & outages

Our E911 Monitoring & Managed Services are what really sets VT-Safety First aside from traditional Public Safety providers. At Venture Technologies, we own and operate the Customer Service Centers (CSC) which provide 24x7x365 unlimited call-in support and our E-911 Monitoring and Managed Services.

#### **Network Monitoring, Remote Support & Onsite Response**

- We are able to remote monitor VIPER applications, Airbus DS VESTA along with Verint Audiolog and Stancil IP Recording equipment and servers.
- We are staffed 24x7x365 so if your network goes down we are able to alert and assist you to immediately bring the network back online.
- Monthly Proactive Monitoring Reports. Includes monthly trouble ticket report and manufacturer Product Bulletins emailed to GJRCC and GarCO each 30 day period.
- Onsite and Remote Remedy-Repair provided by a Venture Technologies E-911 Field Engineers who are certified and trained on West Safety Solutions, Airbus DS, ECATS, Verint and Stancil applications.
- Pre-determined Service Level Agreements for monitoring and onsite response times.

#### **Network Monitoring**

Monitoring of Network Elements, including but not limited to; 911 servers, 911 databases, routers, VoIP switches, Wide Area Network devices, firewalls, UPS, HVAC. Any device capable of providing SNMP, WMI, or Traps

- Availability of reports to customers
- Detailed ticket analysis report
- Summary of network performance
- Network response time
- Network utilization by device
- Device uptime % network
- Network average and peak utilization per device
- CPU load per device/average/peak
- Net flow statistics (if applicable)
- Disk space availability
- Application availability (if applicable)
- VOIP analytics (if applicable)

#### **Onsite & Remote Support**

- Venture Tech Customer Support Center staffed 24x7x365 (VT owned, no outsourced services)
- Unlimited telephone access to Customer Support Center
- Defined event Escalation Levels and time-based response
- All calls logged and tracked in Venture's ticket management tool (SalesForce)
- Web Portal Access - Ability to open Priority 1-4 Cases and ability to track cases
- Our certified team specializes in providing support on West Safety Solutions, Airbus DS, Verint, Stancil, Cisco, VMWare, Microsoft, EMC and Pure technologies
- Advanced knowledge of VoIP and Lager 2/3 topology to support "Host/Remote" and geo-diverse systems

VT Safety First employs our own extensive Monitoring Tools utilized by our Network Operations Center (NOC). This provides GJRCC and GarCO with a "Front Line Defense" regarding system functionality. Our team can put out camp fires before they become raging forest fires. Our Monitoring and Customer Portal can be configured to provide information to not only our team, but your team as well.

Our Monitoring Solution provides a comprehensive view of the solution with emphasis on Networking, Call-Handling, Mapping, CAD, MIS, and associated elements. VT Safety First understands that the modern PSAP Manager



is responsible for the entire solution. This is why we monitor solution elements whether we sold them or not. The ability to have situational awareness is critical when problems occur.

We do not outsource our Customer Service Center nor the E911 Monitoring we provide. Meaning, we do not re-sell West Safety Solutions Sentry monitoring services, nor do we re-sell Airbus DS's Monitoring & Response platform.

We base our 24/7/365 monitoring on SolarWinds and ORION applications which we've incorporated into our organization over 28yrs ago. Furthermore, we have Venture Technologies employed System Administrators for these monitoring applications, which allows for a high level of customization for our public safety customers.

#### **Our Monitoring Solution provides the following advantages:**

- Fully staffed, multi-site network Operating Centers (NOC's), failsafe support environment with generator backup that provides for 24x7x365 remote monitoring, alarming, and alerting of our customers' mission-critical networks and applications
- ALL IN-HOUSE- No outsourcing, No co-branding, No compromise
- Proven experience supporting mission critical technology. Currently monitoring over fifty (50) Public Safety Answering Points in Colorado, New Mexico, Wyoming and Florida.
- Customer Support Center is staffed with a broad spectrum of certified professionals that include data networks, VoIP, network and physical security, wireless, storage, virtualization, core network services and IP surveillance systems
- ITIL® certified and CJIS Certified Personnel
- **Monthly VT- Safety First 24x7x365 Proactive Monitoring System Reports**
  - Reports illustrate the overall health of the VIPER E-911 components being monitored.
  - Reports included "Monthly Trouble Ticket Matrix" which is an overview of the PSAP's trouble tickets for that month.
  - Reports included manufacturer Product Bulletin Notifications for new software releases and hot fixes for customer consideration. Method of Procedures (MOP's) are developed by Venture Technologies and presented to the customer prior to any type of hardware and/or software upgrade.

#### **How does it work?**

A reliable and secure Next Generation 9-1-1 solution starts with a carefully planned, executed, and monitored implementation. VT Safety First saves time and improves solution reliability and security by monitoring configurations and functionality of Servers, Intelligent Workstations, Network Switches, Network Routers, Universal Power Supplies (UPS), Air Conditioning, and other devices typically utilized in today's solutions.

- **Solution Management**  
Our Technicians prevent issues by reviewing and approving proposed changes using integrated change approval workflow according to individual PSAP requirements and processes. VT Safety First, and you, control who can make changes to devices and configurations.
- **System Vulnerability Scanning**  
We improve network security by proactively performing Solution device scanning. Using the VT Safety First integrated monitoring solution, track discovered failures / problems through to final resolution.
- **NENA Compliance**  
Always demonstrate compliance to system functionality using VT Safety First monthly assessments and reports.

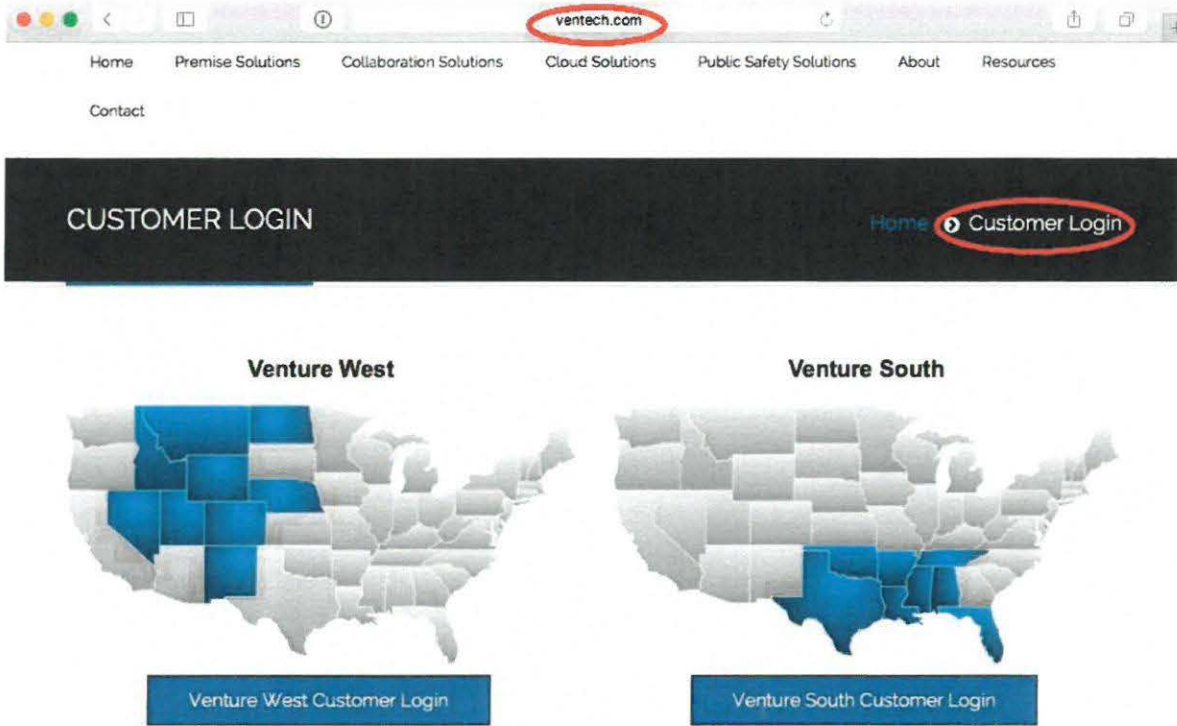
Any device providing the access methods below is eligible for VT Safety First Monitoring:

- **SNMP:** Simple Network Management Protocol is an "Internet-standard protocol for managing devices on IP networks". Devices that typically support *SNMP* include routers, switches, servers, workstations, printers, modem racks, etc.
- **ICMP:** Internet Control Message Protocol is an error reporting and diagnostic utility and is considered a required part of any IP implementation.
- **WMI:** Windows Management Instrumentation (WMI) is the Microsoft implementation of Web-Based Enterprise Management (WBEM), which is an industry initiative to develop a standard technology for accessing management information

- **Ping response:** Sending an echo-request packet to (an IP address) and use the echo reply to determine whether another computer on the network is operational and the speed at which the data is being transferred.

**As a PSAP Manager, It all begins with Customer Portal**

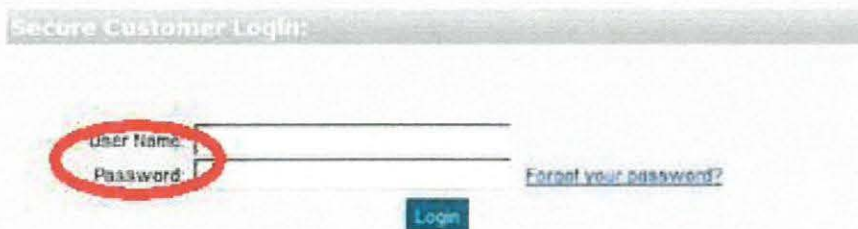
Our customers have their own customized Portal specific the THEIR PSAP. The User will login to the Portal and access a plethora of data at the Manager's fingertips.



1. Open up a web browser. When our home page opens up, select Customer Login in the top right corner.



2. Next, it will ask you for your username and password.





- Once you login, you can select 1 of 3 viewing options (Home, Log a Case, or View Cases). Option 1 is your Home Page.

Venture Technologies | Providing Technology Solutions Since 1986 - Customer Login

Salesforce

**VENTURE TECHNOLOGIES**

[Home](#) [Log a Case](#) [View Cases](#) [Logout](#)

Logged in: Greg Lundvall from ISC


**My Open Cases**

Number	Subject	Created Date
00071396	<a href="#">Amedisys Cases 12/7/15</a>	12/7/2015 9:56 AM
00071393	<a href="#">New Hire Badge - Jacob Shaw</a>	12/7/2015 9:05 AM
00071390	<a href="#">New VDI - Jacob Shaw</a>	12/7/2015 8:28 AM
00071382	<a href="#">Jackson Datacenter has no wifi</a>	12/7/2015 7:08 AM
00071266	<a href="#">New DID - Intelepeer - Venture Employee - Steve Chesonis</a>	12/4/2015 7:52 AM
00071169	<a href="#">ONBOARDING - SCRMC - VTWatch</a>	12/3/2015 9:31 AM
00071166	<a href="#">ONBOARDING - First Choice Medical Supply - VTWatch</a>	12/3/2015 8:14 AM
00071142	<a href="#">Migrate VDIs</a>	12/2/2015 7:50 PM
00071092	<a href="#">NM Lottery - Onboarding - Exchange Mailboxes</a>	12/2/2015 7:37 PM
00071026	<a href="#">Migrate remaining servers from CX3-80 to VMAX</a>	12/1/2015 1:58 PM
00070911	<a href="#">Venture LakeHouse - Security Appliance is Down - 12:43 AM 11/30/2015</a>	11/30/2015 12:43 AM
00070886	<a href="#">DEN-CX380</a>	11/29/2015 12:31 PM

- You can also view all open cases that are open under your name.

isc.my.salesforce.com

Venture Technologies | Providing Technology Solutions Since 1986 - Customer Login



Home Log a Case **View Cases** Logout

My Open Cases

[View All Cases](#) [View Closed Cases](#)

Number	Subject	Created Date
00071396	<a href="#">Amedisys Cases 12/7/15</a>	12/7/2015 9:56 AM
00071393	<a href="#">New Hire Badge - Jacob Shaw</a>	12/7/2015 9:05 AM
00071390	<a href="#">New VDI - Jacob Shaw</a>	12/7/2015 8:28 AM
00071382	<a href="#">Jackson Datacenter has no wifi</a>	12/7/2015 7:08 AM
00071266	<a href="#">New DID - Intelepeer - Venture Employee - Steve Chesonis</a>	12/4/2015 7:52 AM
00071169	<a href="#">ONBOARDING - SCRMC - VTWatch</a>	12/3/2015 9:31 AM
00071166	<a href="#">ONBOARDING - First Choice Medical Supply - VTWatch</a>	12/3/2015 8:14 AM
00071142	<a href="#">Migrage VDIs</a>	12/2/2015 7:50 PM
00071092	<a href="#">NM Lottery - Onboarding - Exchange Mailboxes</a>	12/2/2015 7:37 PM

5. You can also Log a Case.



[Home](#) | [Log a Case](#) | [View Cases](#) | [Logout](#)

Welcome Greg Lundvall

Please provide information regarding your case. As a default cases opened via the self service portal will be logged as a P3. A CSC representative will contact you within 24 hours.

If you have a P1 or P2 that requires immediate attention please contact our CSC at:

**General Support, Questions & Issues**

T: 866.622.6722

E: [support@iscorp.net](mailto:support@iscorp.net)

**Network Down / Critical Event**

Support 866.622.6722

E: [networkd@iscorp.net](mailto:networkd@iscorp.net)

**Log a Case**

<b>Contact Name:</b> Greg Lundvall	<b>Contact Phone:</b> (720) 279-5819
<b>Account Name:</b> ISC	<b>Contact Email:</b> greg.lundvall@ventech.com
<b>Case Reason:</b> --None--	
<b>Case Currency: *</b> USD - U.S. Dollar	
<b>Subject:</b> <input type="text"/>	
<b>Description:</b> <input type="text"/>	

**Log a Case**

<b>Contact Name:</b> Greg Lundvall	<b>Contact Phone:</b> (720) 279-5819
<b>Account Name:</b> ISC	<b>Contact Email:</b> greg.lundvall@ventech.com
<b>Case Reason:</b> --None--	
<b>Case Currency: *</b> USD - U.S. Dollar	
<b>Subject:</b> <input type="text"/>	
<b>Description:</b> <input type="text" value="Position 10 is down. It will not take any 9-1-1 calls"/>	

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General Support, Questions & Issues

- 6. PSAP Managers that have access to the Venture Tech E-911 system monitoring can have a greater level visibility, such as viewing ticketing notes being placed into the system by the Venture Tech E-

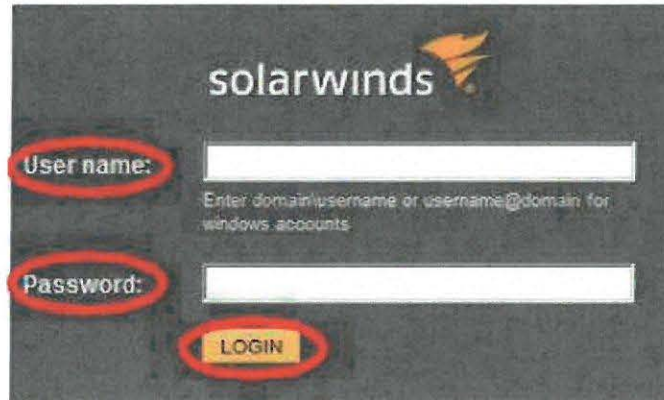


911 Engineers. In addition, Venture Technologies provides a Next Generation E9-1-1 Solution Dashboard and Home screens as illustrated below;

- Go to Web Browser:



- Login:



Venture Technologies Customer Support Center

- You will see a Home tab with 3 options below it. The home tab is where you can see all devices that Venture Technologies is monitoring.



Customer Summary Home



- Example of the Next Generation 9-1-1 Solution Dash Board and Home Screen

LLANE (LOG OUT)

MODULES: Application Performance Monitor Network Configuration Manager NetFlow Traffic Analysis VoIP Monitor

VIEWS: Home Top 10 Events Alerts Syslog Traps Overview Reports Admin Help

Monday, January 10, 2009 6:17:36 PM EDT

### ESX Server Details - DEN-ESX1

**Average Response Time & Packet Loss** EDIT HELP

**CPU Load & Memory Utilization** EDIT HELP

**Node Details** EDIT HELP

Management: Edit Node, List Resources, Unmanage, Pollers

Node Status: Node status is Up

IP Address: 10.8.1.18

Dynamic IP: No

Machine Type: VMware ESX Server

DNS: den-esx-1.iscorp.net

**List of Virtual Machines** HELP

NAME	OPERATING SYSTEM	STATE	MEMORY SIZE	CPU SHARES	IP ADDRESS
DEN-Exchange-A	Windows Server 2008 (64-bit)	PoweredOn	4.0 GB	20.00%	
DEN-EOC-A	Windows Server 2003, Std (32-bit)	PoweredOn	4.0 GB	20.00%	10.8.6.15
DEN-MILLENNIUM-A	Windows Server 2003, Std (32-bit)	PoweredOn	2.0 GB	20.00%	10.8.4.10
ISWiki	Other Linux (32-bit)	PoweredOn	512.0 MB	20.00%	
DEN-SQL-A	Windows Server 2003, Std (32-bit)	PoweredOn	4.0 GB	20.00%	10.8.6.11

**Average Response Time & Packet Loss** View Options EDIT HELP

TODAY

**DEN-ESX1**  
Average Response Time & Packet Loss TODAY

95th Percentile Response Time is 5.0 ms  
SolarWinds Orion Network Performance Monitor 9.1 SP3

HOME NETWORK APPLICATIONS CONFIGS IP AD

Home Network Trends Events Alerts Traps

### Demo Network Summary Home

**All Nodes** HELP

GROUPED BY CUSTOMERNAME, BUILDING, TECHNOLOGY

- [-] Venture Technologies
  - [-] Casper
    - [-] Router
      - Venture-Casper-CRT2821-VGA
  - [-] Denver
    - [-] Camera
    - [-] Firewall
      - Venture-Denver-ASA5520-CSC-A
    - [-] Printers
    - [-] Routers
      - Venture-Denver-CRT2851-A.iscorp.net
    - [-] UPS
      - Venture-Denver-UPS-MDF
    - [-] Wireless APs
      - Venture-Denver-WAP-1(MDF)
      - Venture-Denver-WAP-2 (Gannett Peak Hallway)
      - Venture-Denver-WAP-3 (Warehouse Hallway)
      - Venture-Denver-WAP-4 (Kitchen Hallway)
      - Venture-Denver-WAP-5 (Win's Office)
      - Venture-Denver-WAP-8 (IDF)
  - [+] Venture-Datacenters

**Node Details** HELP

**Node Status** Node is Up

**Polling IP Address** 10.1.254.253

**Dynamic IP** No

**Machine Type** Cisco 2821

**DNS** csp-crt2821-vga.iscorp.net

**System Name** CSP-CRT2821-VGA.iscorp.net

**Description** Cisco IOS Software, 2800 Software (C2800NM-E NTSERVICESK9-M), Version 12.4(24)T1, RELEASE SOFTWARE (fc3) Technical Support: http://www.cisco.com/techsupport Copyright (c) 1986-2009 by Cisco Systems, Inc. Compiled Fri 19-Jun-09 15:13 by prod\_rel\_team

**Location** ISC-Casper MDF

**Contact** ISC CSC 866-622-6722

**SysObjectID** 1.3.6.1.4.1.9.1.577

**Last Boot** Wednesday, October 15, 2014 8:19 AM

**Software Version** 12.4(24)T1, RELEASE SOFTWARE (fc3)

**Software Image** C2800NM-ENTSERVICESK9-M

**Hardware** Physical

**No of CPUs** 1

**Telnet** telnet://10.1.254.253

**Web Browse** http://10.1.254.253

**All IP Addresses on Venture-Casper-CRT2821-VGA** HELP

Search IP Addresses

IP VERSION	IP ADDRESS
IPv4	10.1.254.253 (polling IP)
IPv4	10.1.254.10
IPv4	10.1.254.14
IPv4	10.253.248.5

- Example of a Monitoring List

	Vendor	Volume	Volume Type	Volume Size	Space Available	Percent Available
<b>DC1</b>		C:\Label:SYSTEM 5A20584C		50.0 GB	34.6 GB	69 %
		D:\Label:DATA 3A2D831C		182.9 GB	182.6 GB	100 %
		F:\Label:PEIBackups 4C523DFB		465.8 GB	444.0 GB	95 %
		Physical Memory		4.0 GB	2.6 GB	65 %
		Virtual Memory		6.8 GB	5.2 GB	75 %
<b>DS</b>		C:\Label:SYSTEM cc74dfc1		50.0 GB	40.6 GB	81 %
		D:\Label:DATA ae821667		182.8 GB	173.9 GB	95 %
		F:\Label:SYSTEM cc74dfc1		50.0 GB	10.7 GB	21 %
		G:\Label:DATA ae821667		182.8 GB	174.0 GB	95 %
		Physical Memory		4.0 GB	3.6 GB	90 %
	Virtual Memory		6.8 GB	6.6 GB	97 %	
<b>Position1</b>		C:\Label:SYSTEM 922ccd3d		232.9 GB	215.5 GB	93 %
		Physical Memory		3.5 GB	2.6 GB	75 %
		Virtual Memory		6.3 GB	5.4 GB	86 %
<b>Position2</b>		C:\Label:SYSTEM a876575b		232.9 GB	215.8 GB	93 %
		Physical Memory		3.5 GB	2.9 GB	82 %
		Virtual Memory		6.3 GB	5.8 GB	91 %
<b>Position3</b>		C:\Label:SYSTEM f436f4b7		232.9 GB	215.9 GB	93 %
		Physical Memory		3.5 GB	2.6 GB	74 %
		Virtual Memory		6.3 GB	5.5 GB	86 %
<b>Position4</b>		C:\Label:SYSTEM cc22dacb		232.9 GB	215.7 GB	93 %
		Physical Memory		3.5 GB	2.7 GB	78 %
		Virtual Memory		6.3 GB	5.7 GB	90 %
<b>SQL</b>		C:\Label:SYSTEM 7e764844		50.0 GB	40.2 GB	80 %
		D:\Label:DATA ee8347f8		182.8 GB	35.0 GB	19 %

SolarWinds Orion Report Writer Version 2015.1.0

12/1/2015 10:55:05 PM

**Availability Statistics** HELP

Period	AVAILABILITY
Today	100.000 %
Yesterday	100.000 %
Last 7 Days	100.000 %
Last 30 Days	100.000 %
This Month	100.000 %
Last Month	100.000 %
This Year	99.722 %

**Event Summary** HELP

LAST 7 DAYS

**Polling Details** HELP

Polling IP Address	10.1.254.253
Polling Engine	DEN-ORION-A (10.8.6.10)
Polling Method:	SNMP
Polling Interval	120 seconds
Next Poll	11:13 AM
Statistics Collection	10 minutes
Enable 64 bit Counters	No
Rediscovery Interval	30 minutes
Next Rediscovery	11:16 AM
Last Database Update	Monday, December 07, 2015 11:11 AM

**Custom Properties for Nodes** HELP

Address	401 East E Street
Building	Casper
Circuit_ID	demo
City	Casper
CustomerName	Venture Technologies



### The Technical Aspects

VT Safety First Monitoring and Customer Portal were developed using SolarWinds / Orion. With our vast experience in Next Generation 9-1-1 System Implementation, we know what it takes to keep the PSAP Manager informed and able to manage system failures / problems. Today's monitoring requirements are much more than experienced in the days of "Tip & Ring". Today's solutions implement hardware, software, and networks to provide a cohesive, coherent solution.



### Traffic Analysis Dashboard:

We provide a comprehensive, customizable view of Next Generation 9-1-1 network traffic on a single-pane-of-glass, allowing VT Safety First and you to spot potential problems quickly with top ten views of network traffic data. VT Safety First Technicians get to the root cause of issues with an intuitive interface tailored specifically for each individual PSAP.

### Network Availability & Performance Monitoring:

Monitors Next Generation 9-1-1 network device and interface availability and performance indicators, such as bandwidth utilization, packet loss, latency, errors, discards, CPU, and memory for SNMP and WMI-enabled devices.

### Deep Packet Inspection & Quality of Experience:

Get a comprehensive summary of network and application performance metrics using deep packet inspection and analysis. Quickly identify reductions or changes in application performance and determine if the change is caused by the application or the network.

### Multi-Vendor Device Support:

Gain multi-vendor device support for today's complex and growing Next Generation 9-1-1 environments. VT Safety First monitors availability and performance statistics for any Solution Device, Router, Network Switch, Firewall, VPN concentrator, wireless access point, and other devices that support standard protocols.

### Hardware Health Monitoring:



VT Safety First Technicians gain insight into the health of your Next Generation 9-1-1 hardware by monitoring, alerting, repairing, and reporting on the state of key device sensors, including CPU Utilization, Memory Utilization, temperature, fan speed, and power supply.

***Application Performance & Health Dashboard:***

View graphs and tables, as well as application details, a list of nodes providing the target application, and a summary of any nodes exceeding pre-set thresholds.

***Network Monitoring:***

Monitor network route information and receive alerts when issues arise, and get a combined view of real-time network route information alongside device information. You can view routing tables, changes in default routes, BGP transitions, and flapping routes, including support for major routing protocols (RIP v2, OSPF v2 & v3, EIGRP, BGP).

***Bandwidth Threshold Alerting:***

Provides VT Safety First Technicians with instant alert notification, including a list of “top talkers” when an interface exceeds its bandwidth utilization threshold.

***Bandwidth Usage by Application:***

Provides our Technicians with valuable insights into which applications are consuming the most network bandwidth and tracks application traffic arriving from designated ports, source IPs, destination IPs, and protocols.

***Network Multicast Monitoring:***

VT Safety First Monitoring provides real-time multicast information alongside device information so our Technicians can drill-down and see details of multicast nodes and monitor routers, switches, and end-points that receive & forward multicast packets.

<b>Monthly VT-Safety First 24x7x365 Proactive Monitoring System Reports</b>
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Reports illustrate the overall health of the E-911 systems and are in addition to the Monthly MIS reports provided upon request. Reports included “Monthly Trouble Ticket Summary” Overview of the PSAP’s trouble tickets for that month. Reports included manufacturer Product Bulletin Notifications for new software releases and hot fixes for customer consideration. *Monthly E-911 Systems Report is typically a 15-20 Page report comprising:*

- ***Overview:***  
There were no major issues for the month of March, application availability is has recovered to normal levels. Abandoned Call Volumes have normalized. Core network availability was relatively high, and CPU utilization was normal.
- ***Cases:***  
The Venture Technologies Dispatch Authority had 3 cases last month.
- ***Availability:***  
Availability of the core network was at 99.99%. Application Availability was at 100%.
- ***Total 911 Calls Last Month by Trunk:***  
Land-Line – 5,000  
Wireless – 5,500  
Admin – 11,000  
Overall Total – 21,500
- ***Network Performance:***  
Local Area Network Performance was within normal operating parameters. We are monitoring and investigating really high, or really low, data transmission rates on the device network interface. As the report shows, all nodes are exhibiting normal data transmission rates.
- ***CPU Utilization:***  
CPU Load utilization averaged less than or equal to 2% on most devices and was thus within normal operating conditions and well below critical thresholds. ***Disk Space Availability:***  
Disk Space Availability was within normal operating conditions.



- **Memory Utilization:**  
Memory Load Utilization data was within normal operating conditions.
- **Alerts Triggered:**  
0 alerts were triggered last month at the "Venture Technologies Dispatch Authority".

**3. Preventive Maintenance – Provide information regarding preventive maintenance services to include firmware updates, system updates, and patch management offered by the vendor.**

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies will develop a Monthly Preventative Maintenance Schedule for GJRCC and GarCO, as well as, the other PSAP's who may potentially join the regional system. The Venture Technologies Field Engineer's will perform onsite Preventative Maintenance efforts for the VIPER systems by utilizing a specific VIPER Preventative Maintenance document which is follow step-by-step on each preventative maintenance visit.

Venture Technologies' Preventive Maintenance schedule (PMS) is a simplified, yet thorough, means of accomplishing preventive maintenance in your PSAP. It identifies maintenance requirements and schedules maintenance actions to make the best use of resources. It increases operational readiness. It improves management, workload planning, and equipment reliability.

PMS procedures and the frequency of such actions are developed for each piece of equipment based on good engineering practices, manufacturer recommendations, practical experience, and NENA / Technical recommendations.

Keep in mind that Preventive Maintenance actions are the actions required to maintain the equipment in a fully operable condition. If PMS actions are performed according to schedule, they allow the PSAP and maintenance personnel to identify possible problems before equipment failure. Properly performed PMS actions will help prevent failures that could result in repeated corrective maintenance actions.

PMS procedures are developed by the Venture Technologies Field Engineers based on manufacturer recommendations and best practices. Prior to any work being performed on the VIPER system, Venture Technologies will develop a MOP (Method of Procedure) which will outline to GJRCC and GarCO the specific steps the Venture Technologies Field engineer's will perform during the upgrade. Venture Technologies will share the MOP with GJRCC and GarCO and must be approved by the agencies prior to work being performed by the Venture Technologies Field Engineer's.

The MOPs contain detailed information on each maintenance requirement, such as when, how, and with what resources. Some MOPs have equipment guide lists to identify the locations and power panels of various pieces of the same type of equipment—such as Servers, Routers, Positions, Network Switches, etc., that are serviced at the same time.

Management tools provided by Venture Technologies for each PSAP include, but are not limited to:

1. Comprehensive procedures for planned maintenance of systems and equipment
2. Minimum requirements for planned maintenance
3. Scheduling and control of maintenance
4. Description of the methods, materials, tools, and personnel needed to perform maintenance
5. Prevention or detection of hidden failures or malfunctions
6. Test procedures to determine material readiness

At the conclusion of the Preventative Maintenance visit, the Venture Technologies Field Engineer will review the documentation with the on-duty PSAP Manager in order to communicate the results of the Preventative Maintenance visit and to discuss any potential issues uncovered during the visit which need immediate attention.



## **Software Protection and Remote Technical Support**

Software Protection and Remote Technical Support Services is a bundled offering which provides access to software maintenance releases as well as remote technical support that allows for 24x7x365 assistance from West's centralized Support Center for the West System. This service is included in the standard warranty, and is a mandatory requirement for the receipt of any technical support after the warranty period.

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

West will provide periodic software release bulletins to Customers which announce and explain important product updates for West Software. Customers may then request the new release or version from West, based on applicability of the release to the Customer's current System.

The Customer is responsible for the installation of these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the Customer prefers to have West deploy a new release, West will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West's then current prices for such services.

The Customer is encouraged to periodically install new software updates. Software releases are available for a limited time. If the System is not maintained to a currently supported equipment and software version, future software releases may not be compatible with the Customer's existing system.

## **Software Subscription Service**

This service provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

West Safety Solutions, Corp. will provide periodic software release bulletins to customers which announce and explain new feature releases for West Safety Solutions Corp. software. Customers may then request the new release or version from West Safety Solutions Corp. based on applicability of the release to customer's system. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have West Safety Solutions Corp. deploy a new release, West Safety Solutions Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'s then current prices for such services

## **4. Network Requirements – Provide network requirements for the fully implemented solution that includes the following:**

*Venture Technologies Response:* Read, understood, comply with explanation. Venture Technologies is proposing two solutions and both offer a Geo-Diverse architecture with redundancy and resiliency as the foundation for both solutions. Each solution complies with NENA recommendations. Please see below and our supporting documentation included with our response to specifically address the IP Networking Requirements for our proposed solutions.

West's VIPER and Power 911 systems provide an end to end IP solution with no signal conversion between the controller and the remote positions. Based on an architecture that relies solely on IP connectivity, the VIPER is ideally suited to support remote solutions and geographically-distributed architectures. Connectivity between sites is simplified and can be supported with a single data connection without any loss in functionality. The system's IP-based architecture and modular design support an array of design options that can accommodate:

- Standalone Solutions
- Host with Remote Solutions
- Remote Site Survivability (via locally deployed survivable gateways)



- Geographically Diverse Configurations (with VIPER Multi-Node solutions)
- Locally processed call handling (via Satellite VIPER Nodes and locally deployed gateways) to minimized WAN bandwidth and provide enhanced remote functionality when isolated from the host

### **Remote Gateway Survivability**

The VIPER supports survivable local gateways when a remote site is isolated from the host. The VIPER AIM or CIM Gateway supports the ability to designate a Backup Destination for each line that terminates at a remote site. When the gateway detects a loss of connectivity to the VIPER Soft Switch, the Gateways can reroute calls originating on that circuit to a specific local Power 9-1-1 workstation to provide basic call handling capabilities.

### **Satellite VIPER Nodes**

With SVN's are deployed at each PSAP, call traffic terminated on local gateways at a remote PSAP can be processed on a locally-deployed VIPER Soft Switch. Consequently, call traffic generally does not need to traverse the WAN to be processed, preserving WAN bandwidth. In addition, when connectivity to the primary nodes is lost, most call handling functionality is preserved—including the ability to present multiple line appearance across multiple positions, barge-in, Recorded Announcements, Ring Groups, and ACD queues. Only call flows that traverse the WAN and data functions, such as ALI retrieval and centralized historical logging, would be affected.

### **VIPER Multi-Node**

In a Multi-Node configuration geographically distributed VIPER Servers operate simultaneously and independently. Incoming traffic is typically distributed across two separate instances of the traditional VIPER Soft Switch pair. In this design, four (4) Soft Switches are deployed (i.e. 2 groups/clusters of 2 Soft Switches).

As with the traditional VIPER design, within each group/cluster of VIPER Soft Switch pairs, one acts as an Active soft switch, and the other is in Standby state (in Standby, it is actually monitoring the Active soft switch and call states, and is prepared to take control automatically if required). Power 911 call handling positions receive calls from both VIPER Soft Switch groups (“clusters”) simultaneously. The processing of calls from two separate nodes is transparent to the call taker.

VIPER Gateways (CIM, AIM, ISDN/PRI) managing incoming traffic support the ability to redirect their traffic to an alternative node should communication be lost with the primary node. Redirected traffic is automatically processed by the secondary node. In other words, the system automatically recovers to full 100% capacity without any user intervention. Consequently, multi-node configurations provide host backup capabilities and enhanced fault tolerance (with two VIPER Soft Switch and Application Server pairs) in scenarios where system availability at one of the nodes is compromised.

## **1. Options to connect PSAPs together via IP solution**

**Venture Technologies Response:** Read, understood, comply with explanation. Both solutions require Layer 2 and Layer 3 connectivity in order to connect PSAP's together via IP. There are two foundations for each deployment, LAN (Local Area Network) connectivity and WAN (Wide Area Network) connectivity.

The LAN connectivity requires on-site CAT 5/6 network cabling with a minimum of 2 runs per position. Optimally we prefer 4 runs per position for future growth. The WAN or, Layer 3 connectivity, can be accomplished using the following mediums:

- Bonded T1 Data circuits
- MPLS or equivalent
- Private Host to Host connectivity with at least 20MB Bandwidth availability



- Private Host to Remote connectivity with at least 10MB Bandwidth availability
- Fiber optic connectivity

## 2. Host-Host connectivity in a geo diverse environment

**Venture Technologies Response:** Read, understood, comply with explanation. Host to host connectivity must follow the requirements below:

- The Network connection must provide a guaranteed 24/7 CIR Bandwidth CIR (no bursting or averaging)
- The Network bandwidth must be rounded up to the nearest Mbps to match the rate limiting granularity on the network switch.
- The Network connection is using a QoS 5 or DSCP 46 value to ensure that no other traffic can take our bandwidth under any circumstances.
- The Network connection is a virtual point-point circuit with no intermediate or edge devices participating in our spanning-tree. This means we cannot have any transport devices sending us BPDUs or acting as Root Switch.
- WAN connections between each host and each remote site must be a Layer 3 network connection which supports QoS. Redundant connectivity to remote sites is recommended.
- All WAN links must meet or exceed the bandwidth estimates provided by Venture Technologies.
- The VLAN/subnet must be dedicated solely for the use of the solution elements.
- VT Safety First Highly recommends Dual connections. They are required for redundancy.

## 3. PSAP connectivity with Host to Remote

**Venture Technologies Response:** Read, understood, comply with explanation.

- WAN connections between each Host and each Remote site must be Layer 3 network connection which supports QoS. Redundant connectivity to remote sites is recommended.
- All WAN links must meet or exceed the bandwidth estimates provided by Venture Technologies.
- The VLAN/subnet must be dedicated solely for the use of the solution elements.
- VT Safety First Highly recommends dual carrier connections where possible and economically feasible. They are required for redundancy.

## 4. Redundancy options for Host to Host solution or Host to Remote solution and width requirements at each location

**Venture Technologies Response:** Read, understood, comply with explanation. Each solution can be deployed as a Standalone or Geo-Diverse / Multi-Node implementations. Bandwidth requirements are 20MB for Hosts to Host connectivity and 10MB for Host to Remote connectivity.

Both solutions provide a redundant architect at the control logic level meaning both the Controlling Servers and Telephony Servers are redundant and at the LAN level, providing for a NENA conforming design.

## 5. Security requirements

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies is proposing two solutions that are NENA compliant solutions regarding security. Both Solutions require a private network. Venture Technologies highly recommends our Malware and Anti-Virus options for the selected solution. Your options include:

- Malware / Anti-virus protection
- Microsoft Patch Management



- Network Performance / Intrusion Monitoring
- Our own 24x7x365 NOC which is constantly monitoring your solution for abnormalities

### Next Generation ESInet Partnership

Regarding Next Generation ESInet offerings, Venture Technologies has partnered with Synergem providing Next Generation Network and i3 network functionality. For over 14 years, the Synergem Technologies team has been pioneering advanced technology in the 9-1-1 industry. Synergem was the first to market with an i3 Emergency Service IP-based Network (ESInet). In recent years, Synergem has partnered with Oracle Communications and Avaya to build a highly-reliable and fault-tolerant virtual infrastructure for Next Generation 9-1-1 (NG9-1-1) services. The result of these partnerships is an NG9-1-1 solution with security, capacity and resiliency unrivaled in the industry – SynergemNET™.

NENA developed the NG9-1-1 standard using the latest in Voice over IP technology to improve emergency communications and allow better response to those in need. But implementation of the new technology has been slow, as the industry struggles with the time and cost needed to upgrade the legacy environment. SynergemNET™ is a nationwide network of i3-based services that lets you bypass traditional migration procedures and tap into a full suite of NENA-compliant solutions that deliver on the promise of True-i3™.

SynergemNET™ has three service elements:

- **i3-Interconnect™** provides an interface for telecom carriers to route both legacy and IP traffic into the SynergemNET™ cloud. It can accept 9-1-1 calls from anywhere in the country, and also handles conversion from legacy traffic to i3 format.
- **i3-Route™** encompasses the traditional NG9-1-1 Core Services to provide location lookups and routing functions, as well as handling TTY and multimedia traffic. i3-Route™ can terminate calls into any PSAP, including ones that are still using legacy equipment.
- **i3-Call™** includes a hosted PBX phone system tied to a fully-compliant i3 call taking application, for complete presentation of caller information including location, additional data and multimedia content. This is ideal for PSAPs looking to upgrade to NG9-1-1 quickly and at low cost.

All three service elements can work either independently or in combination, so you can easily provision just the components you need to implement your NextGen 9-1-1 strategies. And pricing is designed to be consistent with current expenses, requiring very little budget adjustments from current operations.

### Enhanced Functionality, Intelligence, Power

SynergemNET™ provides an array of benefits, including:

- **Native ability to send and receive multimedia – including text and video – to 9-1-1.** Allows data and multimedia to be sent to first responders en route or on scene. Enables witnesses and victims to silently notify emergency services and responders to arrive on scene better prepared, saving valuable time.
- **Security, redundancy, and resiliency.** By partnering with Oracle, Synergem brings clients a resilient, secure, highly-reliable and fault-tolerant virtual infrastructure using the carrier-grade technology that is employed in over 90% of commercial networks worldwide. The foundation of our solution has been globally deployed and proven to be uniquely able to support high call volumes with best in class security and fault-tolerance.
- **An integrated NG9-1-1 solution built on NENA i3 standards.** From ESInet to call-taking, mapping, recording and reporting, the Synergem solution provides a seamless NG9-1-1 environment built to NENA's standards. The solution is fully interoperable with other i3 networks.
- **Calling capacity and scalability.** Use of carrier-grade tools built on Oracle's market-proven and tested platform and delivered using best-in-class vendors like Avaya, result in exceptional capacity and scalability.
- **Dynamic call routing and algorithm-based call prioritization.** Select (or all) calls can be routed to designated PSAPs in case of overflow, outage or skills need. This redirection is usually accomplished automatically but, in special circumstances, can be done with a few mouse clicks. Algorithmic prioritization provides enhanced intelligence which can ensure that the calls you most need to receive are getting to call takers.



- **Central, unified management of the network.** Ongoing monitoring and management as well as service provider interconnect agreements and connectivity are managed to allow clients to focus resources on higher priority initiatives. Upgrades are implemented with no downtime or finger-pointing.
- **Value to you and to the communities you serve.** SynergemNET™ delivers the public safety benefits of NG9-1-1 to your communities in a cost-effective manner. Our pricing is based on Solution as a Service (SaaS) subscription models that eliminate unexpected cost increases. GSA procurement and leasing options give your agency further flexibility in its financial planning.

5. **Electrical – Provide information regarding the surge suppression and electrical requirements for each PSAP.**

Venture Technologies Response: Read, understood, comply with explanation. Please refer to Appendix B for the environmental requirements of the proposed system.

6. **Equipment Failure – Explain what occurs to an incoming call and active call if a system component fails.**

Venture Technologies Response: Read, understood, comply with explanation. The VIPER system is designed with duplicated mission-critical VIPER components to meet NENA’s strict “no single point of failure” guidelines. In addition VIPER supports multiple designs and configurations to accommodate the most stringent fault tolerance requirements. VIPER deploys and operates on a fully redundant infrastructure: redundant application servers, redundant VoIP servers, redundant LAN network elements, redundant power supplies, and redundant WAN network connectivity.

The VIPER core includes redundant VoIP Soft Switch servers and redundant Application Servers, both connected to redundant Ethernet switches.

**The VIPER VoIP Soft Switch** provides all VoIP telephony controls and is based on the open SIP protocol and also supports SIP compliant devices. Failure of the secondary VIPER Softswitch would have no impact on the system. **Should the primary VoIP switch fail, all calls presented through the VIPER CIM and AIM gateways, including those in progress (those in a Talk or Hold state) will be re-presented from the secondary Soft Switch. Callers on lines in a Talk or Hold state will hear a hold tone during the switchover.**

**The VIPER Application Server** (redundant pair) is a 1U computer that provides application layer functionality. It runs various software components such as a Telephony Server, Alarm Server, ALI Database, and the CAD Router. These programs collectively provide ALI database lookup, NENA-compliant CAD output, and CDR outputs.

Both Application Servers operate simultaneously. Failure of the secondary VIPER Application Server would have no impact on the system. Should the primary Application Server fail, the ACDR printer output would be temporarily unavailable. The Secondary Application Server buffers call records until the Primary Application Server is returned to service. At that point, buffered call records are printed. Real-time ACDR output resumes when the backlog has been printed. The VIPER Application Servers include their own power supplies. Thus the VIPER Application Server can be powered down independently and replaced without powering down the system.

Each Application Server (redundant) includes an ALI data link. ALI requests are made through both simultaneously. **If an ALI data link were to fail there would be no impact on the system.**

The proposed VIPER backroom includes redundant Ethernet switches. The fault tolerant design of VIPER with two LAN connections to each position, one from each Ethernet switch, means that **the loss of one switch does not disable any of the positions from processing calls** (100% position survivability).

VIPER’s CAMA gateway shelves are deployed in pairs for redundancy, each shelf connects to separate (redundant) 48V DC power supplies. CAMA Interface Modules (CIMs) reside within a Gateway Shelf and are deployed in redundant configurations so failure of a CIM card only affects those trunks connected to it. **Failure of the CIM or the**



**CAMA trunk that is connected to a caller would drop the call.** CIMs are hot-swappable, minimizing the impact on a live system in case of repair or scheduled maintenance.

VIPER's AIM (Administrative Interface Module) modules reside within a Gateway Shelf. Failure of an AIM card only affects those administrative lines connected to it. **Failure of the AIM or the trunk that is connected to a caller would drop the call.** AIMS are hot-swappable, minimizing the impact on a live system during repairs or scheduled maintenance.

In the proposed Multi-Node VIPER configuration, two geo-diverse VIPER systems work together to form one virtual system, which means the entire MultiNode system adheres to a 200% redundancy design, and network issues would not cause abnormal behavior in the system as each VIPER node is capable of operating independently. In the event of a communications issue between VIPER nodes, the MultiNode system will automatically reconnect and synchronize necessary components upon resolution of the issue.

### **VIPER Core**

Each of the two VIPER cores include redundant VoIP Soft Switch servers and redundant Application Servers, connected to redundant Ethernet switches.

The VIPER VoIP Soft Switch is a software-engineered application installed on a 1U 19" rack mounted computer, and connects to redundant Ethernet switches. It provides all VoIP telephony controls and is based on the open SIP protocol and also supports SIP compliant devices.

Instead of having a redundant pair of VIPER Soft Switches, there are now a total of two redundant pairs, or four Soft Switches, and three of the four total VOIP servers (each site operates a Primary and Secondary server) could go down but **9-1-1 service would not be impacted at either PSAP.**

The VIPER Application Server (redundant pair) is a 1U computer that provides application layer functionality. It runs various software components such as a Telephony Server, Alarm Server, ALI Database, and the CAD Router. These programs collectively provide ALI database lookup, NENA-compliant CAD output, and CDR outputs.

Each Application Server connects to redundant Ethernet switches. Both Application Servers at each Node operate simultaneously. Failure of the secondary VIPER Application Server would have no impact on the system. Should the primary Application Server fail, the ACDR printer output would be temporarily unavailable. The Secondary Application Server buffers call records until the Primary Application Server is returned to service. At that point, buffered call records are printed. Real-time ACDR output resumes when the backlog has been printed. The VIPER Application Servers include their own power supplies. Thus the VIPER Application Server can be powered down independently and replaced without powering down the system.

Each of the four Application Servers (redundant) includes an ALI data link. ALI requests are made through both simultaneously. **If an ALI data link were to fail there would be no impact on the system.**

Each of the two proposed VIPER backrooms includes redundant Ethernet switches. The fault tolerant design of VIPER with two LAN connections to each position, one from each Ethernet switch, means that **the loss of one switch does not disable any of the positions from processing calls** (100% position survivability).

### **VIPER Gateway Shelves**

Again the VIPER MultiNode configuration adds another layer of redundancy, in that VIPER Gateways (CIM, AIM, ISDN/PRI) managing incoming traffic support the ability to redirect their traffic to an alternative node should communication be lost with the primary node. Redirected traffic is automatically processed by the alternate node. In other words, the system automatically recovers to full 100% capacity without any user intervention.

At each Node, VIPER's CAMA gateway shelves are deployed in pairs for redundancy, each shelf connects to separate (redundant) 48V DC power supplies. CAMA Interface Modules (CIMs) reside within a Gateway Shelf and are deployed in redundant configurations so failure of a CIM card only affects those trunks connected to it. **Failure of the**



**CIM or the CAMA trunk that is connected to a caller would drop the call.** CIMs are hot-swappable, minimizing the impact on a live system in case of repair or scheduled maintenance.

At each Node, VIPER's AIM (Administrative Interface Module) modules reside within a Gateway Shelf. Failure of an AIM card only affects those administrative lines connected to it. **Failure of the AIM or the trunk that is connected to a caller would drop the call.** AIMS are hot-swappable, minimizing the impact on a live system during repairs or scheduled maintenance.

7. **Outages** – Provide information about how the proposed system will handle network outages between the PSAPs. Provide details on remote survivability during these failures.

Venture Technologies Response: Read, understood, comply with explanation. To prevent failures, VIPER deploys and operates on a completely redundant infrastructure, which includes redundant network equipment and redundant network connectivity between sites.

**Multi-Node VIPER's** 200% redundancy design protects the system from networking issues which might otherwise cause abnormal behaviors. Each VIPER node in the Multi-Node system can operate independently; in the event of a communications issue between VIPER nodes, the Multi-Node system will automatically reconnect and synchronize necessary components upon resolution of the issue.

Host-Remote locations benefit from the survivability of VIPER CIM and AIM survivable gateways, which can be deployed at any remote PSAP to support locally terminated CAMA trunks and FXO administrative lines, respectively. The VIPER CIM and AIM gateways support the ability to designate a Backup Destination for each line that terminates at a remote site. When the gateway detects a loss of connectivity to the VIPER host, the Gateways can reroute calls originating on that circuit to a specific local Power 911 workstation to provide basic call handling capabilities.

Remote locations proposed are configured as Satellite VIPER Nodes (SVN). When deployed at each remote PSAP, call traffic terminated on local gateways at the remote PSAP can be processed on a locally-deployed VIPER Soft Switch. Consequently, call traffic generally does not need to traverse the WAN to be processed, preserving WAN bandwidth. In addition, when connectivity to the VIPER host is lost, most call handling functionality is preserved—including the ability to present multiple line appearance across multiple positions, barge-in, Recorded Announcements, Ring Groups, and ACD queues. Only call flows that traverse the WAN and data functions, such as ALI retrieval and centralized historical logging, would be affected.

8. **Routing** – Provide information about how priority routing can be diverted to other PSAPs in the event of a system outage or increased call volume at a single PSAP with the western Colorado network between participating PSAPs within proposed solutions.

Venture Technologies Response: Read, understood, comply with explanation.

**Outages.** If the system experiences a partial outage like the loss of a node, then the calls on those trunks need to be rerouted by the telco to an alternate PSAP location. The VIPER system is designed so that each node can function independently and each remote is survivable if the system experiences a network outage. The 911 trunks are local to each node and each remote and can thus process their incoming calls. The calls to the remote PSAPs will not receive ALI due to loss of connectivity to the application servers at the nodes.

**Increased Call Volume.** During times of high call volumes, calls hitting the Ring No Answer pre-configured threshold can be alternate routed to other ring groups within the multi-node system. For example, call volume at the GarCO PSAP is extremely high. Ringing calls hitting the Ring No Answer threshold can be alternately routed to another pre-configured location such as the GJRCC. When the alternately routed call from GarCO presents to the workstations at GJRCC, it



may be configured to ring a different color on the 911 queue button as well as play a different ringtone alerting the call taker they are about to answer a call belonging to another PSAP.

9. **Call Load** – Provide information about how the regional call load can be balanced to multiple PSAPs diversified based on the resources available at each PSAP utilizing an IP network either using an ESiNet, NENA i3 standards or internal IP networking between geographic diverse host or geographic diverse remote sites.

*Venture Technologies Response:* Read, understood, comply with explanation. West recommends diversifying your 911 trunks so that 50% of the call traffic is being processed at each node. This is done transparently to the call takers. VIPER's Multi-node configuration allows for load balancing by splitting the incoming CAMA trunks between the two PSAPS (GJRCC and GarCO). The Selective router then alternates call presentation between the PSAPS balancing the load. Multi-Node VIPER provides increased geo-diversity—for regional natural disasters, site abandonment, and regional PSAP-sharing for emergency response and call overflow scenarios—and increased PSAP survivability and fault tolerance.

Each VIPER host has bi-directional communication. Multi-Node VIPERs are deployed in pairs for failover redundancy. In the event of a catastrophe, the secondary host can take over call handling for both sites, including all remote and mobile sites, providing full disaster recovery.

10. **NENA i3** – Describe how the proposed solution meets the NENA i3 Standards.

*Venture Technologies Response:* Read, understood, comply with explanation. The proposed systems meet all applicable NENA and APCO standards. The current release of VIPER (back room) and Power 911 (user interface) supports ESInet connectivity and TXT29-1-1 through NENA i3 gateways. Our solutions adhere to NENA i3 models and offer customers transition strategies from current operating models to NG9-1-1 end state visions. As new FCC mandates and NENA i3 Standards are released, West's products will continue to evolve with the aforementioned standards.

The proposed solution complies with all applicable NENA standards for interfacing with third party equipment, including NENA 04-001, NENA standard logging recorder interface and CDR output. The VIPER solution includes NENA complaint RS-232 serial CAD outputs which can be interfaced with any third party NENA compliant CAD and/or mapping system. The RS-232 serial CAD interface is provided through the VIPER Application Server, Power 911 Database and (at remote sites) the Power 911 Object Server. Terminal server devices can be purchased to extend the legacy serial ANI/ALI outputs over an IP link.

11. **Primary/Secondary PSAP** – Provide information about how a call take typically assigned to a given PSAP will be able to handle their own primary PSAP call or calls form the secondary PSAP. Explain how the call differentiates to allow the Calltaker to know the origin of the call.

*Venture Technologies Response:* Read, understood, comply with explanation. When a call comes in, the left indicator on the queue button handling that line flashes red, and the line rings. If the call has been rerouted from another PSAP, the button turns yellow. Queue buttons display the ID of the line carrying the call. They can also show either the trunk, route, or DNIS, based on the availability or the predefined order of precedence.

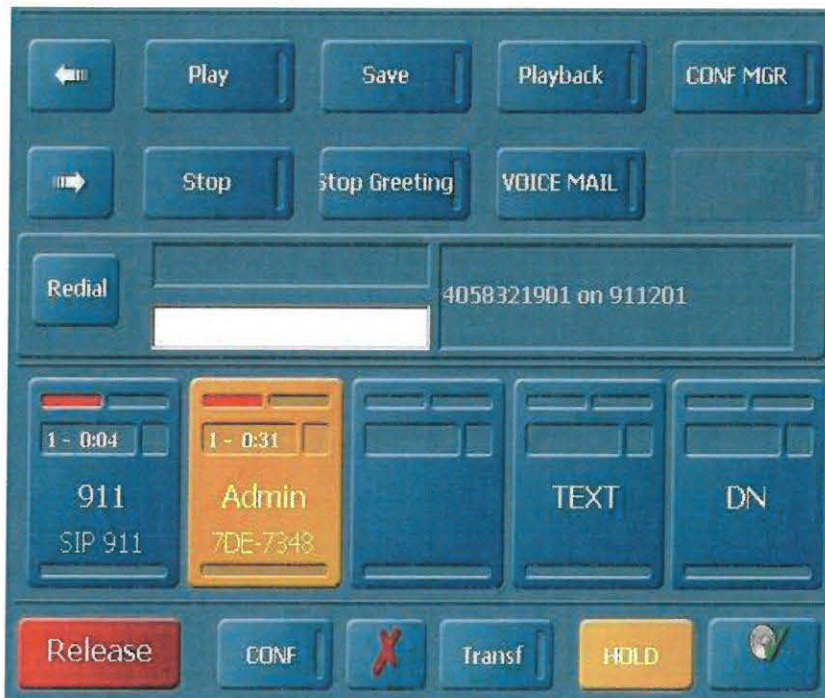




The caller's phone number appears in the ANI or Caller ID display. In systems where an incoming call has been rerouted to your site from another PSAP, the phone number displayed in the ANI Display panel flashes.

- Multiple PSAP** – In a regionally connected multiple PSAP environment, explain how calls will be differentiated to allow the call handler to know the origin of the call.

Venture Technologies Response: Read, understood, comply with explanation. The system may be configured so the trunk Group or trunk ID displays on the 911 Queue Button. For example GJRCC-911, and GarCO-911 are configured as trunk group identifiers which will indicate which 911 trunk is being presented to the call taker. It may also be configured so overflow calls appear with a different color on the 911 Queue Button (button lights yellow instead of red) and present with a different ringtone.



The City's PSAP trunks could be configured to display call origination information via the name of the trunk ID. The trunk ID is displayed for each incoming call.



13. **Separate PSAPs** – Provide information about how the proposed system can utilize Calltakers located in geographically separated PSAPs.

Venture Technologies Response: Read, understood, comply with explanation. The proposed solution includes a Multi-Node VIPER system in which GJRCC will be configured as Node A and GarCO will be configured as Node B. The Multi-Node VIPER architecture further enhances fault tolerance, adding the ability to load balance a PSAP's call traffic across two separate VIPER Nodes (each of these nodes is equipped with Application Server and Softswitch pairs as described on the following page). **Power 9-1-1 call handling positions receive calls from both nodes simultaneously, transparently to the agents** (for example with 3 calls via one node and 4 via the other, the Power 9-1-1 agents will see 7 calls).

Should the VIPER Node or its network connectivity be lost, only that node's traffic is affected, while the other node continues to process its calls normally, without intervention.

Agent Roaming is the ability of a Call Taker to move to an alternate PSAP, and be able to answer some or all of their calls from their "home" PSAP. There are four ways to attain Agent Roaming. Each method has its own configuration, time constraints and associated costs.

**Guest Access Roaming.** This solution allows an agent who needs to use a workstation at another PSAP on either the same VIPER system or a SIP connected VIPER, via the use of a "guest" User ID and Password, on the Power911 client at the other PSAP.

**Windows Based Network Roaming.** This solution allows an agent to use a workstation at another PSAP on the same VIPER system, via the use of a Windows Log In, accessing the "home" PSAP across the network. Use of this option requires the home PSAP equipment and network to be functional and accessible from the alternate PSAP.

**Windows Based Local Roaming.** This solution allows an agent to use a workstation at another PSAP on the same VIPER system, via the use of a Windows Log-In, accessing the "home" PSAP via additional equipment. This solution does not require the "home" PSAP equipment to be functional, however, the lines to be answered must be accessible from the alternate PSAP.

**Global Access Roaming.** This Solution allows an agent to use any workstation on the same VIPER system. This option requires the use of a single instance of the Power911 database for all PSAPs participating in Global Access Roaming

14. **Workstations** – The Owners are seeking a system that is capable of handling the number of workstations identified in Attachment A. Vendor shall illustrate how the system can be expanded to support additional workstations. Identify the budgetary cost estimates for additional stations.

Venture Technologies Response: Read, understood, comply with explanation. The solution proposed is based on a modular design that allows future expansion by simply adding more workstations or Line/Trunk Interfaces. As built-in, the system provides interfacing for up to twelve E9-1-1 trunks. If more capacity is ever needed in the future, adding CIM modules will provide four extra links and trunks each (up to six additional CIM modules to populate the provided Gateway shelves up to maximum capacity), for a maximum of 32 Emergency trunks. Adding additional workstations is also feasible, the limit being the available number of LAN ports in the switches.

The proposed pricing includes a spare Power Station (See Optional Items and Services section of Appendix D). Specific pricing to add workstations is based on a number of factors including but not limited to, the quantity and functionality of workstations required. Additional information is required to provide an estimate for additional workstations.



15. **Temporary or Mobile Workstations** – Provide information on how additional workstations can be added in a fixed (i.e., hardwired) environment to support and Emergency Operations Center (EOC) event or in a mobile environment (i.e., where laptops or tablets are using non-fixed connectivity) to support an off-site large scale incident.

Venture Technologies Response: Read, understood, comply with explanation. The proposed solution can be configured to support both fixed and mobile positions. Mobile solutions are laptop-based, with each laptop configured with a Sonic device for headset connectivity, and where VPN (software) provides connectivity back to the home PSAP. Supporting hardware is required at the home PSAP.

16. **Role Assignment** – Describe user management and security mechanism that allows user and administrative roles to be established within each agency.

Venture Technologies Response: Read, understood, comply with explanation. Access to the system tools is based on logging in with a username and password which are associated to a User Profile. Personalized features including screen display, greeting messages, functionality, etc. can be associated with the user logon parameters.

Logon to the Power 911 workstation is performed through the Power 911 logon dialog box. Users enter in their user name and password and click the Log On button to gain access to the systems. If the system is configured with user roles, the user selects a value from the Role dropdown list.

Feature Configurability Based On Agent Log-In

Power 911 IWS provides extensive configurability based on agent log-in. To simplify management of several Agents' configurations, Agent Profiles can be used to allow agents to be assigned to one of possibly several different common combinations of features.

The following can be configured differently for each agent based on log-in, regardless of the position the user is logged into:

- Message Board Broadcast Buttons and Broadcast Messages.
- Call Lists (i.e., which lists appear).
- Telephony Feature Buttons.
- Line Button Assignment.
- Toolbar Buttons.
- Queue Buttons.
- Primary and Secondary Transfer Buttons.
- Agencies handled.

## SECTION 3.0: WORKSTATION FUNCTIONALITY

1. **Requirements** – Describe the requirements of the position workstation hardware, operating system and virus protection.

***Venture Technologies Response:*** Read, understood, comply with explanation. The following describes the requirements of the Power Station hardware, operating system and virus protection

- Call handling appliance designed for a 7-year service life
- Standard interfaces for LCD display, keyboard, mouse, headset, headset sharing with radio, and analog recording
- Dual power supply redundancy
- No Off switch
- Generates less heat than a PC-based position
- Silent (no cooling fans or mechanical drives)
- Small footprint (8.5" width x 15" depth x 3.5" height) allows for deployment in a wide range of environments: on or under a desk, even in a vehicle as Power Station is unaffected by vibration
- Support for dual LAN connection (teaming) to separate switches
- Optional second video port (for dual screen)

2. **Interfaces** – Explain how the audio interfaces are configured to allow for audio output for the purpose of a radio/telephone headset interface.

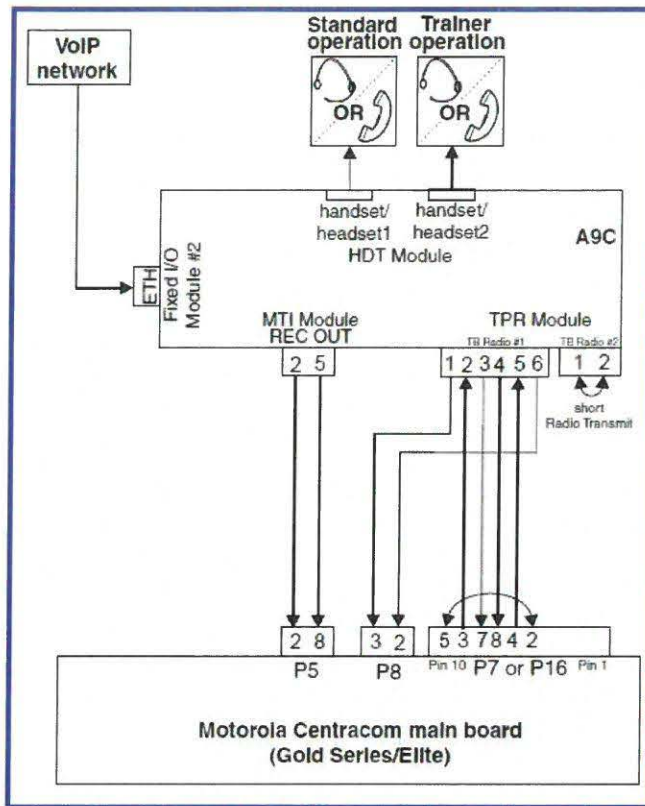
***Venture Technologies Response:*** Read, understood, comply with explanation. Radio interface is accomplished via the Power Station's Miscellaneous Telephone Interfaces (MTI) and Third-Party Radio Interface (TPR).

- The Miscellaneous Telephone Interfaces (MTI) is an I/O module that provides additional telephony functions for a standard working environment. It is installed by default in the second slot after the Fixed I/O modules, but its position is changeable. The MTI includes the following elements:
- The Rec IN port is used by West® Integrated Telephone & Radio Recorder (ITRR)™.
- The Rec OUT port provides an external recording device with access to analog audio signals (the types of signals vary, depending on the radio mode, see below). The Rec OUT interface is transformer isolated and AC coupled, and its form factor is an RJ jack.
- The THI port, which is reserved for future use.
- The Power Station's on-board ring announcement device provides an audible indication to the call-taker that an incoming call is being presented.
- The ring announcement speaker is a standard PC speaker output in a 1/8" jack.

The Third-Party Radio Interface (TPR) is used to interface with a third-party radio console, allowing shared access to the radio-connected headset. It is installed by default in the third slot after the Fixed I/O modules, but its position is changeable.

This I/O module is implemented on two eight-contact external terminal blocks. The terminal blocks are keyed to provide the proper insertion of the corresponding component in each terminal block. One example of Power Station's connection to a standard Radio console can be seen in the following figure:





3. **Indicators** – Explain the visual and audio call indicators to include incoming 9-1-1, non-emergency and administrative calls.

*Venture Technologies Response:* Read, understood, comply with explanation. The solution proposed provides both audible and visual methods to notify the call-taker of an incoming call. When a call comes in:

- The ring indicator on the queue button handling that line flashes. If the call has been rerouted from another PSAP, the queue button lights up yellow.
- Queue buttons display the ID of the line carrying the call. Queue buttons can also display either the trunk, route, or DNIS, based on the availability or the predefined order of precedence. If dynamic agencies are used, the queue button displays the name of the dynamic agency in the associated agency type.
- The line rings.

4. **Queues/Groups** – Describe the use of call queues or ring groups for 9-1-1, non-emergency and administrative calls.

*Venture Technologies Response:* Read, understood, comply with explanation. The proposed VIPER and Power 911 systems provide “Ring-All” ring groups or shared-line appearance through the Uniform Call Distribution (UCD) scheme, which is the standard non-ACD call distribution scheme used by VIPER and Power 911. IP phones and Power 911-enabled workstations both support shared-line appearance under UCD.

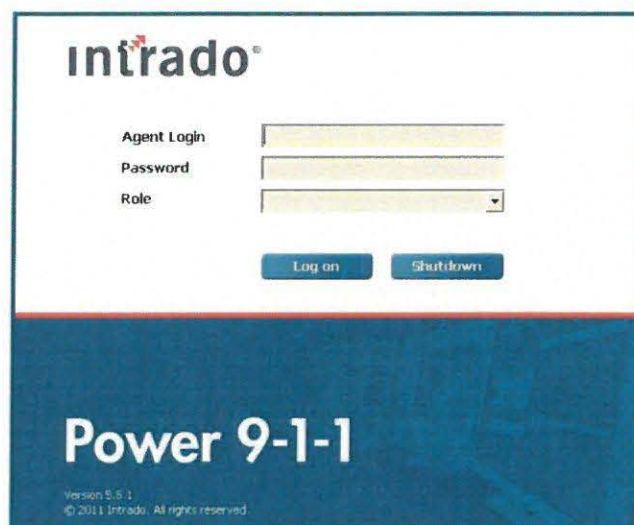
The proposed solution is configured to provide the agencies Ring-All call distribution to the 9-1-1, non-emergency and administrative calls.



5. **Login** – Explain the user login process and the various options that are provided based on the user's role, i.e., Calltaker, dispatcher, and supervisor.

Venture Technologies Response: Read, understood, comply with explanation. The VIPER system supports the capability to assign Lines and Trunks, within the VIPER Soft Switch, to groups of end points (Ring Groups) which calls will be presented. End points can be segregated by agency/jurisdiction to define what lines each agency/jurisdiction has access to. Each ring group can be further refined/configured, within Power 911, to define what lines each Call Taker can access. Call records and data can also be logically segregated by agency/jurisdiction on a single physical database server to restrict access to authorized personnel.

Logon to the Power 911 system is performed through the Power 911 logon dialog box. Users enter in their user name and password and click the Log On button to gain access to the systems. If the system is configured with user roles, the user selects a value from the Role dropdown list. Users can be assigned a single role or multiple roles.



**Power 911 Logon Dialog Box**

Logon profiles and access rights are created through the Power 911 configuration tools. The Power 911 configuration tools are password protected and allow the System Administrator to define profiles that can be associated to individual users, individual workstations or for different user types. User access is defined by their associated profiles and the workstation profiles, based on a hierarchical order as follows:

**Workstation profile:** Contains settings specific to a workstation. Settings override equivalent properties in Agent, Role, or PSAP profiles.

**Agent profile:** Contains settings specific to a user. Settings override equivalent properties in Role and PSAP profiles.

**Role profile:** Contains settings specific to a user role (such as call taker or dispatcher). Settings override equivalent properties in PSAP profiles.

**Workstation Group profile:** Contains settings specific to workstations at a specific PSAP.

**PSAP profile:** Contains settings common to all workstations. It is the default configuration that is applied if no workstation, agent, or role profiles are created.

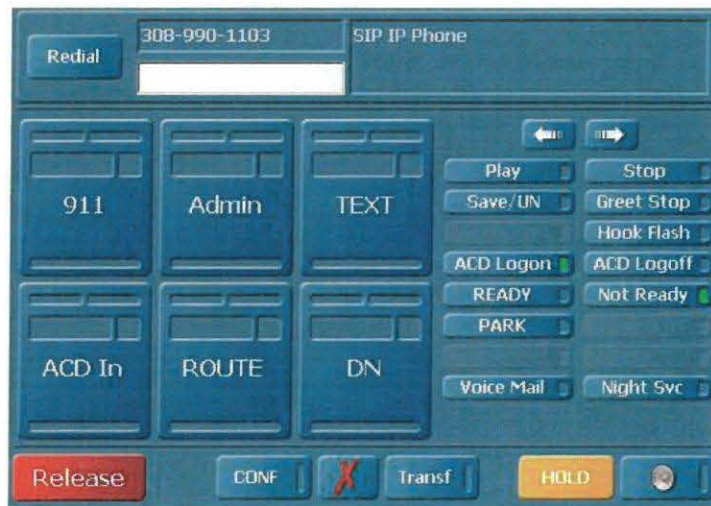
The user name entered (and when required the role selected) at the Power 911 logon, and the workstation they logon at, determine which profiles are applied. Layouts assigned to each profile determine which lines and Power 911 modules are accessible.

Power 911 offers exceptional levels of configurability. The various modules that make up the Power 911 GUI are moveable, resizable, and can be placed in any location on the screen, including multi-monitor setups. Modules can be enabled or disabled as required. Users can change the Location Module font, as well as the Agency and Contact List row height and font sizes. Different layouts can be configured to accommodate each and every agent role and preference. The goal is to provide the most comfortable layout to the end-user while minimizing the number of screens required.

A layout editor tool is provided with Power 911 to create the new layouts. While in layout configuration mode, the system administrator can position and re-size primary and secondary panels through simple drag and drop operations. Display rules can be assigned to each panel like “Always visible” (set as primary panel) and “Always On Top” attributes to adapt to the Windows environment. When the GUI design is completed, the user simply locks all panels and save the resulting layout. Using Power 911 profiles, newly created layouts can be assigned to any workstation, agent and/or role, or be defined as the common layout for use by a specific PSAP (Workstation Group Profile) or by all (PSAP Profile). Pre-defined security provisions ensure that only authorized personnel can modify layouts.

**6. Information – Explain what information is presented to the workstation when a call is ringing for 9-1-1, non-emergency and administrative calls.**

Venture Technologies Response: Read, understood, comply with explanation. Calls are presented and can be answered through the Power 911 Telephony Module and the Active Calls List. The Telephony Module is the central component for on-screen telephony. Up to six queue buttons can be displayed simultaneously in the Telephony Module. Each queue button can support multiple inbound lines/line groups.



**Telephony Module – Six Queue Buttons Option Shown**

In a shared line environment all active calls are displayed on the Power 911 Active Calls List. The list can be configured to display information such as ANI, ALI, Trunk/Line, call status, agent that answered the call, workstation that answered the call, etc. Call takers can answer the call through the Active Calls List by double clicking on the call record.



### List Selection Buttons:

- Indicator lights up when there is at least one record in a list.
- Click buttons to display lists.

Click column headers to reverse item sort order

Call or Incident Records

Use scroll bar to display other list columns

Active Calls	Related Calls	History Incidents	All (PSAP) Calls	Agents Status	Abandoned Calls	
ID	C.Type	Trunk/Line	C.State	Rec	Agent	Telephone
23:102:2431	INC	911-10	RING-08:23:58			116789
23:102:2432	INC	911-06	RING-08:17:06			514-345-12
23:101:46	INC	911-08	RING-08:23:20			514-345-12
23:102:2436	INC	911-12	RING-08:24:01			514-345-12
23:102:2437	INC	911-04	RING-08:17:05			116777
23:101:49	INC	911-02	RING-08:17:03		Agent16	514-345-12

Click arrows to display other pages in the list

Total records in the list: 6 items

### Lists Module

The Active Calls List lists all active calls and displays ANI and ALI information before the call is answered.

Each Queue button displays the number of calls in queue and the amount of time the oldest call has been in queue. The Power 911 Queue button also includes dedicated Ring, Hold and Talk indicators to indicate calls are ringing, on hold and/or when the call taker is participating on an active call. A dedicated indicator is also provided to indicate if calls placed on hold were placed there by you or another call taker and an indicator for the call source.

Ring Indicator

Hold Indicator

Hold Status Indicator:

- Lights up yellow and displays an *I* when you put a call on hold.
- Lights up red and displays an *H* when another user puts a call on hold.

Call Source

Talk Indicator

- 1 **Call Counter:** Shows number of calls in queue
- 2 **Call Timer:** Shows how long the first call in queue has gone unanswered; or shows length of the current call
- 3 **Button Label:** Displays custom text or the queue button's function: (the name of the line, line pool, line group, route or route pool, as defined in the Configurator)
- 4 **Call Source:** Either the trunk, line, route or DNIS. The system displays this information on the queue button based on availability and predefined order of precedence. See your system administrator for details.

### Queue Button

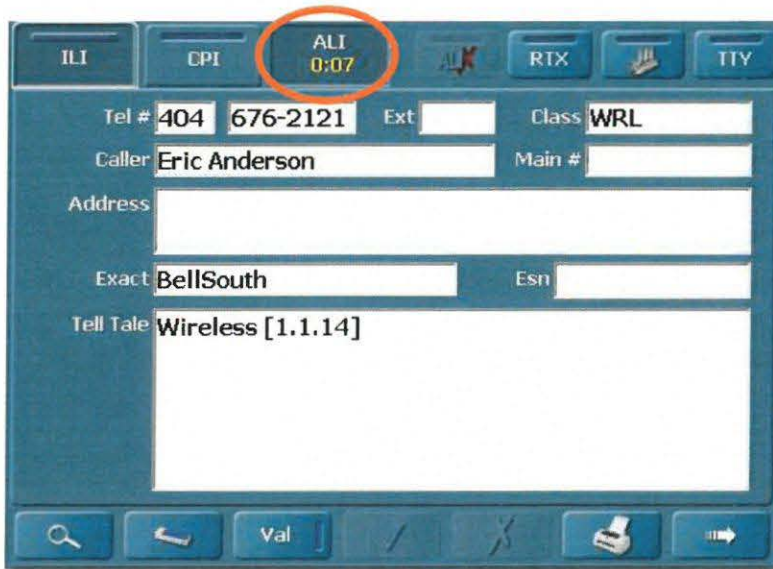
7. **Various Details** – Explain how the system handles  
a. ALI Rebid

**Venture Technologies Response:** Read, understood, comply with explanation. Power 911 provides a configurable ALI Rebid function which can be automatic or manually invoked. This function can be set (i.e. in advance) or changed by the call taker at any time while handling a wireless call.

Power 911 provides a configurable ALI Rebid function which can be automatic or manually invoked. This function can be set (i.e. in advance) or changed by the call taker at any time while handling a wireless call. The following settings are available:

- **No Auto RTX:** Disables automatic ALI retransmission.
- **Single Automatic RTX:** Performs single retransmission after preconfigured time elapses.
- **Continuous Automatic RTX:** Retransmissions occur continuously. The frequency of transmissions is pre-configured.

When a wireless call is received (detected by Class of Service in the ALI stream), the initial ALI appears in the Location Module, and a counter displays the time elapsed since the last ALI update (this counter restarts each time there is a new update). When the counter times out, the rebid occurs.



Power 911 Location Module showing Rebid Timer

b. Abandoned 9-1-1 calls

**Venture Technologies Response:** Read, understood, comply with explanation. Power 911 IWS provides a great deal of flexibility in the handling of abandoned calls. Presentation of Abandoned Calls is supported (via the VIPER CIM and AIM gateways) and can be enabled or disabled in Power 911. When enabled, if a call is abandoned, the system will continue to present the call to the workstations. The call's place in queue is maintained, continues to ring audibly and visually, and displays ANI/ALI both prior to answer (in the Active Calls list) and upon call taker pickup (in the Location Module). Continued presentation of abandoned calls can also be made conditional upon reception of a valid ANI. In addition, abandoned calls can simultaneously be presented to the Abandoned Calls List.

Many sites elect instead to disable continued presentation of abandoned calls, opting for abandoned call management exclusively via the Abandoned Calls list. This in effect prioritizes active 9-1-1 calls over abandoned calls. The Abandoned Calls List shows calls in which the caller hung up before the call was answered, or while the call were being processed.



Abandoned calls are listed from oldest to most recent with the number of times each telephone number has left an abandoned call to avoid ringing back repeated abandoned calls (a total quantity is not displayed).

Active Calls	History Calls	Released Calls	All (PSAP) Calls	Call Query	Abandoned Calls
C.Type	Trunk/Line	C.State	Rec	Telephone	
IHC	911-2	IHOLD		404-352-1009	
IHC	911-3	IHOLD		404-261-4475	
ABDI	911-1	TALK		404-302-9110	

**Abandoned Calls List**

A Red bar in the Abandoned Calls Tab indicates the presence of abandoned calls in the list. Optionally, the list can be configured to audibly alert the call taker as follows:

- Beep once when a new abandoned call is added to the list.
- Beeps at regular intervals as long as there is at least one record in the list. An optional toolbar button can be clicked to stop the beeping until a new record is added to the list.

Double-clicking a record's telephone number causes it to initiate the redial. In the Abandoned Calls list, the State (Redial) column shows REDIALING. Note that the following states can be shown in the Redial State field of the Abandoned Calls list:

- **ABANDONED:** The caller hung up before speaking with an operator.
- **RECALLED:** The ANI of an incoming call matches the ANI of the record in the Abandoned Calls list that shows this state.
- **REDIALING:** A call-taker is making an outgoing call to someone who just hung up.

Once finished with the call, click the Release button. A message dialog appears; click yes to delete the record from the Abandoned Calls list.

The system also supports Automatic Redialing of abandoned calls. When enabled the system will auto generate a callback with a prerecorded message giving caller two options:

- 1) Yes, the caller needs 9-1-1.
- 2) This was an inadvertent dial of the 9-1-1 digits. No help needed.

If the caller selects option 1 the caller is transferred into the queue for help. If the caller selects option 2 the call is disconnected.

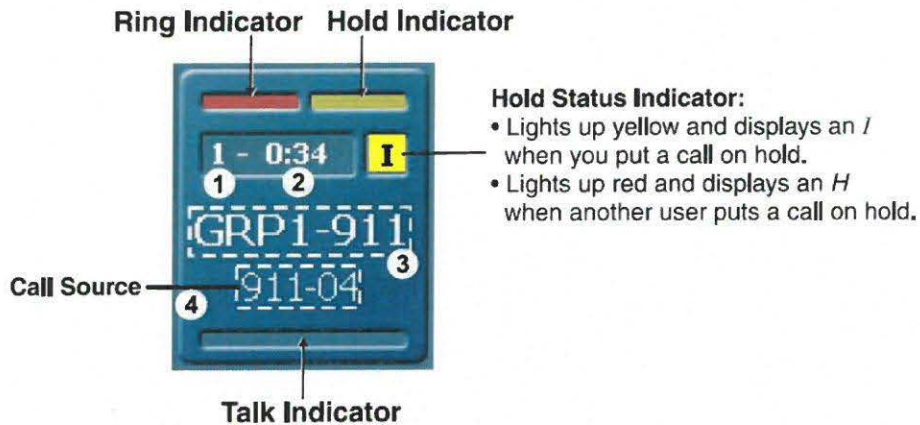
The system can be configured for the number of attempts to try for manual interaction by the 9-1-1 caller (default is three attempts). After the last attempt the number will be placed in an abandoned call back queue for a PSD to determine if a self-generated follow up call is required.

A CDR is generated for every call including those that selected Option 2 (Inadvertent dial of 911. No help needed.)

c. Calls placed on hold and what information is displayed with the call when it is retrieved from another position

**Venture Technologies Response:** Read, understood, comply with explanation. When a call taker picks up a call that has been put on hold from another position, if it is a 911 call, the ANI/ALI will be presented to the call taker, if it is an ADMIN call, the caller ID will be presented to the call taker.

Each Queue button displays the number of calls in queue and the amount of time the oldest call has been in queue. The Power 911 Queue button also includes dedicated Ring, Hold and Talk indicators to indicate calls are ringing, on hold and/or when the call taker is participating on an active call. A dedicated indicator is also provided to indicate if calls placed on hold were placed there by you or another call taker and an indicator for the call source.



- ① **Call Counter:** Shows number of calls in queue
- ② **Call Timer:** Shows how long the first call in queue has gone unanswered; or shows length of the current call
- ③ **Button Label:** Displays custom text or the queue button's function: (the name of the line, line pool, line group, route or route pool, as defined in the Configurator)
- ④ **Call Source:** Either the trunk, line, route or DNIS. The system displays this information on the queue button based on availability and predefined order of precedence. See your system administrator for details.

D. The release and/or disconnecting of calls

**Venture Technologies Response:** Read, understood, comply with explanation. A call can be released (forced disconnect) by pressing the Release button on the Power 911 GUI or by pressing the F8 function key (default).

e. Mute capability

**Venture Technologies Response:** Read, understood, comply with explanation. Power 911 offers the capability for a call-taker to mute all microphones connected to a position in order to speak privately with a third party such as a supervisor. Muting is accomplished by simply clicking on the MUTE button. The word MUTE on the button appears highlighted to indicate that the call is muted. Normal conversation with the caller can be restored by a second click of the MUTE button



## f. Call transfers internally and externally

**Venture Technologies Response:** Read, understood, comply with explanation. The Power 911 Transfer Module can also be used to:

- Transfer calls and data to specified agencies
- Conference calls to specified agencies
- Speed dial agencies using the Agency List or Extended Agency Panel
- Speed dial individuals using the Contact List
- Enter personal contact settings using the Contact Details panel
- Monitor data transfers using the Data Transfer Status panel

## g. Call conferencing

**Venture Technologies Response:** Read, understood, comply with explanation. While on a call, a conference call can be set up by dialing the number (internal or external) of the party or selecting the party from the Power 9-1-1 Contact module. Two forms of conference are available on the system:

- Announced Conference: The party being transferred is put on hold during the process.
- No Hold Conference: The party being transferred remains on the line during the process.

Calls placed on hold by a call taker can also be patched to a call in progress to create a conference (add on conference).

## h. Speed dial

**Venture Technologies Response:** Read, understood, comply with explanation. While on the line with a caller, clicking the button for the agency to which you want to transfer the call speed dials the agency. Depending on how the system is configured, a no hold conference, standard conference, or blind transfer is executed

Speed dials can be accessed through the Transfer Module or Contact List. Users can place a call (to the system recommended agency) by clicking on an agency button in the Transfer module.



**Configurable Agency Button -provides speed dial via a single click.**

If the agency button is configured to open the Extended Agency panel, users can right-click an agency button to display the associated Extended Agency panel. In the Extended Agency panel, the user could click the specific agency button to perform the speed dial.

## Extended Agency Panel



### i. Redials

**Venture Technologies Response:** Read, understood, comply with explanation. Power 911 provides a Last Number Redial capability via the Redial button. Pressing Redial displays the last number dialed from that position. Pressing Redial again dials the number.

### j. Agency transfers

**Venture Technologies Response:** Read, understood, comply with explanation.

Power 911 supports two types of transfers:

- **Blind:** the call is transferred without speaking to the person to whom the call is being transferred.
- **Announced or With Consultation (Supervised):** The call-taker speaks to the person to whom the call is being transferred before connecting them with the caller.

Clicking on the Transfer button immediately places the caller on hold. The call-taker then can dial the desired number through the dial entry panel, Agency button, Agency List or Contacts List. For a Blind transfer, the Transfer button should be clicked as soon as the line ringing is heard. For an Announced transfer, the call-taker simply waits for the third party to answer, and then clicks Transfer.

Transfer can be performed through the tandem or (when configured) through designated outbound lines on the VIPER. When the system is configured to perform transfers through the VIPER both the inbound and outbound lines are unavailable until the call is terminated. Note, the Central Office or PBX the call is routed through must support Loop Current Forward Disconnect, otherwise there is a risk of trunk lockup

Power 911 can be configured to recommend which particular agencies appear in the Transfer Module's main 10-button



window, based on the ESN from the ALI data stream. (The other method is to just configure for example a POLICE button, a FIRE button, an EMS button, with the appropriate tandem transfer codes and let the Tandem route the calls to the appropriate agencies).

While on the line with a caller, clicking the button for the agency to which you want to transfer the call speed dials the agency. Depending on how the system is configured, a no hold conference, standard conference, or blind transfer is executed.

The Power 911 Transfer Module can also be used to:

- Transfer calls and data to specified agencies
- Conference calls to specified agencies
- Speed dial agencies using the Agency List or Extended Agency Panel
- Speed dial individuals using the Contact List
- Enter personal contact settings using the Contact Details panel
- Monitor data transfers using the Data Transfer Status panel
- Specify primary and secondary responders for an incident (requires use of the Incident Module)

### k. Silent monitoring

**Venture Technologies Response:** Read, understood, comply with explanation. Users can silently monitor a call through the Agent Status List. Silent monitoring is initiated by double-clicking the OFF status in the call record Listen column.

Call Query	Active Calls	Incident Query	Active Incidents	Agents Status		
Status	agent	E Type	Extension	ID	Join	Listen
ON CALL	ATP1	INC		20:1:23	OFF	OFF
NOT READY	ATP2	INC		20:1:13	OFF	OFF

**Agent Status List**

Users can also join a call through the Agent Status List. Joining a call is initiated by double-clicking the OFF status in the Join column

### l. Automatic call distribution

**Venture Technologies Response:** Read, understood, comply with explanation. Power 911 provides several mechanisms for routing calls. Calls can be configured to ring at all positions following a Uniform Call Distribution (UCD) scheme. Power 911 has built-in intelligence to allow for any call taker responding to the call to always pick up the call that has been waiting the longest in the Power 911 queue. Lines in a UCD environment can also be selectively answered (bypassing the Queue) through the Power 911 Line Module or the Lists Module.

Alternatively, the VIPER can be configured with the optional Automatic Call Distribution feature. West VIPER's Automatic Call Distribution (ACD) provides flexible call distribution to agent positions via multiple ACD algorithms. The following highlights ACD support built into VIPER.

#### Multiple ACD algorithms:

- Longest Idle - Presents next call to Agent least recently called by this Queue
- Fewest Calls - Presents next call to Agent with fewest completed calls from this Queue
- Round Robin - Calls presented to all Agents in sequence

### **ACD Queues and Agents:**

- Lines/Trunks are assigned to Queues
- An Agent can be a member of one or more ACD Queues
- An Agent receives call from a Queue when logged on and ready

### **ACD - Agent Priority**

- A Priority can be assigned to each member (Agent) of a Queue
- Calls presented to higher Priority Agents first
- When no Agents with a given priority level available (all busy, not ready or logged off), calls are presented to lower Priority Agents

### **ACD - Line Priority**

- A Priority can be assigned to Lines assigned to a Queue
- Calls on Lines with same Priority are ordered FIFO in the Queue
- Calls on Lines with higher Priority are placed in Queue ahead of calls from lower Priority lines
- Ex: If all calls in a Queue are lower Priority and a call with higher Priority is Queued, it becomes first call in Queue (instead of last had it had the lower Priority)

### **ACD – Queue RAN**

- A Queue can have a configurable Recorded Announcement (RAN) message played at regular intervals to callers in the queue.

### **ACD – Queue Wrap-up Time**

- Corresponds to time that must expire after an Agent finishes a call before Agent is considered available for further calls
- Allows for completion of call related tasks

### **ACD – Queue Overflow**

- Overflow calls to another Queue based on:
  - All Agents busy for extended period
  - No Agents available

### **ACD – Extended CDR**

- Queue events included in West VIPER Extended CDR stream
- Printable using Extended CDR format
- Also sent to Power MIS® Server where ACD events are captured for reporting purposes

### **Call Park**

- Allows a Power 911 agent to place a call in a “held” state in order to be able to receive other ACD calls, then later return to the parked call. This is in contrast to the traditional Hold feature, which when used on an ACD call does not allow further ACD calls to present to that agent while the hold is in effect.

### **Forced and Non-Forced Connect**

- Forced call presentation with zip tone is configurable. Agents that are logged on and Ready are automatically connected to ACD calls, and hear a zip tone as notification of a new call.
- Non-Forced call presentation allows the call to be presented to the workstation and allows the call taker to answer the call in the traditional fashion. If a call isn't answered within a configurable period of time, it is withdrawn from the workstation and presented to a different workstation for answer. West's DTMF based Interactive Voice Response Auto Attendant provides the ability to route a call to a specific Ring Group or ACD Queue based on a caller's DTMF keypress (digits 0 through 9). An IVR Route is configured with recorded instruction to advise



callers of the keypress options. Note VIPER's Auto Attendant supports a single IVR Route tier.

**8. Intercom – Provide information about how PSAPs can communicate with each other using an intercom function.**

Venture Technologies Response: Read, understood, comply with explanation. Power 911 includes an Intercom feature to facilitate communication between:

- Power 911 call-taking positions
- IP phones
- Power 911 call-taking positions and IP phones

**9. Overflow – Explain how the system handles overflow capability of unanswered calls.**

Venture Technologies Response: Read, understood, comply with explanation. The system may be configured to overflow a call after Ring No Answer condition to another PSAP on the VIPER system. After a set amount of rings with no answer, if configured, the system will overflow the call to the next PSAP based upon predetermined business rules. The overflow call may be configured to present a different color on the 911 Queue Button (button lights yellow instead of red) and with a different ringtone to alert the call taker they are about to answer a call belonging to another PSAP.

**10. Call History – Explain how the call history is provided to the user.**

Venture Technologies Response: Read, understood, comply with explanation. Previous calls released at a workstation can be viewed in the Released Calls tab in the List Module with ALI. The number of records viewable at the workstation is configurable up to a maximum of 500. The Released Calls tab can be enabled or disabled (per profile).

Searches on recent calls can be performed through the query tool. Searches can be based on one or a combination of the following filtering criteria:

- Date/time
- Caller name
- Address
- Telephone number (ANI or caller ID)
- Incident ID
- Incident Type
- Agent
- Trunk Group and Trunk
- Line Group and Line

Callbacks can be initiated by double clicking on the call record telephone number in the list.

The Released Calls List cannot be sorted and is not segregated by location, inbound call type or outbound call type currently.

ACTIVE CALLS	HISTORY CALLS	RELEASED CALLS	AGENTS STATUS	CALL QUERY	ABANDONED CALLS
TIME	TRUNK/LINE	PEC	TTY	TELEPHONE	ILI
09:27:08	911-1			210-346-7738	5110, GORDD
14:33:14	911-1			210-346-7738	5110, GORDD
15:41:52	911-2			210-266-2121	8806, TROY I
10:39:03	911-1			210-346-7738	5110, GORDD
10:39:43	911-2			210-266-2121	8806, TROY I
10:39:43	911-3			210-266-1250	421, W MARI
12:38:41	911-1		yes	210-346-7738	5110, GORDD
12:38:41	911-2			210-266-2121	8806, TROY I
12:38:42	911-3		yes	210-266-1250	421, W MARI
22:39:36	911-1			210-346-7738	5110, GORDD

Released Calls List

11. **ADA** – Provide information on how the system meets ADA compliance.

Venture Technologies Response: Read, understood, comply with explanation. Power 911's Integrated on-screen TTY allows call takers to communicate with hearing and/or speech-impaired callers. Our solution meets all current FCC requirements and is in full compliance with ADA guidelines.

12. **Reporting capability** – Describe the reporting capability of the system, including a description of “canned” reports and the ability to customize reports. The intent is real time, ad hoc reporting capabilities, as well as the ability to schedule reports to include ALI discrepancy reports and automatic call detail reports.

Venture Technologies Response: Read, understood, comply with explanation. Power Metrics is an enterprise level 9-1-1 reporting solution. The industry’s only vendor-independent universal 9-1-1 call reporting system, Power Metrics seamlessly reports on all aspects of multiple PSAP operations within an entire county, jurisdiction or state, from one web-based location, regardless of the hardware manufacturer. The following reports are provided with the proposed

Power Metrics reporting tool:

- Call Summary
- Calls per Hour
- Top Busiest Hours
- Average Call Duration
- Calls by Circuit
- Circuit Utilization
- PSAP Answer Time



- PSAP Call Taker Ring Time
- Class of Service
- Calls by Operator
- Operator Speed of Answer
- Initial Station Total Calls
- Top ESN
- Top ANI
- Text Messages per Hour
- Text Session Transcript
- Text Initial Operator Speed of Answer
- Text Summary
- TTY Summary
- TTY Report
- Trunk Group Utilization
- Answer Time Exception
- Call Taker Ring Time Exception
- 10-Digit Emergency
- Call Transfer \*
- Outage

13. **Monitoring** – Describe how staff monitors the general health of the system that would include call volume, users logged in, system errors, etc.

Venture Technologies Response: Read, understood, comply with explanation. Monitoring of the system is done through various methods depending on the PSAPs requirements.

- Venture Technologies 24x7x365 Proactive Monitoring
- Activity View (Not proposed)
- Power Metrics Real-Time Monitoring of Call-Statistics for each participating PSAP

Please see questions #2 “Monitoring” for details on the above mentioned options.

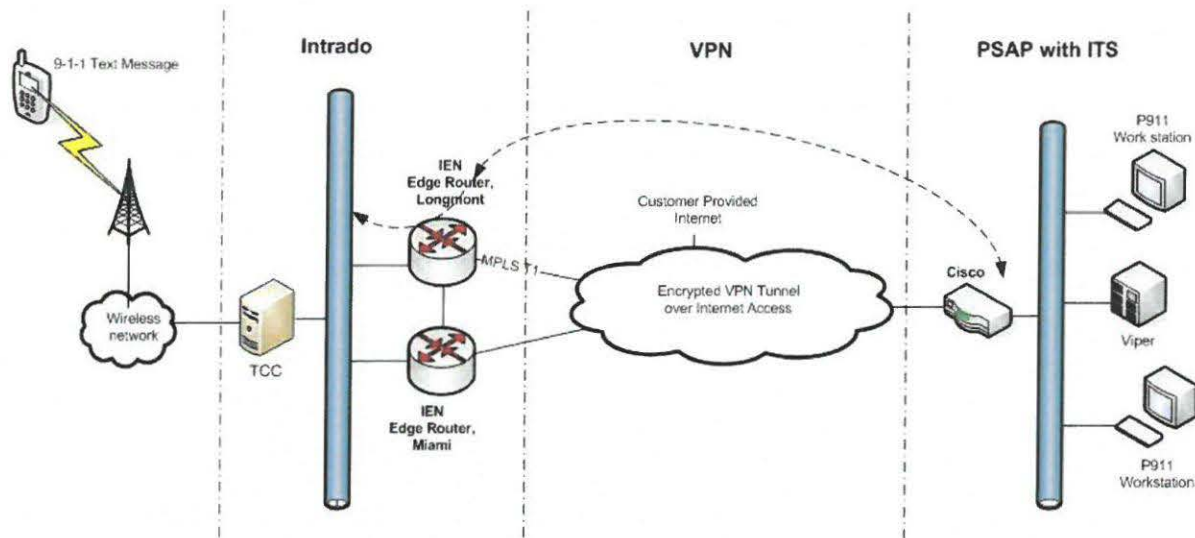
14. **Text Functionality** – Describe how the proposed solution implements text to 911 functionality. Include the hardware or services requirements for integration into proposed solution.

Venture Technologies Response: Read, understood, comply with explanation. Venture Technologies proposal to the GJRCC and GarCO includes optional pricing for Advanced 9-1-1SM TXT29-1-1™ which delivers text-to-9-1-1 services integrated with the Power 911 call handling workstation.

Incoming text messages are processed through the VIPER system and presented to call takers through the Power 911 application, which provides an integrated text handling interface.

Call takers can view text messages in the queue, respond to text messages with predefined or user-generated responses, monitor text conversations, and place text calls on hold.

TXT29-1-1 will be delivered to PSAPs through the system’s Transport Service (ITS). ITS is the low-cost transport service for data from the West Data Center to the PSAP.



ITS Support and Delivery of TXT29-1-1

## SECTION 4.0: INTEGRATION REQUIREMENTS

1. **Tyler New World CAD** – Both GJRCC and GarCO use Tyler New World CAD system. Provide information explaining how the output from the ANI/ALI/MSAG lines is interfaced with each agencies' CAD systems.

*Venture Technologies Response:* Read, understood, comply with explanation. Each VIPER node is configured to provide a NENA compliant ANI/ALI/MSAG CAD output to third party CAD and mapping systems through a NENA compliant RS-232 serial connection to support interfaces.

2. **Network Time Protocol** – Explain how the system connects to time synchronization source to ensure consistency of time stamps added to event records and reports from all PSAP equipment.

*Venture Technologies Response:* Read, understood, comply with explanation. The proposed solution complies with the NENA PSAP Master Clock Standard. The VIPER system supports Network Time Protocol (NTP) master clock source for synchronization from a master time synchronization signal. Interface to a single source of time (e.g., NetClock) will enable standard timing to be used by all system components.

3. **Call Recording** – Explain how analog and SIP/VOIP recording will occur in the proposed solution.

*Venture Technologies Response:* Read, understood, comply with explanation. West's systems support ICR and ITRR, which are described below. West also works with customer-provided recorders, by providing line based and position based logging recorder interfaces. Line based recordings can be tapped at the punch blocks. Position based recordings are supported through an RJ-12 interface on the Power 911 SONIC interface (neither requires additional hardware or software). In the backroom we provide a port out of a switch to the Call Recording equipment where both RTP and SIP data is made available to the recorder. Both solutions conform to NENA recommendations and provide NENA compliant outputs for Voice Logging recorders.



Presently NENA i3 does not provide a specification for the recording of IP calls. West's third-party IP recording interface kit provides for passive recording of RTP and tagging of meta-data via SIP and CDR.

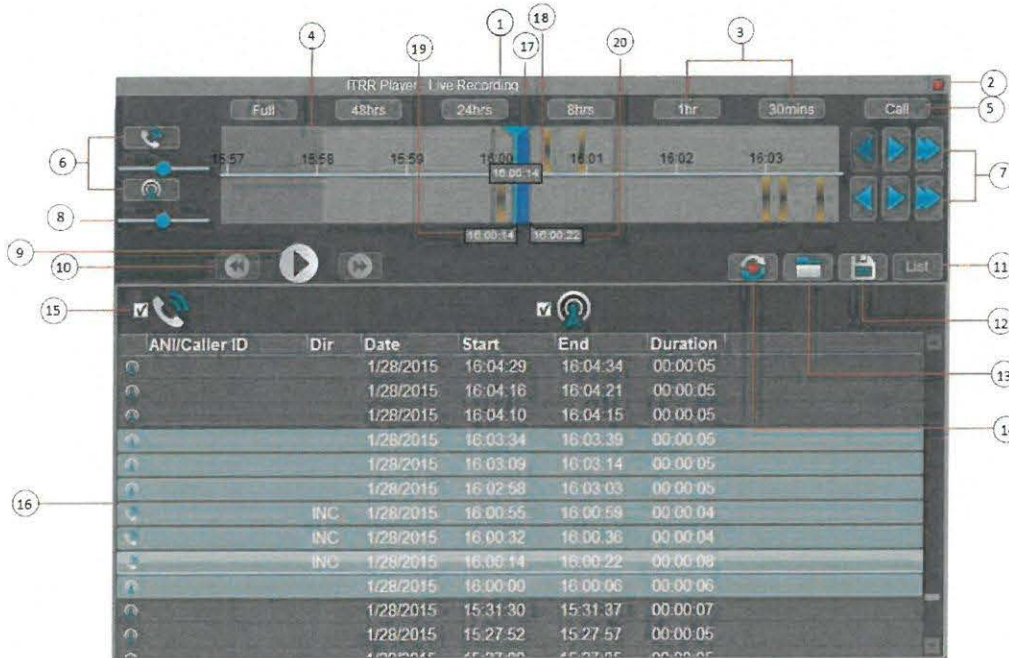
4. **IRR – Explain how Instant Recall Recording (IRR) functions. Include how both phone and radio are recorded and played back at the workstation.**

Venture Technologies Response: Read, understood, comply with explanation.

The proposed solution includes Instant Recall Recording functionality through West's Integrated Telephone and Radio Recorder (ITRR) system. ITRR provides for continuous recording and simultaneous playback of both telephone and radio conversations at a workstation.

ITRR is a standalone application that runs on the same workstation as Power 911, and provides continuous recording and simultaneous playback of both telephone and radio conversations at a workstation.

ITRR features a circular "live" continuous recording buffer. Recording length is set based on the configured value (up to 48 hours) and available hard disk space. Selected time segments taken from the continuous recording can be manually saved to a separate file.



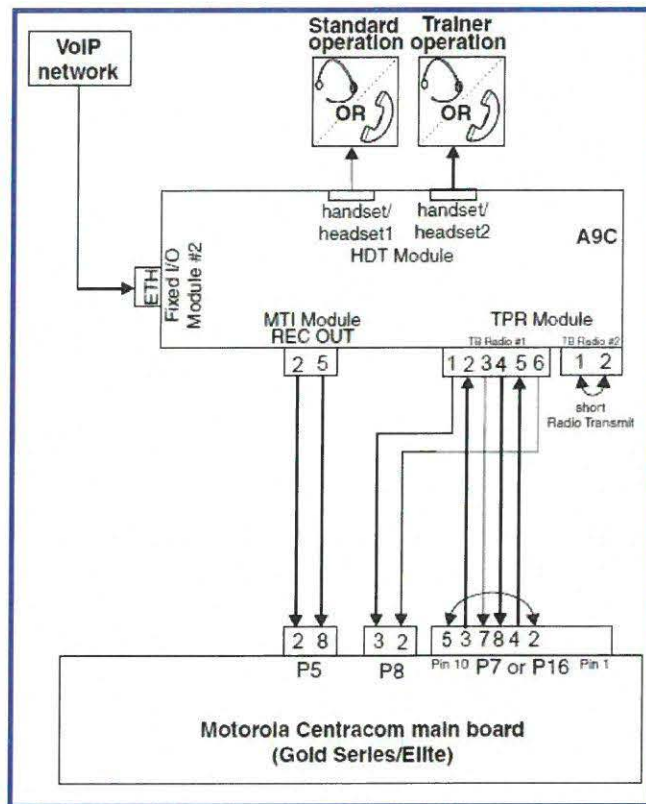
- |                             |                                 |
|-----------------------------|---------------------------------|
| 1. Title Bar                | 9. Play/ Pause Button           |
| 2. Close Button             | 10. Forward/ Rewind Buttons     |
| 3. Time Interval            | 11. List Button                 |
| 4. Main Timeframe           | 12. Save                        |
| 5. Call Button              | 13. Open                        |
| 6. Telephony/ Radio Buttons | 14. Live Recording Button       |
| 7. Navigation Buttons       | 15. Radio/ Telephony Checkboxes |
| 8. Volume Controls          | 16. Conversations List          |
|                             | 17. Time Slider                 |
|                             | 18. Slider Time Stamp           |
|                             | 19. Start Time Stamp            |
|                             | 20. End Time Stamp              |

**ITRR User Interface and Description of Features**

5. **Integration** – Provide information regarding integration between the Motorola MCC7500 radio console and the phone system at each workstation. How does the system differentiate between radio and phone arbitration upon connection of a handset and/or headset.

*Venture Technologies Response:* Read, understood, comply with explanation. The Third-Party Radio Interface (TPR) is used to interface with a third-party radio console, allowing shared access to the radio-connected headset. It is installed by default in the third slot after the Fixed I/O modules, but its position is changeable.

This I/O module is implemented on two eight-contact external terminal blocks. The terminal blocks are keyed to provide the proper insertion of the corresponding component in each terminal block. One example of Power Station’s connection to a standard Radio console can be seen in the following figure:



6. **Migration** – Provide information about how historical data can be migrated to the new system.

*Venture Technologies Response:* Read, understood, comply with explanation. Historical data can be migrated into the Power Metrics (ECaTS) database from Call Detail Reporting (CDR) records. There is a charge based on the amount of records to be migrated.

Normally CDR data is retrieved from the legacy systems databases, archives or backups, by transferring the CDR data to an ECaTS provided hard drive. Depending on the amount of CDR data needing transfer (typically less than 1TB) an SFTP can be set up to transfer data. Once the CDR data has been transferred it must undergo five phases:

**Phase 1** – Data Transformation: the process of analyzing and converting customer provided historical data into a



compatible format then loading that data into a staging area for processing.

**Phase 2 – Data Parsing:** the process of acting on the data that has been loaded into the system during the transformation and loading step. Similar to the data transformation and loading phase, this phase also requires the development of a custom agent to process the data loaded in phase one by parsing each distinct element into for reporting.

**Phase 3 -- Data Processing and Roll-Up:** is a two-step phase involving the creation of the line profiles for the historical data and a machine based phase that involves the actual implementation of the custom software created in phase two.

**Phase 4 -- Data Validation:** The last step before the historical data is made available in the production system (though sometimes this is done concurrently to expedite the importing process). The data validation phase is the step of the historical load where the actual ECaTS reports are validated against the raw data to ensure that loading, parsing and computations are performing successfully.

**Phase 5 -- Delivery:** The delivery phase involves a webinar or onsite review of the historical data and its appearance in the ECaTS system. During delivery reports will be created and validation will be performed in the presence of everyone to ensure confidence in the data.

Venture Technologies implements best practices for data migration and adheres to all NENA recommendations for data migration.

## SECTION 5.0: TRAINING

### 1. Explain the process and time commitment for training users and administrators.

**Venture Technologies Response:** Read, understood, comply with explanation. The following describes the process and time commitment for training users and administrators, followed by a description of the classes included in this proposal. Specifically, eight days of Power 911 call-taker and two days of Power 911 administrator training (conducted on consecutive days). Call-taking classes are designed for 8 call-takers each, and 2 classes per day (since each class may take up to 4 hours). Administrative training is designed for up to 4 Administrators per class, one class per day (since each class may take up to 6 hours).

In addition, one day of administrative reports training is included, conducted by ECaTS. Follow up webinar training for reporting may be scheduled by the City at no additional cost, for the life of the contract.

**Process/Approach.** West's training approach for all of West products and across all audiences places an emphasis on practical, hands-on experience with the proposed systems. With respect to user (training for call takers and dispatchers), West Training Specialists will travel to the customer sites to deliver training. This allows the Training Specialists to observe the environment in which the users work and tailor the training accordingly. Whenever possible, trainers use customer equipment and site-specific configurations so that the training experience is as close as possible to the real system environment in which the call takers and dispatchers will be operating.

The same approach is taken for administrator training (training for site administrators). Training Specialists train site administrators on the software modules that will enable them to update their own site configuration. If trainers are using customer equipment, site administrators can begin to make desired updates and modifications during the training sessions themselves. For customers with large, or multiple PSAPs, West sometimes proposes a Train-the-Trainer approach. Train-the-Trainer can be a suitable and economically effective alternative.

The training organization has found that customizing its training with site-specific configurations, along with



emphasizing hands-on activities, helps to enhance the training experience for the participants. Training plans and schedules will be developed specifically for the customer applying the following guidelines:

- Training includes both presentation and practicum components, with an emphasis on the latter.
- Training will be delivered on customer premises using the site equipment and configuration.
- A training schedule will be developed for each site, in consultation with the site administrator or training coordinator.

In addition to using product user guides, training workbooks are used to assist the student through the training class and provide a reference tool for a later date. Training courses are normally carried out during working days from Monday to Friday with training classes up to 8 hours per day.

**Class Sizes.** Generally, West conducts training sessions with a maximum of eight participants for User Training and four participants for System Administration classes. Different size arrangements can be discussed with the customer; however, we recommend small groups so that participants can closely interact during the course and support each other after the session.

**Training Documentation.** Training materials typically include the following:

- User Training Workbooks
- Administrator Training Workbooks
- Workbooks are also available in PDF format

**Training Schedule.** The training schedule will be contingent upon the project timeline, impact of training on departmental operations, and trainer availability.

#### **Training Specialist – Typical Qualifications**

All of West's Training Specialists have extensive experience training West products at many PSAPs in the United States. Many have been Call Takers, Dispatchers and PSAP Administrators before they moved into training.

#### **Call Handling Course - Power 911 User Training**

**Course Purpose.** This course introduces the use of the Power 911 call taking system and all the features required to perform the functions of call receiver. This class is a hands-on course, where the learner will soon become confident with its use.

**Course Objectives.** By the end of this course, participants will know how to:

- Answer a 9-1-1, emergency and administrative call, transfer a call to another agency or telephone number, and identify caller's location
- Answer and place a TTY call
- Manage calls
- Compose and receive messages
- Playback previously recorded calls
- Recognize SOP and Premise information (Optional – Requires Database Access Module)

Note: Optional components will only be trained if the site has purchased and enabled the required components.

**Prerequisite.** Students must be accredited call-takers per the requirements of their place of employment.

**Target Audience.** This course is designed for call receivers and PSAP administrators who will be using Power 911 to perform their jobs. Individuals taking this course must already have a good understanding of the 9-1-1 call taking functions.

**Course Duration.** Up to four hours (depending on options used)

**Course Handouts.** User Workbook



**Recommended Class Size.** The maximum class size is eight and requires one Power 911 workstation for every two participants.

### **Course Content**

#### Introduction to Power 911

- How Power 911 works
- Logging on to Power 911

#### Using the Telephony Module

- Answering a call
- Identifying the ANI information
- Releasing a call
- Placing, Conferencing and Transferring calls manually
- Using Hold and Mute

#### Using the Location Identification Module

- Identifying the ALI information
- Tagging erroneous ALI
- Answering a TTY call

#### Using the Status Bar

- Identify the functions of the status bar

#### Using the Lists Module

- Using available lists to manage calls

#### Transferring a call

- Opening a Transfer panel
- Using a transfer button to make a call

#### Playing Back a Recorded Call

- Play back a call
- Save a conversation
- Un-save the call

#### Composing a message

- Opening the message board
- Choosing a message recipient
- Answering a message

#### Using the Integrated Telephone and Radio Recorder (optional)

- Search and identify previously recorded phone and radio calls
- Save recordings to a file

#### Hands on Practice

- Practicing with simulated calls for service

### **Power 911 Administrator Training**

#### **Course Purpose**

This course will teach the fundamentals for modifying, updating and maintaining data for the Power 911 system.

#### **Course Objectives**

By the end of this course, participants will know how to:

- Navigate the Configurator
- Use Database Control Functions
- Modify Agent Data
- Update and Add Agency Data and accesses
- Update and Add TTY Questions

- Write SOP and Premise Information Files (optional)

Note: Optional components will only be trained if the site has purchased and enabled the required components.

### **Target Audience**

This course is designed for PSAP Administrators and delegated personnel responsible for maintaining the system. The participants will benefit from having attended the Power 911 User training course prior to this training.

### **Course Duration**

Six hours (depending on options and data modifications)

### **Course Handouts**

Administrator Workbook

### **Recommended Class Size**

This application can only be manipulated from one terminal for training. Class size should be limited, unless other means of training can accommodate. (i.e. Wall projection in classroom, etc.)

### **Course Content**

- Navigating the Configurator
- Logging On to Configurator
- Using the File Menu

### **Use database control functions**

- Expanding and Collapsing Data Views
- Managing Table Content

### **Configuring Agency Data**

- Introduction to Agency Data
- Adding Agencies
- Modifying and existing Agency telephone accesses

### **Configuring Agent Data**

- Introduction to Agent Data
- Modifying button layouts
- Adding and deleting buttons
- Adding and removing Agents

### **Configuring Incident Data**

- Providing Generic TTY Questions

### **Writing Standard Operating Procedures (SOP) and Premise Information**

- Introduction to SOP's and Premise Information files
- Writing an SOP and Premise Information files
- Modifying a pre-written file
- Preparing the SOP and Premise Information for use in Power 911

### **Hands-on Exercises**

- Practice with data configuration exercises

### **Power Metrics Administrator Training**

ECaTS will provide one onsite in-person training session for the City, customized based on the City's needs. A set of



materials will also be posted on the ECaTS portal's main home page. Additional face-to-face training is available at an additional charge. **Webinars are free to the City for the life of the contract.**

Power Metrics Advanced webinar training is always available at no additional cost and requires scheduling a training session with an ECaTS Client Communication Specialist. The webinar trainings provide customers with the ability to access training for the purposes of refresher training and employee turnover. ECaTS gives its users the ability to speak directly with a Client Communication Specialist to allow them to get the full benefit and value from their reports. ECaTS provides general training covering all aspects of the ECaTS portal. If a user would like to only focus on one feature of Power Metrics Advanced, i.e., Ad-hoc Tool, the webinar trainings are adjustable to fit the user's specific need.

The training manual serves as a living document that describes how to use Power Metrics Advanced from a PSAPs perspective. As Power Metrics Advanced grows and customizations are developed, this document will encompass all attributes of creating, executing, analyzing, and saving reports. Users will have the ability to download a soft copy of this document directly from the ECaTS portal. Provided below is a breakdown of all areas and functionality covered through the on-site training and webinar trainings as well as in the training manual.

- What is Power Metrics Advanced?
- How does it work?
- Logging in
- Web-based Browser Capabilities
- Manage User Credentials
- Manage Password
- Report Rendering
  - Step 1: Select a report to run
  - Step 2: Select a PSAP
  - Step 3: Select a Date Range
  - Step 4: Generate Report
- Report Generation Interface
  - User Interface Controls
    - Time Block (shift reporting)
    - Time Group (15, 30 and 60 minute intervals)
    - Period Group (day, week, month, quarter and annual reporting)
    - Abandoned filters
    - Call Type filters
    - Output Formats
    - Comparison filters
    - PSAP Size filters
    - Agency Affiliation filters
    - Inbound/Outbound filters
- Standard Report Features
  - Report Header Information
    - Demographic Information
    - Report Filters
- Graphical Representation of Data
  - Line Chart
  - Bar Chart
  - Pie Chart
- Reports

- Standard Reports Overview
  - Management Reports Overview
- Day in Review
  - Step 1 - Select the “New Schedule” button
  - Step 2 - Select a PSAP you would like to run the reports on
  - Step 3 - Select the Day in Review report
  - Step 4 – Click update to save your report
- Ad-hoc Reports
- Ad-hoc Home Page
- Standard Ad-hoc Report Viewer
  - How to run a Standard Ad-hoc Report
  - Step 1: Select a name for your report
  - Step 2: Select a description for your report
  - Step 3: Select a date range
  - Step 4: Select a PSAP
  - Step 5: Choose your report filters
  - Step 6: Select output options
  - Step 7: Save report
  - Step 8: Generate report
  - Step 9: Optional - Share report
- Other operations:
  - Delete a saved Ad-hoc report
  - Cancel changes to an Ad-hoc report
- Standard Ad-hoc functional specification – input level
- Advanced Report Viewer
- How to run an Advanced Ad-hoc Report
  - Step 1: Select a name for your report
  - Step 2: Select a description for your report
  - Step 3: Select a date range
  - Step 4: Select a PSAP
  - Step 5: Choose your Data Source and Available Fields
  - Step 6: Select output options
  - Step 7: Select report criteria
  - Step 8: Generate report
  - Step 9: Save report
  - Step 10: Optional - Share report
- Raw Data Viewer
  - Downloaded or view in browser
  - How to read raw data
  - Locate call from Ad-hoc in raw data
- Help Desk/Email Support
- System Health
  - How to read map and status



- Trouble Ticket Management System
- Scheduled Reports
  - Day in Review email
  - Management reports

2. Explain what training is provided to IT personnel in a self-supported/self-maintained environment.

Venture Technologies Response: Read, understood, comply with explanation. Two methods of training IT personnel are available depending upon the County’s needs: On-Site Self-Maintenance Training, and Call Handling Installation and Configuration Certification program. The first class focuses on maintaining your system, while the second class covers both installation and maintenance. A description of both courses follows.

**On-Site Self-Maintenance Training**

**Course Purpose**

Upon completion of this course, the student will be able to perform basic maintenance on the West 9-1-1 system.

**Course Objectives**

Upon completion of this course the Student will be able to:

- Describe the various hardware and software components of a VIPER System
- Trace the following:
  - Voice flow within the VIPER system
  - Data flow within the VIPER system
- Describe System Utilization (User Operation)
- Define various Alarms and Indicators
- Perform System Log-In / Log-Out Procedures
- Utilize the Power 911 Configurator Utility
- Perform required monthly System Maintenance Procedures

**Pre-Requisite**

Call-Taker Training

**Target Audience**

This course is designed for Technicians that need to perform maintenance on the West E911 Equipment.

**Course Duration**

Five days

**Course Handouts**

Student Guides

**Recommended Class Size**

Contact West Representative.

**Course Content**

**Introduction**

- Course Objectives
- Course Outline

- Terms and Definitions

#### **PSAP functionality**

- Call Flow
- Data Flow

#### **System Overview**

- Applications Overview
- System Architecture
- PBX System Architecture (as applicable to the site)
- VIPER System Architecture (as applicable to the site)
- System Interoperability

#### **System Functional Description**

- Software Architecture
- Software Components
- Software Functionality
- Telephony Interfaces
- PBX Integration (if / as applicable to the site)
- VIPER System - PMG Configurator (as applicable to the site)
  - Stand Alone configuration
  - Multi-Node c
  - Satellite site configuration (s)
- Call Handling (Power 911)
  - Configuration Overview
  - Power 911 Configurator
- Resource Management (Power MIS) (If Applicable)
  - Configuration Overview
  - Power MIS Configuration
- System Call / Data Flow
  - Admin. / Non-911 Flow
  - 911 Flow

#### **System Installation Overview**

- Project Considerations
- System Data Requirements
- Installation Process

#### **System Maintenance**

##### Preventive Maintenance

- Monthly
- Semi-Annual

##### Corrective Maintenance

- Alarms And Indicators
- Core System Log Files

##### Level 1 Fault Isolation Procedure



- Define The Problem
- Gather Detailed Information
- Consider Probable Cause For The Failure
- Devise A Plan To Solve The Problem
- Implement The Plan
- Observe The Results Of The Implementation
- Repeat The Process If The Plan Does Not Resolve The Problem
- Document The Changes Made To Solve The Problem

### **Call Handling Installation and Configuration Certification**

The new Call Handling Installation and Configuration Certification will be structured per the following three phases:

Phase 1: On-line self-directed prerequisite training – 20 hours, self-paced.

Phase 2: In-class core Call Handling Installation and Configuration training – 10 days.

Phase 3: On-line training for Call Handling support products and features – variable as needed.

West Certification is awarded upon successful completion of phases one and two. Phase three consists of knowledge that is available throughout the certification period. Phase three modules may be used as just in time training for products and features not required for formal certification.

#### **Phase 1 – Self-Directed Prerequisite Training**

As soon as students register for the Certification program, a series of online training modules will be made available to them. These modules contain the prerequisite knowledge for the Core Call Handling Installation and Configuration in-class training. Students must complete these modules and obtain a passing grade on on-line tests prior to attending classroom training.

Although these modules are prerequisite for in-class training, they will continue to be available to students for the duration of certification. The Certified student will therefore be able to take advantage of on-line training updates as they occur.

While individual learning times vary, the average time to complete these on-line modules, and tests, is 20 hours.

#### **Phase 2 – In-Class Core Call Handling Installation and Configuration Training**

The Core training portion of the West certification program remains classroom training. This class covers VIPER and Power 911 in both a standalone and multi-node environment. Peripherals such as ITRR and ePrinter will also be covered in this class. This hands-on class will be delivered over two consecutive weeks totaling 10 days of classroom time, including testing. Upon successful completion of this phase students will receive their official West certification.

#### **Phase 3 – Call Handling Support Products and Features Training**

These on-line modules include installation and configuration procedures for additional call handling products such as West's MapFlex 9-1-1®, as well as, configuration of supplemental VIPER and Power 911 features. While not required for certification these modules can be accessed in a just in time manner in order to support certified technicians in their tasks. Certified technicians will have access to this growing on-line library throughout their certification.

## **SECTION 6.0: SYSTEM TESTING AND ACCEPTANCE**

Describe the system testing and acceptance process.

Venture Technologies Response: Read, understood, comply with explanation.

### **System Verification Testing**

After system installation and configuration, the Venture Technologies Field Services team will perform a complete series of preliminary acceptance tests to ensure the proper performance of the system. The performed tests cover all requirements including call taking and dispatching functions as well as system operational processes such as fault tolerance and alarming specified for the customer's solution. Following the successful execution of the preliminary acceptance tests, the system is ready for final acceptance testing and customer Acceptance Testing is scheduled.

Note—for call-taking and dispatching functions to be fully tested, test 911 trunks and test administrative lines will need to be provided to allow realistic functional testing.

### **System Acceptance Testing (SAT)**

Venture Technologies verifies functional operation of your solution. Each SAT is a custom development based on the results of the Call Flow session. Items Tested (But not limited to):

- 911 Tandem Transfer Verification
- Internal Transfer Verification
- Local Hold Verification
- System Hold Verification
- ALI Printer Verification
- CDR Printer Verification
- TTY Verification
- Telephone ITRR Verification
- Radio ITRR Verification
- CAD Output Verification
- Portable Laptop LAN Verification
- Portable Laptop WAN Verification

Once the acceptance testing has been completed successfully and signed off by the customer, the system is scheduled to be cutover and deployed into the live environment.

### **System Cutover**

Old and new systems are running simultaneously. At the specified cutover date and time, a pre-determined number of call-takers will remain on the existing system, and a pre-determined number of call-takers are moved to the new system. Trunks and lines are systematically moved to the new system based on the GJRCC and GarCO priorities. No trunks or lines are moved until they are idle.

Once call traffic has been moved to the VIPER system, any external or internal systems that could not support dual connections will be connected to the new VIPER and tested.



## SECTION 7.0: WARRANTY, SUPPORT AND MAINTENANCE

### 1. **Periods** – Describe the system's warranty periods for all hardware and software

*Venture Technologies Response:* Read, understood, comply with explanation. Per our standard terms and conditions and per the terms of the Limited Warranty, the warranty period is 12 months from the Acceptance Date.

### 2. **Support** – Provide information regarding the normal support process and escalation procedures

*Venture Technologies Response:* Read, understood, comply with explanation. Venture Technologies is a premier Colorado Public Safety NextGen 9-1-1 Systems Integrator, VAR (Value Added Reseller) and Maintenance Provider supporting mission critical systems for our public safety customers. You never close your 911 center, so we never close our Customer Support Centers and our Public Safety Field Engineers are available 24/7/365. Our Customer Service Centers are located in Denver, CO, Casper, WY and Jackson, MS.

Venture has experience with Power ECaTS/ECaTS Cloud Based Management Information Systems (MIS) and Automatic Call Distribution (ACD) environments.

Furthermore, over the course of providing public safety services for our 911 customers across four states, which include multiple Next Generation 9-1-1 system installations and countless software and hardware upgrade projects through our partnerships with Airbus DS and West Safety Services, we have extensive experience with Reader Boards, 911 CAMA Trunks, Ring-Down Circuits and other specialty circuits which are common to PSAP's.

With the majority of our 911 maintenance agreements, Venture Technologies will enter into a Letter of Authorization (LOA) with the local telco carrier(s) so our E911 Field Engineers can directly interact with the local telco technician for troubleshooting and repair. This arrangement allows for a more efficient and seamless repair and remedy scenario for our 911 customers and lessen the responsibility our customers as well.

The Venture Technologies E-911 Field Engineers are local and Denver based personnel who are Airbus DS and West Certified-Trained for 24/7/365 remote and onsite remedy and repair. Our Venture Technologies-E911 Field Engineers only service our Public Safety customers, thus allowing them completely focus on a specific set of customers while continually maintaining a consistent public safety technical skill set. We are 911 professional taking care of 911 professionals!

All Venture Technologies E-911 Field Engineers undergo an Airbus DS and West Safety Solutions certification audit every 12 month period with our 911 Director of Operations, Art Rios. If necessary, continually training is paid for by Venture Technologies and provided directly by Airbus DS and West Safety Services. This certification audit ensures Venture Technologies and our public safety customers that our E-911 Field Engineers are continually trained on the latest and greatest hardware and software offerings presented by partners.

In terms of Next Generation 9-1-1 services, Venture Technologies has extensive experience in the deployment of the West Safety Solutions TXT29-1-1 SMS platform. To date, Venture Technologies has deployed seventeen Colorado PSAP's with the West TXT29-1-1 solution and implemented the only fully integrated Airbus VESTA TXT solution. Venture Technologies also has experience supporting i3 integrations in Florida with our customer, Charlotte County Sheriff Office.



## Venture Technologies-Service Level Agreements, Case Priority Classifications & Ticket Escalations Process

### Case Priority Classifications

- All cases opened by our Customer Support Center (CSC) are classified under one of the following priorities.
- The customer has the ability to ask for priority to be escalated based on defined definitions.
- If the customer and the CSC are in agreement, the case priority can be lowered.

Priority Level	Definition	Remote Callback Response Time Goal	911 Managed Contract On-Site Response Time Goal*	Other Managed Contract On-Site Response Time Goal *
1 - Product Failure or Loss of Service	Client's production environment is down causing critical impact to Client's business operations if service is not restored quickly. Venture and the Client are willing to commit full-time resources "around-the-clock" in order to either resolve the situation or until the incident is de-escalated.	15 Minutes	2 Hours	Based on customer request and Engineer Availability  Standard Time and Materials rates apply
2 - Severely Impaired functionality (more than 50%)	Client's production environment is severely degraded impacting significant aspects of Client's business operations. Venture and Client are willing to commit full-time resources during Ventures normal business hours in order to either resolve the situation or until the incident is de-escalated.	1 Hour	4 Hours	Based on customer request and Engineer Availability  Standard Time and Materials rates apply
3 - Non Critical System Failure (Less than 50%)	Client's performance is degraded. Functionality is impaired, but most business operations continue.	8 Business Hours	Next Business Day	Not Applicable
4 - Inquiry	Client requires information or assistance on vendor product capabilities, or configuration.	Next Business Day	Next Business Day	Not Applicable

\*On-site response time goal is based on the time from which it is determined an on-site technician is necessary.



## Technical Escalation Procedure

- **Priority 1**
  - Escalation to Tier II engineer within 30 minutes after start time
  - Case updates made at a minimum of 1 hour intervals or upon event change
  - Escalation to manufacturer partner if required
  - Escalation to Tier III engineer at 1 hours after start time
  - Escalation to CSC Director after 4 hours after start time
  - Escalation to Executive Management after 12 hours after start time
- **Priority 2**
  - Escalation to Tier II engineer within 1 hours after start time
  - Case updates made at a minimum of 1 hour intervals or upon event change
  - Escalation to manufacturer partner if required
  - Escalation to Tier III engineer at 2 hours after start time
  - Escalation to CSC Director after 6 hours after start time
  - Escalation to Executive Management after 24 hours after start time
- **Priority 3**
  - Escalation to Tier II engineer within 2 hours after start time
  - Case updates made at a minimum of 1 hour intervals or upon event change
  - Escalation to manufacturer partner if required
  - Escalation to Tier III engineer at 4 hours after start time
  - Escalation to CSC Director by duty manager after 24 hours after start time
  - Escalation to Executive Management after 72 hours after start time
- **Priority 4**
  - Escalation to Tier II engineer within 4 hours after start time
  - Case updates made at a minimum of 1 hour intervals or upon event change
  - Escalation to Tier III engineer at 8 hours after start time
  - Escalation to CSC Director at 48 hours after start time

## On-Site Response Procedure

The CSC will deploy an engineer to go on-site if one of the following conditions is met. Equipment needs to be replaced

- A determination that an onsite technician is necessary
- At the customer's request and understands that charges may apply
- Remote troubleshooting is not possible

## Case Closure Procedure

- The following criteria must be met before closing out a case.
- Issue resolved
- Customer approval
- No customer response in 48 hours

**3. Maintenance – Both agencies prefer to maintain their own systems. Provide information regarding this support process.**

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies is proposing the following E-911 Managed Services to assist the technical staff at GJRCC and GarCO who are responsible for the maintenance of the respective VIPER systems;

- **Venture Technologies 24/7/365 Proactive Monitoring**
  - Monitoring of all VIPER Systems components. Includes Venture Technologies Monthly VIPER System Reports and Trouble Ticket Report.
- **Venture Technologies 24/7/365 Remote Support for Ticket Escalation**
  - Ability for PSAP staff to open Trouble Tickets directly with Venture Technologies for centralized ticket management. Tickets will then be passed along to GJRCC/GarCO IT staff.
  - Ability for the GRJCC and/or GarCO IT Staff to escalate any VIPER Trouble Ticket to the Venture Technologies 911 Field Engineer Team.
- **Venture Technologies Monthly Preventative Maintenance**
  - Regularly scheduled and onsite Monthly Preventative Maintenance visits to GRJCC and GarCO. Venture Technologies Field Engineer's will follow specific VIPER Preventative Maintenance Check List and communicate our findings with each respective IT staff from GRJCC and GarCO.
  - The Venture Technologies Field Engineer's will jointly work with each respective IT staff on recommend maintenance actions based on finds from the VT-Monthly Reports and Preventative Maintenance visits.

**How will this proposed arrangement work?**

Venture Technologies will provide 24/7/365 Proactive Monitoring across the entire VIPER E-911 system utilizing our SolarWinds/ORION based monitoring tools outlined in our RFI response.

If the Venture Technologies Customer Service Center (CSC) receives a SolarWinds alert on any of the VIPER system components, a Venture Technologies Engineer will create a Salesforce Trouble Ticket and notify the respective IT staff responsible for the onsite maintenance of the VIPER systems at GRJCC and GarCO.

Additionally, the 911 staffs at GRJCC and GarCO can also call the Venture Technologies Customer Service Center to open VIPER trouble tickets. The trouble tickets will be funneled to the IT staffs at GRJCC and GarCO as outlined above. The main benefit of invoking this procedure would be trouble ticket management through Venture Technologies. As described in our RFI response we provide a Trouble Ticket Matrix which outlines all the Trouble Tickets opened for the centers during the specific 30 day monitoring period. Please see the sample "Venture Technologies Dispatch Authority Monthly Report" included with our response as an example of our Monthly Reports and the Trouble Ticket matrix we include with each report.

Notification will be sent in the form of email and/or direct phone communications with the GRJCC or GarCO IT staff. The form of notification and to whom the notifications are sent is very customizable and will require further discussions between Venture Technologies, GRJCC and GarCO.

If the GRJCC and/or GarCO IT staff require Venture Technologies assistance, than the initial trouble ticket can be escalated directly to the Venture Technologies E-911 Field Engineers. The Venture Technologies E-911 Field Engineer's will then engage the respective GRJCC and GarCO IT staffs remotely to assist in providing resolution. If necessary, the Venture Technologies E-911 Field Engineers can be dispatched onsite under pre-determined SLA's between all parties for this level of onsite support service which would be contracted on a Time and Materials basis.

Software Support will be provided through the Airbus DS Software Subscription Program and be fully available to the GRJCC, GarCo and Venture Technologies teams.

In regard to the Preventative Maintenance Schedule. Venture Technologies will work with each site to schedule regular monthly visits and coordinate with the respective IT staff and 911 communications staff on the results of each



Preventative Maintenance visit.

**4. Technical Support – Provide information regarding technical support for maintaining and troubleshooting the system. Options should include the following items:**

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies employs dedicated product support specialists that can quickly respond to a customer's problem and deliver comprehensive solutions. Venture Technologies enables its clients to focus primarily on their PSAP operations by providing reliable, high-quality support and maintenance services to their end customers.

**a. Emergency Maintenance Procedures**

**Venture Technologies Response:** Read, understood, comply with explanation. Regardless of how good the design and solution capabilities are, it is impossible to eliminate all risk of unexpected system interruption. Venture Technologies believes good preparation is the best defense, and will help ensure responses are timely, effective, and error-free. The procedures outlined below are Venture Technologies standard response procedure. We recommend further dialogue with the respective IT staff's of GJRCC and GarCO in order to customize the Emergency Response Procedures given their desire to self-maintain the VIPER systems.

- An alert will be emailed to the CSC Alert email distribution list when a threshold trigger is met. A CSC engineer will create a case within 15 minutes of receiving the alert. The on-call engineer is responsible for ensuring that cases are created on all alerts. The CSC will respond to the alert within the agreed upon response time as documented in the Service Level Agreement (SLA). All incidents logged will be worked the same as all other support requests. The case will be classified (priority 1, 2, or 3) per the CSC Procedures. At any time the customer has the ability to log into the Customer Portal to check status of all cases. Customers also have the ability to view real-time statistics of the monitored devices.
- Upon electronic notification by the 911 system or, upon the initial notification by any of the respective PSAP's of a system failure, VT will provide to the PSAP an estimated time for remote diagnostics/repairs to begin. A trained VT technician must respond within the pre-determined SLA's to diagnose and repair the alarm. The VT technician will notify the PSAP, within the agreed upon SLA's, via phone call of the nature of the failure and the estimated time to repair.
- If remote repairs were unsuccessful, a trained and manufacturer certified VT technician will respond on-site with spare parts/software most likely needed, as determined by remote diagnostics and reported failure symptoms, within the agreed upon SLA time period for onsite repairs and as required per RFP.
- The response time to issues, due in part to our proactive monitoring capabilities, is often before the PSAP is aware of a potential issue. Again, VT will adhere to the response times outlined in this RFP. The expected response time for onsite support is anticipated to be no longer than 2 hours in most cases.

Definitions		
Critical	Major	Minor
<p>High level of impact on service delivery where a PSAP is down and not processing calls.</p> <p>Event could be resolved by temporary approved “work around”</p> <p>May involve a trend of Major events for a given system or process.</p>	<p>Service is suffering an unacceptable level of degradation in multiple workstations, but is not completely unavailable.</p> <p>Service degradation is apparent to external stakeholders.</p> <p>May involve a trend of Minor events for a given system or process.</p>	<p>Low level of impact on service delivery.</p> <p>Service degradation may be apparent to some external stakeholders (for example, one workstation).</p>

Incident Response Time Frames		
Critical	Major	Minor
<p>Response to the PSAP, occurs as soon as possible but no longer than 30 minutes after incident identification.</p> <p>Subsequent updates occur every 30 minutes.</p> <p>A root cause analysis report within 24 hours after the outage</p>	<p>Response occurs as soon as possible but no longer than two (2) hours after incident identification.</p> <p>Subsequent updates occur every hour.</p> <p>A root cause analysis report within 48 hours after the outage</p>	<p>Response occurs as soon as possible but no longer than twenty-four (24) hours after incident identification.</p> <p>Subsequent updates occur every 24 hours.</p> <p>A root cause analysis report within 48 hours after the outage</p>

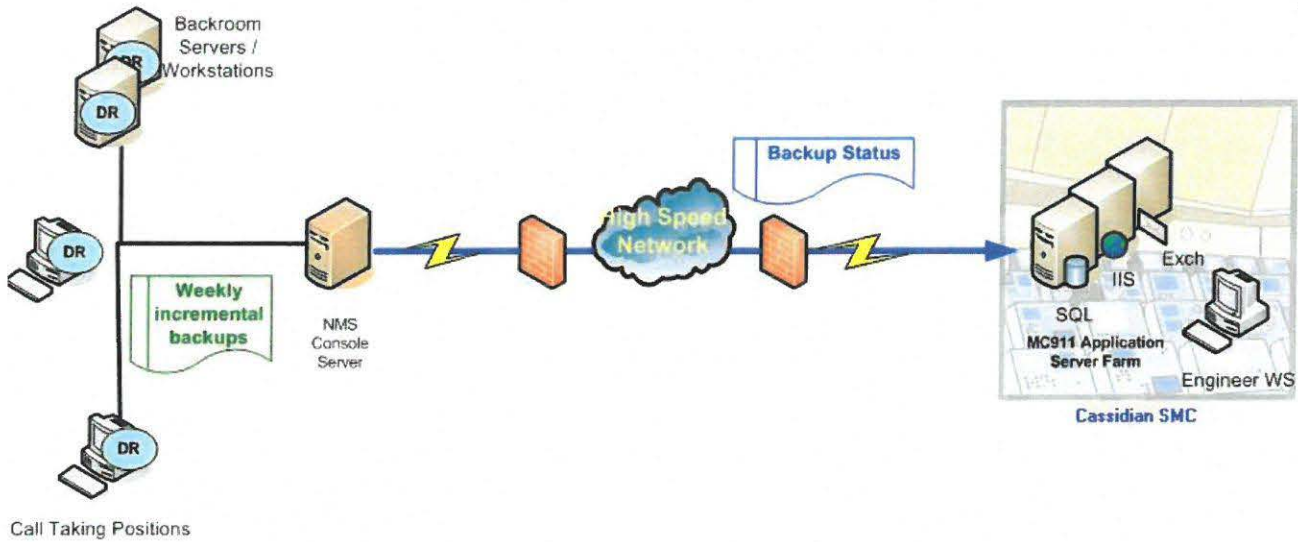
**c. Spare Equipment Requirements for both on-site and vendor supplied**

***Venture Technologies Response:*** Read, understood, comply with explanation. Venture Technologies is proposing a spares kit as recommended by the manufacturer. Spares are provided for Telephony interface, Control Logic, network connectivity, and position sub-systems.

**d. System Backup and Restore**

***Venture Technologies Response:*** Read, understood, comply with explanation. Venture Technologies offers system back-up and restore services. Disaster Recovery Services provide real-time “snapshots” of a monitored system so that it can be quickly restored to any saved working state. This minimizes client and server downtime and automatically creates a copy of current data files.





#### e. Software Release Cycle

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies installs manufacturer recommended releases as notified. Typically, new releases are once every 6 months and updates on an as needed basis.

#### f. Software Upgrade/Patch Requirements

**Venture Technologies Response:** Read, understood, comply with explanation. Both solutions have been designed with operating systems and applications that require periodic updates and patches. Venture Technologies tests each patch / upgrade before implementation ensuring proper system behavior after installation.

#### g. Remote Access Capabilities

**Venture Technologies Response:** Read, understood, comply with explanation. Both solutions offer secure connectivity for system monitoring and fault isolation. Our Monitoring Solution provides a comprehensive view of your solution with emphasis on Call-Handling, Mapping, CAD, MIS, and Network elements. VT Safety First understands that the modern PSAP Manager is responsible for the entire solution. This is why we monitor solution elements whether we sold them to you or not. The ability to have situational awareness is critical when problems occur. Remote connectivity capabilities include the ability to access control logic, telephony interfaces, networking components, positions, and associated 9-1-1 Incident management subsystems.

#### h. Remote Monitoring

**Venture Technologies Response:** Read, understood, comply with explanation. Reference previous replies. Venture Technologies has developed and implemented a best of breed Next Generation 9-1-1 Monitoring System especially for the new environment faced by PSAP Management.

Our Monitoring Solution and Customer Portal Provide today's PSAP Management with all the tools required to make informed decisions and respond rapidly to the challenges faced when utilizing today's technology. We monitor all solution computing elements and software processes as well as Layer 2 and layer 3 network functionality.

#### i. Local Monitoring and Alerting

**Venture Technologies Response:** Read, understood, comply with explanation. Both of our proposed solutions can be monitored locally utilizing the maintenance interfaces of both the Airbus and West solution. Both interfaces allow the user to monitor and correct errors from the control logic, networks, and workstation sub-systems.

#### l. Various Levels of support available. Self-Maintenance options

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies is proposing a Tiered maintenance approach with VT Safety First providing Tier 1, Tier 2, Tier 3, and Tier 4 support. Other options include:

- Customer Self Maintained with Venture Technologies providing Tier 2 through Tier 4 support
- Dual Maintenance with Venture Technologies providing Tier 3 and Tier 4 support

#### j. System OS Patch Management

**Venture Technologies Response:** Read, understood, comply with explanation. " Patch Management Services manages and maintains system integrity, while implementing the latest critical security patches. Installation of critical security patches is a crucial part of securing a dispatch center against threats.

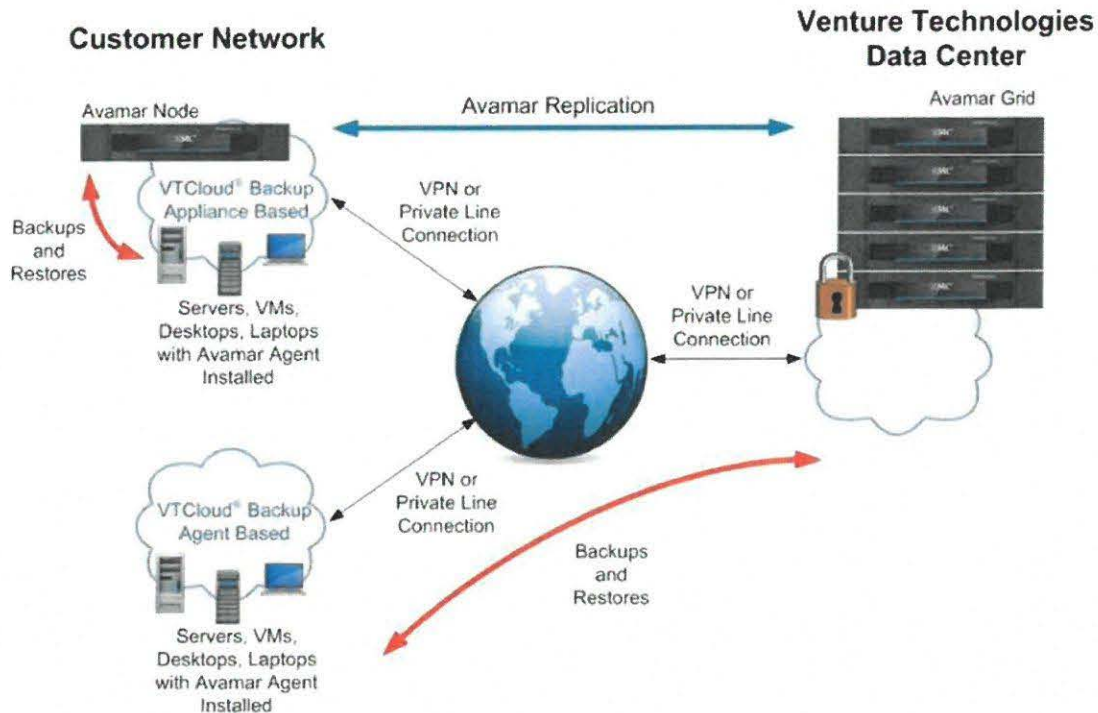
#### k. Virus Management

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies offers Anti-Virus and Anti-Malware as well as other Cyber Security services for our solutions. Virus Protection is a service that provides the schedulable delivery of antivirus updates from the Network Operations Center. This eliminates the manual delivery of updates while providing antivirus updates in a timely and efficient manner.

#### l. Backup Software Management

**Venture Technologies Response:** Read, understood, comply with explanation. Venture Technologies' Backup Service provides PSAPs with superior data protection via a managed, cloud-based solution. Utilizing backup technology from our partners at EMC, our VT-Cloud Backup service offers customers a solution that protects their data and provides peace of mind. Solutions are hosted in Venture's VT Cloud family of data centers and are managed 24x7x365 by our engineers to protect your organization's critical data from loss due to catastrophic events such as system failure or data corruption.





## SECTION 8.0: ADMINISTRATIVE REQUIREMENTS AND INSTRUCTIONS

1. **Submission:** Each response shall be submitted in electronic PDF format only, and only through BidNet's website, <http://www.bidnetdirect.com/colorado>. This site offers both "free" and "paying" registration options that allow for full access of the Owner's documents and for electronic submission of information. (No te : "free" registration may take up to 24 hours to process. Please Plan accordingly.) Please view our **"Electronic Vendor Registration Guide"** at [www.gjcity.org/business-and-economic-development/bids](http://www.gjcity.org/business-and-economic-development/bids) for details. The uploaded response to this RFI shall be a single PDF document with all required information included. Submittals received that fail to follow this format may be ruled non-responsive. (Purchasing Representative does not have access or control of the vendor side of RMEPS. If website or other problems arise during response submission, vendor **MUST** contact RMEPS to resolve issue prior to the response deadline. 800-835-4603).
3. **Public Opening:** At the date and time specified, all information packages that have been timely accepted by the City will be formally opened and accepted for consideration. The names of the firms submitting information packages will be read aloud and recorded. No other information will be provided at the Public Opening.
3. **Questions Concerning RFI:** Any questions concerning this project shall be directed to: Susan Hyatt at the City of Grand Junction, 250 North 5<sup>th</sup> Street, Grand Junction, Colorado 81501, E-mail [susanh@gjcity.org](mailto:susanh@gjcity.org).

4. **Confidential Material:** All materials submitted in response to this RFI shall become public record and will be subject to inspection after contract award. **“Proprietary or Confidential Information”** is defined as any information that is not generally known to competitors and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information clearly identified with the words **“Confidential Disclosure”** and placed in a separate envelope shall establish a confidential, proprietary relationship. Any material to be treated as confidential or proprietary in nature must include a justification for the request. The request will be reviewed and either approved or denied by the City Purchasing Supervisor. If denied, the respondent will have the opportunity to withdraw its entire response, or to remove the confidential or proprietary restrictions. **Neither cost nor pricing information nor the total response will otherwise be considered confidential or proprietary.**

Venture Technologies Response: Read, understood and comply with Section 8.0-ADMINISTRATIVE REQUIREMENTS AND INSTRUCTIONS

## SECTION 9.0: ADMINISTRATIVE INFORMATION

1. **RFI Tentative Time Schedule:**

- Request for Information available on or about June 2, 2017
- Inquiry deadline, no questions after this date June 16, 2017 at noon
- Addendum issued to respond to questions June 21, 2017
- Submittal deadline for Information July 6, 2017 prior to 2:30 PM
- Owner evaluation of Information July 7 – July 19, 2017
- Vendor interviews and demos (if needed) week of July 24, 2017
- Best and Final Pricing (if necessary) July 31, 2017
- Legal review by staff attorneys (GJRCC/GARCO) August 1 – August 15, 2017
- City Council Approval/BoCC (if required) September 6, 2017
- Contract begins September 7, 2017

3 **Questions Regarding Scope of Services:**

Susan Hyatt, Interim Purchasing Supervisor  
[susanh@gjcity.org](mailto:susanh@gjcity.org)

4. **Prices:** Prices submitted are primarily for budgetary purposes. However, firms are **encouraged to provide accurate and complete pricing**, including licensing and pricing options. If the Owner requires Best and Final Prices after evaluation, firm numbers will be requested at that point.
- a. Break out pricing by agency.
  - b. Include separate pricing for optional components or systems.
5. **Response Format:** Your response should specifically address each item by number for each section identified above. Also any other information important to your firm. Combine all into a single PDF document and upload to the BidNet website as detailed in Section 8, Item 1.

Venture Technologies Response: Read, understood and comply with Section 9.0-ADMINISTRATIVE INFORMATION



## SECTION 10.0: COMPANY INFORMATION

1. **Company Background** – provide background information including number of installations of the proposed system, number of certified personnel, home office location, service territory, etc.

Venture Technologies Response: Read, understood and comply with explanation.

### VENTURE TECHNOLOGIES

#### Who We Are

As a premier IT Solutions Provider for over 30 years, Venture Technologies, Inc. delivers the best in Premise Infrastructure Solutions, Collaboration Solutions and VT-Cloud® Services to private and public organizations throughout Colorado, the United States and abroad.

Venture Technologies operates multiple high-density datacenters in Denver, CO, Casper, WY and Jackson, MS. We provide a broad array of cloud and infrastructure based services to meet the demanding needs of our customers. Our Denver, Casper and Jackson datacenter's are built with high availability in mind.

Venture Technologies uses industry-leading infrastructures from West Safety Solutions, Cisco, EMC, Pure, VMware, Verint, Stencil, ECaTS and Airbus Defense Systems to provide the most comprehensive capabilities and performance possible. Infrastructure components and bandwidth are important factors in choosing the right technology partner as they differentiate the level of service a datacenter can provide.

Venture also provides applications and platforms “as a service” and maintains a team of technical professionals that operate our Cisco Master's Certified Managed Services Support Center 24x7x365.

Venture Technologies is not a traditional public cloud provider. We provide private and hybrid cloud solutions to customers that have much more sophisticated needs. We pride ourselves on meeting the demanding needs of a changing technology landscape and delivering an unmatched level of customer support.

At Venture Technologies, Inc., we are committed to helping organizations unlock the value and true potential of information technology. Our enterprise-class products and consistently certified engineers provide unparalleled (99.999% uptime) service. We help you improve productivity, optimize resources and maximize ROI.

#### People are our most precious asset

- Our people work as a team to deliver results. We view technology as the instrument by which we improve the quality of life for everyone we serve – customers, employees and business partners.
- We believe that knowledge is power. We promote continuing education, training and certifications for our staff and we care about their professional development. We leverage this investment to serve our customers.
- We value and promote diversity in our staff and we believe in balance.

### **We put our customers first**

- We listen first, and then talk. We empower our people to take ownership of issues, with a focus on helping people – first.
- We have a passion for ensuring that our customers receive the best experience possible.
- We think ahead; and we believe in answering the question before it's asked.
- We use the exact technology we provide to our customers and we never underestimate the value of common sense.
- We treat every issue – no matter the size and complexity – with equal importance. We thrive on details and we are committed to getting things right the first time.
- We do not pretend to have all of the answers – nobody does. We leverage our vast internal and external resources and work as a team to solve business and technical problems.

### **We have high integrity and standards**

- We are stubborn when it comes to integrity and standards – we will not compromise those.
- We are guided by the golden rule. We respect the individual – ALL individuals.
- We are honest and transparent. Problems are inherent in IT, but when they occur, we work tirelessly and continuously until a resolution is achieved.
- We do not make commitments we cannot fulfill and we take pride in our reputation for honoring the commitments we make.
- We strive for perfection; if we miss, we achieve excellence.

### **The Venture Experience**

Venture Technologies is a different kind of IT Solutions Company. With the Golden Rule as our guiding principle, Venture helps public sector organizations achieve excellence by delivering premise and cloud-based IT solutions that offer lasting value. We help private and public sector organizations deploy solutions that improve productivity, optimize resources and maximize their ROI, ensuring that our customers receive the best experience possible throughout every phase of the IT lifecycle.



## Project Life Cycle



We approach every task, every deliverable and every project as if we were the ultimate end user of our services. Our objective is to ensure that you receive the best experience possible in every aspect of your relationship with Venture.

**Preparation/Needs Analysis** – We always listen first to understand your unique needs. Your questions are important and we pay attention to even the smallest details. Before moving on to the design/proposal phase, we confirm our understanding by restating your needs and objectives with you.

**Design/Proposal** – Our experienced Systems Architects custom-tailor solutions for your unique needs. As an integrator with dozens of partners, we design solutions based on a “best-in-class” approach. Our solutions are clear, concise and a reflection of your stated objectives.

**Implementation** – Our certified project managers and engineers employ industry-standard methodology to ensure successful project completion. Our commitment to transparency ensures that you are continuously aware of project status—including challenges, risks and resolution plans. We work to minimize disruptions and we remain respectful of the value and criticality of our work and your IT systems. We complete the final 10% of every job with the same effort and diligence as we devote to the initial 90%.

**Support/Quality Assurance** – Once implemented, we work with you to ensure your solution is optimized for maximum performance and value. We then design a comprehensive support plan that keeps your system productive for the long term while maximizing your return on investment.

**Account Management** – Throughout the entire process, your account manager serves as a single point of contact for all aspects of your project. Our account managers are resourceful, responsive and thorough and your complete satisfaction is their paramount objective.

### The Venture Difference

**Flexibility** – Every Venture employee understands the power of listening. How can we devise IT solutions that meet your objectives if we do not listen to, understand and confirm your needs? We do not take a “fire hose” speeds and feeds approach to working with clients. Rather, we engineer every IT solution to accommodate your unique needs, both from a technical and a business perspective.

**Attention To Detail** – Information Technology (IT) is a world of details. At Venture, we are guided by the time-tested belief that anything worth doing is worth doing right. This includes thorough consideration of the most obscure, mundane details! We think before we act; plan before we perform; then execute the plan. We react, respond, improvise and resolve. In IT, even the smallest details can differentiate success from failure; benefits from costs. We are driven by your success.

**Employee Continuity** – Automated systems are only as good as the humans that engineer, deploy and support them. In the fast-paced, on-line world in which we live, organizations still seek business relationships from people that deliver the best service. Once a buyer of service achieves confidence



in the people delivering the service, the business partnership advances to a productive “win/win” status. Venture’s stability and employee loyalty are key reasons for our consistent success and excellent reputation. We work hard to accommodate our customers with continuous service from the customer’s preferred Venture resource.

**Stability** – In an industry where the only constant is change, Venture offers the peace of mind that comes from working with a company that started before the networking industry, as we know it was born. Our founders possess both public accounting and technology experience – over 50 years combined. We mix traditional business values with state-of-the-art technology in delivering results to our clients. Since our inception in 1986, we have been profitable. Finally, since 2000, we have engaged an SEC-class Accounting Firm to conduct a full scope audit of our operations and financial statements. We are fiscally conservative and transparent.

**Integrity** – At Venture, we act with the highest integrity in everything we do. We respect all parties – clients, vendors and employees – and we treat them, as we would like to be treated. We believe open, honest communication and continuous dialogue is paramount to achieving objectives and managing expectations. These principles have served us well since 1986.

### **Premise Solutions**

Whether you are installing a new network, virtualizing existing systems, or looking for a more agile IT infrastructure, Venture can help you make the most of your investment.

- **Network Infrastructure-** Venture designs networks that deliver transparent, reliable connectivity that scales with your organization and provides the foundation for communication and collaboration. [Learn More](#)
- **Wireless Networking-** Venture Technologies provides customized wireless networking solutions through our partnerships with industry leaders such as Cisco, Aruba Networks and NetMotion Wireless. Venture can provide fast, reliable and secure wireless access throughout your office or campus. [Learn More](#)
- **Network Security-** A secure network equals peace of mind. [Learn More](#)
- **Servers, Storage & Virtualization-** The heart of any successful IT environment is a solid, reliable and, scalable platform consisting of server, storage and backup technologies. [Learn More](#)
- **Private Clouds-** Venture designs and deploys customized private premise clouds dedicated to your organization that provide the benefits of cloud computing with the controllability and customization of a private solution. [Learn More](#)
- **Product Fulfillment-** Venture provides rapid, accurate fulfillment of thousands of IT products to virtually any address in the nation. [Learn More](#)

### **U-Cloud - Collaboration Solutions**

Venture Technologies offers Collaboration Solutions that unify voice, video, data and mobile applications on fixed and mobile networks. Our solutions allow communication in any workspace and on any media, device, or operating system.



- **Voice & Unified Communications-** Venture offers Cisco-powered Voice and Unified Communications (UC) solutions to connect people, information and teams together seamlessly regardless of location or device. [Learn More](#)
- **UCloud Hosted VoIP-** Save money while improving communications and organizational productivity. [Learn More](#)
- **HD Video Conferencing-** Venture offers a wide range of solutions from small, desktop conferencing to immersive, full-room solutions. [Learn More](#)
- **Web Conferencing-** Venture's secure Web Conferencing solutions are scalable to fit your needs from an occasional one-to-one meeting to frequent webinars or events with thousands of participants. [Learn More](#)
- **Digital Media-** Venture's Digital Media solutions allow you to enhance the way you learn, communicate and collaborate. [Learn More](#)

#### **VT-Cloud®**

Venture Technologies provides a variety of cloud-based services that relieve organizations from the burden and expense of owning, operating and maintaining in-house IT assets.

- **VT Data Centers-** Venture's Data Centers host our portfolio of VT-Cloud® Services — an agile, scalable, fully virtualized pool of server, storage and network assets. [Learn More](#)
- **VT Freedom (Hosted Applications)-** Venture's VT-Cloud Freedom is an agile, scalable, fully virtualized pool of servers, storage and network assets that can be rapidly provisioned to meet unique customer needs. VT-Cloud Freedom allows you to focus on your business while we manage your IT. [Learn More](#)
- **VT Hosted Email-** Venture's Microsoft Exchange Hosting empowers users with advanced email and collaboration features of Outlook and Outlook Web Access (OWA), accessible any time, from anywhere. [Learn More](#)
- **VT Watch-** Venture Technologies' VT-Cloud Watch portfolio reflects years of experience integrating various applications in our client environments. VT-Cloud provides the highest quality service from the industry's best and brightest engineers. [Learn More](#)
- **VT Colocation-** If you want to operate your hardware in a highly reliable, secure facility, VTCloud Collocation is for you. [Learn More](#)
- **VT IaaS-** Venture's high-performance solutions reduce your Total Cost of Ownership (TCO) while ensuring uninterrupted operation of your critical IT systems. [Learn More](#)
- **VT Backup-** Venture Technologies' Backup as a Service (Baas) provides customers with superior data protection via a managed, cloud-based solution. Utilizing backup technology from our partners at EMC, our VT-Cloud Backup service offers customers an enterprise-class solution that protects their data and provides peace of mind. [Learn More](#)



- **VT Recovery-** Without a reliable disaster prevention and recovery plan, your organization is at risk of costly downtime from the inability for your employees and customers to access critical applications, documents and communications tools. [Learn More](#)

### **VT-Safety First-Public Safety Division**

Venture Technologies provides NG 9-1-1 technology solutions for the Public Safety sector. Venture Technologies has collaborated with West Safety Services, Airbus DS, Stancil, Verint and ECaTS to deliver NG 9-1-1 technology to our customers and satisfy the most demanding communication needs of Public Safety organizations.

- **Call Handling-** VT Safety First offers best of class Call Management solutions from industry leaders such as, West and Airbus DS Communications. Based on our extensive data discovery process our E-911 Technical Architects are able to recommend the solution that is right for your PSAP operations. [Learn More](#)
- **GIS Locate-** Gain greater confidence and control in data accuracy, administrative costs, call routing and resource allocation. Public Safety GIS products provide better, more informed decision-making and a safer, more effective emergency response with intuitive and tightly integrated E9-1-1 and GIS solutions. [Learn More](#)
- **MIS-**The reporting trends of the NG9-1-1 environment require MIS solutions that will meet the needs of the modern PSAP while providing cost effective implementations for today's environment. [Learn More](#)
- **911 Watch-**Venture Technologies' VT-911 Watch portfolio reflects years of experience integrating various applications for our 911 client environments. VT-911 Watch provides the highest quality service from the industry's best and brightest engineers. [Learn More](#)
- **VT-Protect-** Next Generation 9-1-1 (NG9-1-1) and IP/SIP-based emergency communication system recording infrastructures'. [Learn More](#)

Venture Technologies provides public safety services for over 50-Public Safety Answering Points (PSAP) in Colorado, Wyoming and New Mexico. In fact, Venture Technologies is the largest 911-maintenance provider in the state of New Mexico today.

We provide On Premise solutions from West Safety Solutions, Airbus Defense Systems, Verint Recorders, Stancil Recorders and the Power ECaTS/ECaTS Cloud Based Management Information Systems (MIS). Venture Technologies conducts all of our own installation and project management services directly to the customers we serve. In fact, Venture is often utilized by our manufacturer partners to provide implementation services for their customers in other parts of the country and in territories, Venture Technologies does not traditionally serve. These implementation engagements speak to the high level of skill our Field Engineer's possess and it speaks to the confidence our 911 partners have in our Field Engineer's and the implementation services they provide.

As further evidence of our Public Safety and Next Generation 9-1-1 expertise, Venture Technologies provides the West VIPER system as a hosted solution in our Denver based datacenter. Venture Technologies deployed the Multi-Node VIPER hosting offering over 3 years ago and currently have several local Colorado 911 centers utilizing our hosted VIPER systems.



Venture Technologies also has extensive experience in the deployment of West Safety Solutions' TXT29-1-1 platform. To date, VT-Safety First has deployed seventeen (17) Colorado PSAP's with West TXT29-1-1 solution.

The public safety community looks to Venture Technologies and VT-Safety First for its strong, ongoing, proactive monitoring and support solutions that far exceed any of the capabilities provided by the traditional telecommunications providers in the marketplace today.

Our E911 Monitoring & Managed Services are what really sets VT-Safety First aside from traditional Public Safety providers. At Venture Technologies, we own and operate the Customer Service Centers (CSC) which provide 24x7x365 unlimited call-in support and our E911 Monitoring and Managed Services. Our Customer Portal is unlike any other product in the industry today. Our Monitoring Solution provides a comprehensive view of your solution with emphasis on Call-Handling, Mapping, CAD, MIS, and Network elements. VT Safety First understands that the modern PSAP Manager is responsible for the entire solution. This is why we monitor solution elements whether we sold them to you or not. The ability to have situational awareness is critical when problems occur.

We do not outsource our Customer Service Center nor the E911 Monitoring we provide. Meaning, we do not re-sell West Safety Solutions Sentry monitoring services. We base our 24/7 monitoring on SolarWinds and ORION applications. Furthermore, we have Venture Technologies employed System Administrators for these monitoring applications, which allows for a high level of customization for our public safety customers.

Moreover, all Venture Technologies CSC personnel are certified on all of our E911 product offerings and these certifications are audited on a yearly basis to maintain manufacturer competency and compliance. Moreover, we do not hire "Tip-Ring" Field Technicians to service Next Generation E911 systems.

As technology in the 911 industry continues to evolve beyond traditional dial tone, with the inception of VoIP technologies and Next Generation 911 concepts such as, Hosted ANI/ALI Controllers, Host-Remote configurations, Geo-Diverse configurations, 911 Text Messaging, Streaming IP video, IP Radio, IP Voice Recording, the 911 community requires a true technology partner which understands the complexity of these VoIP technologies, as well as, the ESInet IP networks which will be mandatory with these new Next Generation 911 environments.

Venture Technologies is the partner of choice and the right organization to deliver industry leading E911 support and maintenance, as well as provide the new 911 Next Generation technologies, which are inevitable in our industry.

#### **VT-Safety First: Superior Public Safety Service Offerings & What We Do Differently**

- West Safety Solutions, Airbus DS, ECaTS, Stancil and Verint Certified & Trained E911 support personnel for onsite and remote support.
  - Internal processes to ensure E911 manufacturer certifications are validated, and if needed renewed each year.
- Advanced knowledge of VoIP and Layer 2/3 environments inherent to "Next Generation 911" technologies and Host-Remote WAN configurations.



- VT-Safety First does not employ wireline Field Technicians for remedy and repair of Next Generation E911 systems.
- VT-Safety First Provides 24/7/365 Monitoring & Support of ALL 911 centers.
  - NO OUTSOURCING of manufacturer monitoring or monitoring of Alarm Panel. VT utilizes customized SolarWinds & ORION Monitoring Applications.
- 24x7x365 Customer Support Centers located in Denver, CO; Casper, WY and Jackson, MS
  - Direct VT employees, NO OUTSOURCING of Customer Support Center personnel.

## **Day 2 Support and 24/7 Proactive Monitoring for Public Safety Customer's**

VT-Safety First has developed and implemented a best of breed NextGen 9-1-1 Monitoring System especially for the new environment faced by PSAP Management.

Our Monitoring Solution and Customer Portal provide today's PSAP Management with all the tools required to make informed decisions and respond rapidly to the challenges faced when utilizing today's technology.

### **Monitoring the Next Generation of 9-1-1 Solutions**

VT Safety First Monitoring and Customer Portal provides functionality that is not offered by any other vendor or reseller in the market today. Our Solution is powerful and affordable monitoring software that enables you to quickly detect, diagnose, and resolve solution performance problems & outages

### **Monthly VT-Safety First 24x7x365 Proactive Monitoring System Reports**

Reports illustrate the overall health of the E-911 systems and are in addition to the Monthly MIS reports provided. Reports included "Monthly Trouble Ticket Summary" Overview of the PSAP's trouble tickets for that month. Reports included manufacturer Product Bulletin Notifications for new software releases and hot fixes for customer consideration.

## **2. Provide information regarding installations of the proposed system in Colorado**

**Venture Technologies Response:** Read, understood and comply with explanation. Venture Technologies has installed several VIPER systems across Colorado in recent years.

The current VIPER Multi-Node design at Arapahoe County E-911 Authority closely mirrors the VIPER system design we are proposing for GJRCC and GarCO.

The Arapahoe County Multi-Node VIPER design is comprised of two VIPER controllers, located at South Metro Fire and Littleton PD/FD, which support five other 911 centers; Englewood Police Department, Greenwood Village Police Department, the Glendale Police Department, the Arapahoe County Sheriff's Office and the Littleton Emergency Operating Center and the Arapahoe County Emergency Operating Center. In total, the two VIPER Nodes support forty-five call-taking positions across the entire VIPER design.

Venture Technologies is the Customer of Record for the Wide Area Network (WAN) which supports the VIPER Multi-Node design, as well as;

- Provides 24/7/365 Proactive Monitoring
- 24/7/365 Onsite and Remote Support
- Monthly Preventative Maintenance Visits



- Monthly System Reporting with Trouble Ticket Management Reports Monthly

Venture Technologies upgraded all the Arapahoe County sites to West Safety Services latest Map application, MapFlex. Lastly in 2014, Venture Technologies install West TXT2-911 SMS application at all the Arapahoe County 911 sites.

3. Provide information regarding installations of multi PSAP regional solutions such as that is envisioned in the RFI.

Venture Technologies Response: Read, understood and comply with explanation. Please see the Venture Technologies response to Section 10.0- COMPANY INFOMRAITON, Question #2 for the Arapahoe county Multi-Node VIPER solution.

In addition to the Arapahoe County Multi-Node deployment, in 2013 Venture Technologies implemented a single VIPER Node in Las Cruces, New Mexico which supports nine (9) remote 911 centers across the State of New Mexico.

The PSAP's included in this design are several hours away from one another as all the sites are spread North, South East and West across the state and are in very remote areas of New Mexico. The WAN is provided by CenturyLink via MPLS.

Venture Technologies provides;

- Provides 24/7/365 Proactive Monitoring
- 24/7/365 Onsite and Remote Support
- Monthly Preventative Maintenance Visits
- Monthly System Reporting with Trouble Ticket Management Reports Monthly.

4. Company Financials – provide basic company financial information.

Venture Technologies Response: Read, understood and comply with explanation. Due to the public nature of RFI's, Venture Technologies does not generally provide financial information.

However if contingent upon award, Venture Technologies will gladly disclose all necessary financial information for the Review Committee. It should be known that Venture Technologies revenues exceed \$200 million and our company is stronger today than it's ever been in our 29yrs history.

## SECTION 11.0: REFERENCES

Provide contact information and installed system information for at least three references that meet the following conditions:

1. Geo diverse system with PSAPs are dependent on third party network solutions
2. Must handle at least 300,000 calls per year for a single PSAP or more than 1,000,000 for all participating PSAPs.

Venture Technologies Response: Read, understood and comply with explanation. Please see the "Venture Technologies Customer References" for review.

**SECTION 12.0: RESPONSE FORM**

**9-1-1 PHONE SOLUTION RFI-4382-17-SH**

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*The Owner reserves the right to accept any portion of the work to be performed at its discretion*  
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The undersigned has thoroughly examined the entire Request for Information and therefore submits the Information attached hereto.

**RECEIPT OF ADDENDA:** the undersigned Contractor acknowledges receipt of Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received:   1  .

**It is the responsibility of the Proposer to ensure all Addenda have been received and acknowledged.**

Venture Technologies  
Company Name – (Typed or Printed)

\_\_\_\_\_  
Authorized Agent – (Typed or Printed)

[Signature]  
Authorized Agent Signature

\_\_\_\_\_  
Phone Number

8650 Concord Cntr. Dr., Englewood, CO 80112  
Address / City / State / Zip

\_\_\_\_\_  
E-mail Address of Agent

7/6/17  
Date



## ATTACHMENT A

1. **Workstation Functionality:** Following are the number of workstations for each agency as described in Section 2.14:

	<b># of Workstations</b>	<b>Number of 911 Circuits and Number of Admin Lines</b>
<b>GJRCC</b>	(22) Consoles	(8) 911, (32) Admin
<b>GarCO</b>	(8) Consoles (+4) Remote Laptop	(6) 911, (19) Admin
<b>Pitkin Co</b>	(5) Consoles	(6) 911, 11 Admin
<b>Vail</b>	(6) Consoles	(10) 911, 8 Admin

2. **Additional PSAPs:** The following agency PSAPs could potentially be added in the future:

Pitkin County  
Vail Communications  
Rio Blanco County  
Montrose County

Delta County  
Gunnison County  
Summit County

3. **MAP:**

- 911 Phone Systems**
-  Grand Junction- Garfield CO  
Shared PAT 3.2
  -  Pitkin CO- Vail  
Shared PAT 3.3
  -  Summit CO
  -  Stand Alone PAT 3.3
  -  Montrose CO, (inc) METSA
  -  Stand Alone Vesta 4.3.1
  -  Gunnison CO
  -  Stand Alone Vesta 4.3
  -  Delta CO
  -  Stand Alone Vesta 4.3
  -  Rio Blanco CO, Rangely
  -  Stand Alone Vesta 4.3













## GENERAL SALES TERMS & CONDITIONS – ISC, INC. DBA VENTURE TECHNOLOGIES

1. **General** - These general sales terms and conditions apply to the contractual relationship of ISC, Inc. DBA Venture Technologies ("Venture") with the party purchasing product from Venture (the "Buyer"). Venture reserves the right to contract out all or part of the work, goods or services to be delivered to Buyer hereunder. All sales are final. Shipments are C.O.D. unless an open account has been approved and terms established on cash prices. Venture accepts Master Card, Visa, American Express and Discover for amounts less than \$5,000. All pricing is subject to change without notice.
2. **Deliveries** – Venture understands the importance of quick delivery for today's IT landscape and provides maximum delivery flexibility. Venture utilizes very large inventories from several vendor-partners, ensuring customers' uninterrupted supply and quick reaction to unanticipated requirements. Venture charges competitive shipping rates and uses Federal Express, Airborne Express and UPS as its primary shipping partners. Freight charges are prepaid and added to invoice, at Buyer's expense, unless different terms are agreed upon prior to receipt and acceptance of purchase orders. Quoted delivery dates are approximate and subject to product availability at time of receipt of order. Venture will make all reasonable efforts to meet quoted delivery dates, but will not be liable for its failure to do so because of circumstances beyond its control. Packaging is at the discretion of Venture, at the cost of Buyer. Purchase of goods is deemed to occur as of the time the goods are placed in transit to Buyer, and Buyer shall assume all risk of loss and risk of damage to the goods once placed in transit. Venture reserves the right to replace the goods that are the object of this agreement with goods of equivalent specification on condition that this does not result in either an increase in the price or a change in quality for the Buyer.
3. **Taxes** – All prices hereunder are listed exclusive of tax, and any tax imposed by reason of this sale are the responsibility of the Buyer. Buyer agrees to furnish any written documentation necessary to support a claim of non-taxability, including but not limited to a wholesaler's license or tax exemption certificate. Prices are subject to change to reflect tax changes regarding component costs to Venture or its suppliers. Buyer further agrees to promptly provide Venture written proof that any taxes imposed on the sale have been remitted and paid by Buyer once Buyer has paid same.
4. **Warranties** – Venture warrants that those products and goods that are manufactured by Venture, if any, will be as specified and will be free of defects in material and workmanship for a period of one year from the date of delivery. Venture does not warrant any products or goods sold hereunder that are not manufactured by Venture; but Venture will transfer to Buyer upon sale any and all manufacturer's warranties held by Venture that are associated with such products and goods. Venture is available to assist with any warranty issues with specific manufacturers. Manufacturer's warranties start from the date of distributor or manufacturer invoice to Venture. **OTHER THAN THE WARRANTIES SET FORTH ABOVE, ALL PRODUCTS AND GOODS SOLD HEREUNDER ARE SOLD "AS IS" AND WITH NO OTHER WARRANTY WHATSOEVER. VENTURE HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER PURPOSE REQUESTED OR INDICATED BY BUYER.**
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7. **Confidentiality** – Venture is the sole owner of the information collected through Venture or via [www.isccorp.net](http://www.isccorp.net), Venture only has access to/collects information that Buyer voluntarily gives Venture. Venture will not sell or rent this information to anyone. Venture will use your information to respond to you, regarding the reason you contacted us. Venture will not share your information with any third party outside of our organization, other than as necessary to fulfill your requestor process an order. Unless you ask us not to, Venture may contact you via email in the future to tell you about specials, new products, marketing events or services, or changes to this privacy policy. You may opt out of any future contacts from us at any time, by contacting us via the email address or phone number provided on Venture's website. Venture's website contains links to other sites, and Venture is not responsible for the content or privacy practices of such other sites. Venture encourages users to be aware when they leave Venture's website and to read privacy statements of any other sites prior to providing Buyers' information to same.
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6. **Damages and Limits Of Liability** – Venture shall not be liable for any direct or indirect, special, incidental, consequential or punitive damages of any kind, whether based on contract, tort, or other legal theory or for any loss of revenue or profits, loss of data or loss of business, or other financial losses arising out of the sale, installation, service or use of products or provision of services, even if it has been advised of the possibility thereof. Venture does not authorize any other person to assume such liability on its behalf. Under no circumstances may Venture's liability exceed, and in all cases Venture's liability hereunder shall be limited to, the amount Venture has actually been paid by Buyer.
7. **Confidentiality** – Venture is the sole owner of the information collected through Venture or via [www.isccorp.net](http://www.isccorp.net), Venture only has access to/collects information that Buyer voluntarily gives Venture. Venture will not sell or rent this information to anyone. Venture will use your information to respond to you, regarding the reason you contacted us. Venture will not share your information with any third party outside of our organization, other than as necessary to fulfill your requestor process an order. Unless you ask us not to, Venture may contact you via email in the future to tell you about specials, new products, marketing events or services, or changes to this privacy policy. You may opt out of any future contacts from us at any time, by contacting us via the email address or phone number provided on Venture's website. Venture's website contains links to other sites, and Venture is not responsible for the content or privacy practices of such other sites. Venture encourages users to be aware when they leave Venture's website and to read privacy statements of any other sites prior to providing Buyers' information to same.
8. **Offsets** – Buyer is not entitled to make any offset or retention hereunder, or withhold payments hereunder, and Buyer is prohibited to invoice or back-charge Venture for any amount not agreed to by Venture in writing.
9. **Miscellaneous** – This agreement is the exclusive statement of the parties with respect to the subject matter hereof, supersedes any prior or contemporaneous communications, shall be interpreted and enforced in accordance with laws of the State of Wyoming, and shall not be amended except in writing executed by Buyer and Venture. To the extent that any provision hereof is held illegal, invalid, or unenforceable in whole or in part, such provision or portion hereof will become ineffective, and will be deemed modified to the extent necessary to conform to applicable law so as to give maximum effect to such provision or portion hereof, and the balance hereof shall remain enforceable and binding between the parties. No waiver of the terms hereof (whether by course of dealing or otherwise) shall be effective unless in writing signed by the party to be charged with such waiver.





## GENERAL SALES TERMS & CONDITIONS – ISC, INC. DBA VENTURE TECHNOLOGIES

1. **General** - These general sales terms and conditions apply to the contractual relationship of ISC, Inc. DBA Venture Technologies ("Venture") with the party purchasing product from Venture (the "Buyer"). Venture reserves the right to contract out all or part of the work, goods or services to be delivered to Buyer hereunder. All sales are final. Shipments are C.O.D. unless an open account has been approved and terms established on cash prices. Venture accepts Master Card, Visa, American Express and Discover for amounts less than \$5,000. All pricing is subject to change without notice.
2. **Deliveries** - Venture understands the importance of quick delivery for today's IT landscape and provides maximum delivery flexibility. Venture utilizes very large inventories from several vendor-partners, ensuring customers' uninterrupted supply and quick reaction to unanticipated requirements. Venture charges competitive shipping rates and uses Federal Express, Airborne Express and UPS as its primary shipping partners. Freight charges are prepaid and added to invoice, at Buyer's expense, unless different terms are agreed upon prior to receipt and acceptance of purchase orders. Quoted delivery dates are approximate and subject to product availability at time of receipt of order. Venture will make all reasonable efforts to meet quoted delivery dates, but will not be liable for its failure to do so because of circumstances beyond its control. Packaging is at the discretion of Venture, at the cost of Buyer. Purchase of goods is deemed to occur as of the time the goods are placed in transit to Buyer, and Buyer shall assume all risk of loss and risk of damage to the goods once placed in transit. Venture reserves the right to replace the goods that are the object of this agreement with goods of equivalent specification on condition that this does not result in either an increase in the price or a change in quality for the Buyer.
3. **Taxes** - All prices hereunder are listed exclusive of tax, and any tax imposed by reason of this sale are the responsibility of the Buyer. Buyer agrees to furnish any written documentation necessary to support a claim of non-taxability, including but not limited to a wholesaler's license or tax exemption certificate. Prices are subject to change to reflect tax changes regarding component costs to Venture or its suppliers. Buyer further agrees to promptly provide Venture written proof that any taxes imposed on the sale have been remitted and paid by Buyer once Buyer has paid same.
4. **Warranties** - Venture warrants that those products and goods that are manufactured by Venture, if any, will be as specified and will be free of defects in material and workmanship for a period of one year from the date of delivery. Venture does not warrant any products or goods sold hereunder that are not manufactured by Venture; but Venture will transfer to Buyer upon sale any and all manufacturer's warranties held by Venture that are associated with such products and goods. Venture is available to assist with any warranty issues with specific manufacturers. Manufacturer's warranties start from the date of distributor or manufacturer invoice to Venture. OTHER THAN THE WARRANTIES SET FORTH ABOVE, ALL PRODUCTS AND GOODS SOLD HEREUNDER ARE SOLD "AS IS" AND WITH NO OTHER WARRANTY WHATSOEVER. VENTURE HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER PURPOSE REQUESTED OR INDICATED BY BUYER.
5. **Returns** - All return requests are contingent upon Venture, and manufacturer/distributor approval. Returns are subject to restock fees based on condition of product, timeframe and reason for return. Return requests must be made within 30 days of Venture invoice date. Products must be unopened and in new condition to expedite return process. Opened and or used products are generally not eligible for return. If a return request involves opened or used product, return authorization is subject to restock fee if approved. All original packaging must be saved, as any returns must be returned packaged as close to new as possible with all original miscellaneous items such as cables, manuals, and padding included. If a return is necessary, please contact your Venture sales representative to initiate approval process for an Return Merchandise Authorization (RMA) Number and shipping instructions. Please do not write on outside of any packaging for returns; this will nullify the return approval. All return information must be placed upon the return-shipping label, including without limitation return address and RMA Number. All return shipments shall be paid for by Buyer, and made within 20 days of the issuance of an RMA Number. Claims for shortages or incorrect merchandise shipped must be made within 15 days of shipment. TO INITIATE A RETURN, PLEASE CALL VENTURE CUSTOMER ASSISTANCE AT 888-525-8933.
6. **Damages and Limits Of Liability** - Venture shall not be liable for any direct or indirect, special, incidental, consequential or punitive damages of any kind, whether based on contract, tort, or other legal theory or for any loss of revenue or profits, loss of data or loss of business, or other financial losses arising out of the sale, installation, service or use of products or provision of services, even if it has been advised of the possibility thereof. Venture does not authorize any other person to assume such liability on its behalf. Under no circumstances may Venture's liability exceed, and in all cases Venture's liability hereunder shall be limited to, the amount Venture has actually been paid by Buyer.
7. **Confidentiality** - Venture is the sole owner of the information collected through Venture or via [www.isccorp.net](http://www.isccorp.net), Venture only has access to/collects information that Buyer voluntarily gives Venture. Venture will not sell or rent this information to anyone. Venture will use your information to respond to you, regarding the reason you contacted us. Venture will not share your information with any third party outside of our organization, other than as necessary to fulfill your requestor process an order. Unless you ask us not to, Venture may contact you via email in the future to tell you about specials, new products, marketing events or services, or changes to this privacy policy. You may opt out of any future contacts from us at any time, by contacting us via the email address or phone number provided on Venture's website. Venture's website contains links to other sites, and Venture is not responsible for the content or privacy practices of such other sites. Venture encourages users to be aware when they leave Venture's website and to read privacy statements of any other sites prior to providing Buyers' information to same.
8. **Offsets** - Buyer is not entitled to make any offset or retention hereunder, or withhold payments hereunder, and Buyer is prohibited to invoice or back-charge Venture for any amount not agreed to by Venture in writing.
9. **Miscellaneous** - This agreement is the exclusive statement of the parties with respect to the subject matter hereof, supersedes any prior or contemporaneous communications, shall be interpreted and enforced in accordance with laws of the State of Wyoming, and shall not be amended except in writing executed by Buyer and Venture. To the extent that any provision hereof is held illegal, invalid, or unenforceable in whole or in part, such provision or portion hereof will become ineffective, and will be deemed modified to the extent necessary to conform to applicable law so as to give maximum effect to such provision or portion hereof, and the balance hereof shall remain enforceable and binding between the parties. No waiver of the terms hereof (whether by course of dealing or otherwise) shall be effective unless in writing signed by the party to be charged with such waiver.



## Customer References

<b>Arapahoe County E-911: Littleton, Colorado (VIPER)</b>
<b>Site Contact:</b> Bruce Romero-Executive Director
<b>Office:</b> 303.795.4299
<b>Email:</b> <a href="mailto:BRomero@arapahoegov.com">BRomero@arapahoegov.com</a>
<b>West Safety Solutions VIPER/Power 911 System Details</b>
<i>*VIPER Multi-Node System installed in Q1 2013 deployed across a Venture Technologies managed Wide Area network.</i>
<i>*Forty-one (41)-Call-Taking positions across 7-PSAP' and 2-EOC's</i>
<i>*West TXT29-1-1 Services Deployed and Supported by Venture Technologies</i>
<i>*Power ECaTS to be deployed by Venture Technologies in Q3 2016.</i>
<b>*Site Notes-</b> Venture Technologies won the Arapahoe County E911 Authority RFP in 2011 for 24/7/365 Monitoring, Onsite Support and Remote Support Maintenance services for their VIPER/Power 911 infrastructure.
In 2012, Venture Technologies also won the Arapahoe County Wide Area Network (WAN) RFP. The intent of the WAN was to support the Multi-Node VIPER project.
In 2013 Venture Technologies was awarded the VIPER Upgrade Project and as such, deployed a Multi-Node VIPER system across the 7-PSAP's with forty-one (41) all-taking positions utilizing the WAN Venture deployed the previous year.
As a result of these multiple awards, Venture Technologies provides 24/7 support and monitoring of the Arapahoe County VIPER/Power 911 infrastructure, as well as 24/7 support and monitoring of the WAN which connects the Multi-Node VIPER's located at Littleton PD and Metcom to all the remote PSAP's throughout Arapahoe County. We also provide West software support. VT provided Project Management service for all Arapahoe County E911 projects. In addition, Venture is also responsible for 24/7 Monitoring and 24/7 Support of the Stencil IP Recording environment.





## Customer References

<b>Douglas County Sheriff Office: Castle Rock, CO. (VIPER)</b>
<b>Site Contact:</b> Grace Reinis-Communications Manager Douglas Regional 911 / Douglas County Sheriff's Office
<b>Office:</b> (303) 660-7523
<b>Email:</b> <a href="mailto:greinis@dcsheriff.net">greinis@dcsheriff.net</a>
<b>West Safety Solutions VIPER/Power 911 System Details</b>
<i>*Venture Technologies Hosted Multi-Node VIPER Infrastructure at the VT Colorado Datacenters</i>
<i>*Twelve (12) Power 911 Call-Taking positions</i>
<i>* West TXT29-1-1 Services Deployed and Supported by Venture Technologies</i>
<i>*Power ECaTS to be deployed by Venture Technologies in Q4 2016.</i>
<b>*Site Notes-</b> Venture Technologies deployed our Hosted VIPER solution in 2013 for the Douglas County Sheriff's Office. The PSAP is connected to the VT Datacenter's through redundant WAN carriers with 911 CAMA and Administration lines remaining locally for survivability purposes. In addition to providing the WAN and the Hosted VIPER solution, Venture is also responsible for 24/7 monitoring and support of the County's Verint Recording infrastructure. Today, we currently provide 24/7 monitoring and onsite support through our redundant Customer Service Centers. We also provide West software support, as well as Verint software support as part of our all-encompassing Hosted offering.



## Customer References

<b>Castle Rock Police Department: Castle Rock, CO. (VIPER)</b>
<b>Site Contact:</b> Cindi Dieck- Communications Manager Castle Rock Police Department
<b>Office:</b> 303-663-6124
<b>Email:</b> CDieck@crgov.com
<b>West Safety Solutions VIPER/Power 911 System Details</b>
<i>*Venture Technologies Hosted Multi-Node VIPER Infrastructure at the VT Colorado Datacenters</i>
<i>*Four (4) Power 911 Call-Taking positions</i>
<i>* West TXT29-1-1 Services Deployed and Supported by Venture Technologies</i>
<i>*Power ECaTS to be deployed by Venture Technologies in Q4 2016.</i>
<b>*Site Notes-</b> Venture Technologies deployed our Hosted VIPER solution in 2013 for the Castle Rock Police Department. The PSAP is connected to the VT Datacenter's through redundant WAN carriers with 911 CAMA and Administration lines remaining locally for survivability purposes. In addition to providing the WAN and the Hosted VIPER solution, Venture is also responsible for 24/7 monitoring and support of the Police department's Verint Recording infrastructure. Today, we currently provide 24/7 monitoring and onsite support through our redundant Customer Service Centers. We also provide West software support, as well as Verint software support as part of our all-encompassing Hosted offering.





## Customer References

<b>New Mexico Department of Public Safety (NM State Patrol) (VIPER)</b>
<b>Site Contact:</b> Glendora Orphey-Deputy Director of Communications New Mexico Department of Public Safety
<b>Office:</b> 505-841-9238
<b>Email:</b> <a href="mailto:Glendora.Orphey@state.nm.us">Glendora.Orphey@state.nm.us</a>
<b>West Safety Solutions VIPER/Power 911 System Details</b>
<i>*Host/Remote VIPER-Power 911 system deployed in Las Cruces, NM.</i>
<i>*TOTAL of 40-Power 911 Call-Taking Positions. Six (6) Call-Taking Positions at the Host location supporting Thirty-Four (34) Call-Taking Positions across a nine (9) Remote VIPER PSAP's.</i>
<b>*Site Notes-</b> Venture Technologies won the RFP for Life Line/VIPER/Power 911 maintenance services in 2008 for the State Patrol. Venture Technologies deployed a VIPER Host/Remote system in Q1 2013 in Las Cruces, NM. This Host VIPER is connected to the remote VIPER sites through a state provided MPLS network. Venture Field Engineer's provided the onsite installation and configuration at the Host site, as well as, the remote VIPER sites. Venture also provided the Project Management services for the entire project. Today, Venture Technologies currently provide 24/7 monitoring and onsite support through our redundant Customer Service Centers. We also provide Day 2 maintenance and West software support to all the DPS sites.

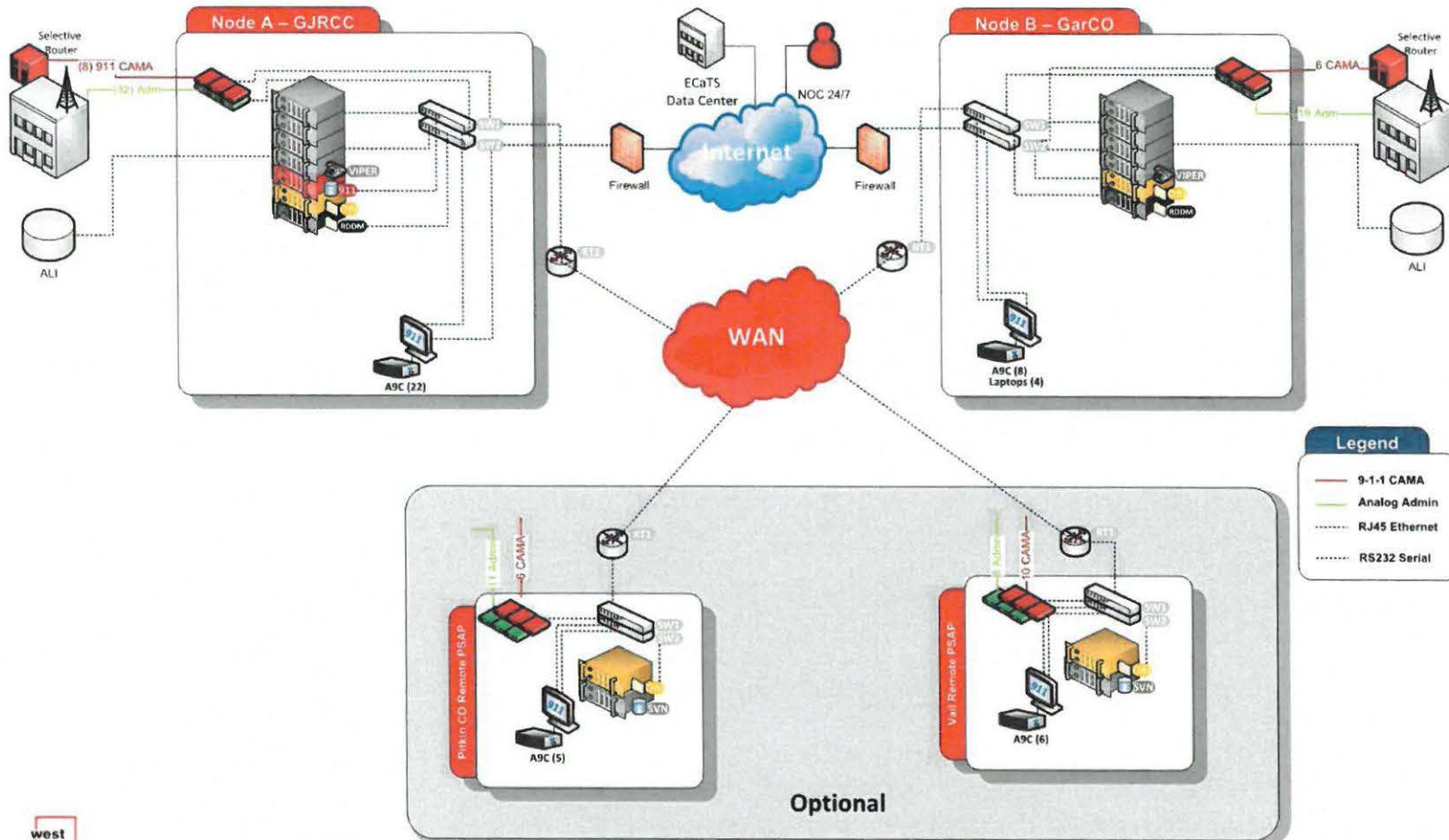




## Customer References

<b>Mesilla Valley Regional Dispatch Authority (MRVDA): Las Cruces, New Mexico (VIPER)</b>
<b>Site Contact:</b> Hugo Costa- 911 Director
<b>Office:</b> (575) 647-6801
<b>Email:</b> <a href="mailto:HCosta@MVRDA.org">HCosta@MVRDA.org</a>
<b>West Safety Solutions VIPER/Power 911 System Details</b>
<i>*Standalone VIPER system supporting 18-Call-Taking positions.</i>
<i>*Eighteen (18) Power 911 Call-Taking positions</i>
<b>*Site Notes-</b> Venture Technologies won MRVDA's RFP for maintenance services in 2013 for 24/7/365 Monitoring, Onsite Support and Remote Support Maintenance services for their Cassidian 911 infrastructure.
In 2015, the center received a new PSAP and consequently decided switch manufacturer's and install a new VIPER/Power 911 system which Venture Technologies deployed in Q4 2015.
Today, venture Technologies currently provide 24/7 monitoring and onsite support through our redundant Customer Service Centers. We also provide Day 2 maintenance and West software support.

# CITY OF GRAND JUNCTION VIPER SYSTEM DIAGRAM



**Legend**

- 9-1-1 CAMA
- Analog Admin
- ..... RJ45 Ethernet
- - - - RS232 Serial





## SAMPLE OF A TYPICAL ACCEPTANCE TEST PLAN

West's implementation methodology may include multiple levels of testing in order to validate the correct operation of the proposed solution and its functional components. As part of the system acceptance process, West performs to the system a complete inspection and acceptance testing procedure. This process in most cases involves applying a series of testing plans to verify the compliance of the solution with the different aspects of the system requirements established by the customer.

The System Acceptance Testing will be used to accept the site installation. System Acceptance testing is applied prior to initiating the site cutover plan and is performed after completion of the functional, integration and performance testing.

This testing instance will confirm that the proposed system is ready to go into production. Once the System Acceptance Testing is completed the Site is officially accepted and standard warranty and maintenance services start.

### **Planning and Preparation of Test Procedures**

Test procedures generally comprise a series of well defined cases or operative scenarios. Every test planning involves the design of testing scenarios where each scenario is thoughtfully designed. Testing procedures typically describe system pre-requisites, materials and tools to be used for the execution of each scenario. Westn testing plans includes detailed steps to implement each scenario as well as the expected results.

Sample tests can be provided to the Agency for further reference about West testing methodology.

### **Roles and Responsibilities**

The following section defines in general terms the roles and responsibilities of both parties throughout the different testing levels being considered for the project. A detailed set of roles and responsibilities is proposed during the project implementation.

#### West Responsibilities

- Development of testing plans and procedures.
- Selection and recommendation of testing tools, environment, processes and methods for recording test results and monitoring testing progress.
- Participation in testing activities, make available appropriate personnel.
- Certification of the site(s) as ready for testing.
- Demonstration of all functionality according to the technical documentation, system design documents, and acceptance test plan.
- Documentation and reporting of test results.
- Revision and correction of software and/or documentation discrepancies that are identified during testing procedures according to the resolution criteria established.

#### Agency Responsibilities

- Comment and approval of test plans provided by West.
- Participation in the testing activities; making available appropriate personnel with appropriate technical and legal authority.
- Conduct test procedures based on the approved Testing Plans.
- Identification in writing of each discrepancy in system functionality or expected performance between the implemented system and functionality described in the system design documents.



- Work with West technical team to identify the type of correction needed, according to the approved resolution criteria.

**Sample Acceptance Test Procedure**

The following section provides a Sample testing procedure for the proposed solution; final testing plan may vary and can be adjusted based on approved functionality. Test plan will be mutually agreed and must be approved by the Agency before being implemented.

**POWER 911 Server software**

Purpose: Validate the software installed on the servers.

Description: Inspection and explanation.

Prerequisites: Delivery of server software.

Verify that appropriately licensed copies of the following software are installed:

- Microsoft Windows 2003 Server;
- MS SQL 2000 Enterprise Edition;

<b>Functionality Proven?</b>	<b>Pass [ ] Fail [ ]</b>
<b>Comments</b>	

**Workstation software & DOCUMENTATION**

Purpose: Validate the software installed on the workstations.

Description: Demonstration and explanation.

Prerequisites: Delivery of documentation and workstation software components.

- Verify that each IWS workstation is using Licensed Power application(s) by looking to see if each workstation has an installed HASP key;
- Verify that the numbers of software license are in accordance to the contract.
- Confirm the delivery of manuals (in English) for the following products:
  - Power 911 (User Manual, Setup & Administrator Guide and Application Guide);
  - Configurator for Power 911 (User Guide);

<b>Functionality Proven?</b>	<b>Pass [ ] Fail [ ]</b>
<b>Comments</b>	

**Power 911 workstation configuration**

- Purpose: Validate the delivery and configuration of the Power 911 workstation computers.
- Description: Inspection and validate the equipment list.
- Prerequisites: Installation and configuration of Power 911 software;
- a) Start Power 911;
  - b) Log in with a valid user name;
  - c) Take a call and verify that voice path is correct.

Functionality Proven?	Pass [ ] Fail [ ]
Comments	

**User validation**

Power 911 user

- Purpose: Demonstrate the Power 911 Login.
- Description: Demonstration and explanation.
- Prerequisites: Installation and configuration of Windows 2003 server;  
Installation and configuration of Power 911 (including the Configurator).
- a) Login to Windows as Administrator;
  - b) Open the Configurator for Power 911 and create User1;
  - c) Logoff of Windows;
  - d) Login to Windows as User1;
  - e) Power 911's login panel automatically appears;
  - f) Login as User1;
  - g) Power 911's GUI will appear;
  - h) ALT + F4 to close logout of Power 911.
  - i) Login panel appears;
  - j) Login as User2;
  - k) Error message should appear since User2 has not been created into the Configurator.

Functionality Proven?	Pass [ ] Fail [ ]
Comments	

**TELEPHONY FUNCTIONALITY**



This section is intended to verify the ability of the West's E9-1-1 Emergency Response System to provide the functions of a telephone for the presentation of voice traffic to the call takers. This includes the ability to answer calls, transfer calls, place calls on hold, initiate calls, etc... Power 911 features like Call Queueing, ANI/ALI reception, IRR and TTY are also verified.

**911 Call Queueing, Call Answering and ACDR Call log**

*Pre-requisites: Multiple line appearances configured on both IWS positions 1 and 2.  
Sticky ALI shall be turned off.*

- a) Dial 911 from designated 9-1-1 test phone;
- b) Verify that on both IWS positions 1 and 2, the QUEUE button is presented with a call.
- c) Click on the QUEUE button to answer the call.
- d) Verify that the voice path is of good audio quality;
- e) ANI should appear in the Telephony panel;
- f) ALI should appear in the Automatic Location Identification panel;
- g) Verify that the origin (trunk group) of the call is properly identified on the QUEUE button;
- h) Click on Hold;
- i) The Hold indicator area becomes GREEN and an "I" appears;
- j) Verify that ANI/ALI disappears from the Automatic Location Identification panel;
- k) Click on the QUEUE button with call on hold;
- l) Verify that the ANI/ALI reappears in the Automatic Location Identification panel;
- m) The green Hold indicator area with the "I" will disappear;
- n) Click on the Release key to end the call;
- o) The ANI and ALI portions of the screen on the workstation will clear out;
- p) Verify that the log (ACDR) printer logs the call;

Functionality Proven?	Pass [ ]	Fail [ ]
Comments		

**Agent/Trainer Mute Function**

*Note: Confirm that the Power 911 user is configured with Handset Control Combined (Power 911 Configurator - Profile/Telephony attributes)*

- a) Dial 911 from designated 9-1-1 test phone;
- b) The QUEUE button should be presented with a call.
- c) Click on the QUEUE button to answer the call.
- d) Verify that the voice path is of good audio quality (both ways);
- e) Select the Mute button located in the Telephony module;
- f) Verify that both agent and trainer handset mouthpieces are properly muted;
- g) Select the Mute button again;
- h) Verify that both agent and trainer handset mouthpieces are properly unmuted;



- i) Release the call;

<b>Functionality Proven?</b>	<b>Pass [ ] Fail [ ]</b>
<b>Comments</b>	

**Request for retransmission of ALI (SUBJECT to service availability)**

- a) While on an active 911 call, click on RTX;
- b) A message "RTX request completed" will appear in the Power 911 Message Display area;
- c) ANI/ALI will be redisplayed in the panel.

<b>Functionality Proven?</b>	<b>Pass [ ] Fail [ ]</b>
<b>Comments</b>	

**Manual ALI query (SUBJECT to service availability)**

*Pre-requisites: Manual DBR configured on IWS position 1 and/or 2 (Power 911 Configurator - Profile/User attributes)*

- a) Click on the "DBR" button;
- b) Enter the ANI or telephone number using the keyboard keypad (format as "NPA-NNX-TNTN", where "NPA" is the area code);
- c) Press enter on the keyboard;
- d) Verify that the Subscriber Record panel is populated with the ANI/ALI;
- e) Close the "DBR" window to go back to the ALI window;
- f) Click on the "DBR" button again;
- g) Verify that the old DBR request record still appears;

<b>Functionality Proven?</b>	<b>Pass [ ] Fail [ ]</b>
<b>Comments</b>	

# GarCO - West VIPER System

## Environmental and Power Data

Space Requirements										
Cabinet Dimensions in Inches	Height:	82	Width:	24	Depth:	32	Front Door Swing:	22	Rear Door Swing:	22
	Cabinet Loaded Weight in lbs	628			<b>Note:</b>	The cooling cap on the 7' cabinet is removeable and reduces the height by 3 inches				

Back Room Power Requirements		
Receptacles Required:	3	<b>Note:</b> Standard 3 prong grounded 110A plugs are provided with the VIPER cabinet unless twist lock (or customer specified) specified prior to close of sale
Circuits	A minimum of 2 (two) 15 Amp Circuits is required.	<b>Note:</b> If greater than 15 Amp Circuits are provided, it must be specified prior to close of sale. At least one of the 2 circuits must be able to supply power for 2 Power Bars or a 3rd circuit must be supplied.
Grounding:	Number 6 AWG connected to the Building Ground Bar or System	
Shielding:	It is recommended that cabinet be placed where it is <b>not</b> susceptible to RF or EM interference	

Environmental Tolerances			
Temperature	+32° F to +91.4°F	Humidity	20% to 80%

Back Room Heat Dissipation and Power Draw			
Back Room Normal Operating Load	4318	BTUs/hr	
Distributed Power Draw	UPS A	659 VA	UPS B 659 VA UPS C 454 VA (optional)
Total Backroom Power Draw	1772	VA	

Front Room Heat Dissipation and Power Draw			
Front Room Normal Operating Load	1998	BTUs/hr	Distributed Power Draw per Position 103 VA

Miscellaneous			
Distributed Power Draw per IP Phone	N/A	VA	Number of Cat 5 Cable Required Per IP Phone 1
Number of Cat 5 Cable Required Per Workstation:	3		Number of Power Receptacles Required Per Workstation: 3
<b>Note:</b>	1 Cat 5 (or better) Cable should be pulled for each workstation to connect to the site's Long Term Recorder		

rev 8

Prepared By:  
Jerry Pope / Sales Engineer



Date Prepared: June 27th, 2017



# GJRCC - West VIPER System

## Environmental and Power Data

Space Requirements										
<b>Cabinet Dimensions in Inches</b>	Height:	82	Width:	24	Depth:	32	Front Door Swing:	22	Rear Door Swing:	22
<b>Cabinet Loaded Weight in lbs</b>	703		<b>Note:</b>	The cooling cap on the 7' cabinet is removeable and reduces the height by 3 inches						

Back Room Power Requirements		
Receptacles Required:	3	<b>Note:</b> Standard 3 prong grounded 110A plugs are provided with the VIPER cabinet unless twist lock (or customer specified) specified prior to close of sale
Circuits	A minimum of 2 (two) 15 Amp Circuits is required.	<b>Note:</b> If greater than 15 Amp Circuits are provided, it must be specified prior to close of sale. At least one of the 2 circuits must be able to supply power for 2 Power Bars or a 3rd circuit must be supplied.
<b>Grounding:</b>	Number 6 AWG connected to the Building Ground Bar or System	
<b>Shielding:</b>	It is recommended that cabinet be placed where it is <b>not</b> susceptible to RF or EM interference	

Environmental Tolerances			
<b>Temperature</b>	+32° F to +91.4°F	<b>Humidity</b>	20% to 80%

Back Room Heat Dissipation and Power Draw					
<b>Back Room Normal Operating Load</b>	5596	BTUs/hr			
<b>Distributed Power Draw</b>	UPS A	718 VA	UPS B	718 VA	UPS C 861 VA (optional)
<b>Total Backroom Power Draw</b>	2297	VA			

Front Room Heat Dissipation and Power Draw				
<b>Front Room Normal Operating Load</b>	5495	BTUs/hr	<b>Distributed Power Draw per Position</b>	103 VA

Miscellaneous			
<b>Distributed Power Draw per IP Phone</b>	VA	<b>Number of Cat 5 Cable Required Per IP Phone</b>	1
<b>Number of Cat 5 Cable Required Per Workstation:</b>	3	<b>Number of Power Receptacles Required Per Workstation:</b>	3
<b>Note:</b>	1 Cat 5 (or better) Cable should be pulled for each workstation to connect to the site's Long Term Recorder		

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Prepared By:  
Jerry Pope / Sales Engineer



Date Prepared: June 27th, 2017



# Pitkin - West VIPER System

## Environmental and Power Data

Space Requirements										
Cabinet Dimensions in Inches	Height:	52	Width:	24	Depth:	32	Front Door Swing:	22	Rear Door Swing:	22
	Cabinet Loaded Weight in lbs	500			Note:	The cooling cap on the 4' cabinet is removeable and reduces the height by 3 inches				

Back Room Power Requirements			
Receptacles Required:	3	Note:	Standard 3 prong grounded 110A plugs are provided with the VIPER cabinet unless otherwise specified prior to close of sale
Circuits	A minimum of 2 (two) 15 Amp Circuits is required.	Note:	If other than 15 Amp Circuits are provided, it must be specified prior to close of sale. At least one of the 2 circuits must be able to supply power for 2 Power Bars or a 3rd circuit must be supplied.
Grounding:	Number 6 AWG connected to the Building Ground Bar or System		
Shielding:	It is recommended that cabinet be placed where it is <b>not</b> susceptible to RF or EM interference		

Environmental Tolerances			
Temperature	+32° F to +91.4° F	Humidity	20% to 80%

Back Room Heat Dissipation and Power Draw									
Back Room Normal Operating Load	2549	BTUs/hr							
Distributed Power Draw	UPS A	296	VA	UPS B	296	VA	UPS C	454	VA (optional)
Total Backroom Power Draw	1046	VA							

Front Room Heat Dissipation and Power Draw					
Front Room Normal Operating Load	1249	BTUs/hr	Distributed Power Draw per Position	103	VA

Miscellaneous				
Distributed Power Draw per IP Phone	N/A	VA	Number of Cat 5 Cable Required Per IP Phone	1
Number of Cat 5 Cable Required Per Workstation:	3		Number of Power Receptacles Required Per Workstation:	3
Note: 1 additional Cat 5 Cable should be pulled for each workstation for connectivity to the Site Long Term Recorder.				

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# Vail - West VIPER System

## Environmental and Power Data

Space Requirements										
Cabinet Dimensions in Inches	Height:	52	Width:	24	Depth:	32	Front Door Swing:	22	Rear Door Swing:	22
	Cabinet Loaded Weight in lbs	502			<b>Note:</b>	The cooling cap on the 4' cabinet is removeable and reduces the height by 3 inches				

Back Room Power Requirements		
Receptacles Required:	3	<b>Note:</b> Standard 3 prong grounded 110A plugs are provided with the VIPER cabinet unless otherwise specified prior to close of sale
Circuits	A minimum of 2 (two) 15 Amp Circuits is required.	<b>Note:</b> If other than 15 Amp Circuits are provided, it must be specified prior to close of sale. At least one of the 2 circuits must be able to supply power for 2 Power Bars or a 3rd circuit must be supplied.
<b>Grounding:</b>	Number 6 AWG connected to the Building Ground Bar or System	
<b>Shielding:</b>	It is recommended that cabinet be placed where it is <b>not</b> susceptible to RF or EM interference	

Environmental Tolerances			
Temperature	+32° F to +91.4° F	Humidity	20% to 80%

Back Room Heat Dissipation and Power Draw									
Back Room Normal Operating Load	2609	BTUs/hr							
Distributed Power Draw	UPS A	308	VA	UPS B	308	VA	UPS C	454	VA (optional)
Total Backroom Power Draw	1070	VA							

Front Room Heat Dissipation and Power Draw					
Front Room Normal Operating Load	1499	BTUs/hr	Distributed Power Draw per Position	103	VA

Miscellaneous				
Distributed Power Draw per IP Phone	N/A	VA	Number of Cat 5 Cable Required Per IP Phone	1
Number of Cat 5 Cable Required Per Workstation:	3		Number of Power Receptacles Required Per Workstation:	3
<b>Note:</b> 1 additional Cat 5 Cable should be pulled for each workstation for connectivity to the Site Long Term Recorder.				

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## GENERAL SALES TERMS & CONDITIONS – ISC, INC. DBA VENTURE TECHNOLOGIES

1. **General** – These general sales terms and conditions apply to the contractual relationship of ISC, Inc. DBA Venture Technologies (“Venture”) with the party purchasing product from Venture (the “Buyer”). Venture reserves the right to contract out all or part of the work, goods or services to be delivered to Buyer hereunder. All sales are final. Shipments are C.O.D. unless an open account has been approved and terms established on cash prices. Venture accepts Master Card, Visa, American Express and Discover for amounts less than \$5,000. All pricing is subject to change without notice.
2. **Deliveries** – Venture understands the importance of quick delivery for today's IT landscape and provides maximum delivery flexibility. Venture utilizes very large inventories from several vendor-partners, ensuring customers' uninterrupted supply and quick reaction to unanticipated requirements. Venture charges competitive shipping rates and uses Federal Express, Airborne Express and UPS as its primary shipping partners. Freight charges are prepaid and added to invoice, at Buyer's expense, unless different terms are agreed upon prior to receipt and acceptance of purchase orders. Quoted delivery dates are approximate and subject to product availability at time of receipt of order. Venture will make all reasonable efforts to meet quoted delivery dates, but will not be liable for its failure to do so because of circumstances beyond its control. Packaging is at the discretion of Venture, at the cost of Buyer. Purchase of goods is deemed to occur as of the time the goods are placed in transit to Buyer, and Buyer shall assume all risk of loss and risk of damage to the goods once placed in transit. Venture reserves the right to replace the goods that are the object of this agreement with goods of equivalent specification on condition that this does not result in either an increase in the price or a change in quality for the Buyer.
3. **Taxes** – All prices hereunder are listed exclusive of tax, and any tax imposed by reason of this sale are the responsibility of the Buyer. Buyer agrees to furnish any written documentation necessary to support a claim of non-taxability, including but not limited to a wholesaler's license or tax exemption certificate. Prices are subject to change to reflect tax changes regarding component costs to Venture or its suppliers. Buyer further agrees to promptly provide Venture written proof that any taxes imposed on the sale have been remitted and paid by Buyer once Buyer has paid same.
4. **Warranties** – Venture warrants that those products and goods that are manufactured by Venture, if any, will be as specified and will be free of defects in material and workmanship for a period of one year from the date of delivery. Venture does not warrant any products or goods sold hereunder that are not manufactured by Venture; but Venture will transfer to Buyer upon sale any and all manufacturer's warranties held by Venture that are associated with such products and goods. Venture is available to assist with any warranty issues with specific manufacturers. Manufacturer's warranties start from the date of distributor or manufacturer invoice to Venture. **OTHER THAN THE WARRANTIES SET FORTH ABOVE, ALL PRODUCTS AND GOODS SOLD HEREUNDER ARE SOLD “AS IS” AND WITH NO OTHER WARRANTY WHATSOEVER. VENTURE HEREBY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR ANY OTHER PURPOSE REQUESTED OR INDICATED BY BUYER.**
5. **Returns** – All return requests are contingent upon Venture, and manufacturer/distributor approval. Returns are subject to restock fees based on condition of product, timeframe and reason for return. Return requests must be made within 30 days of Venture invoice date. Products must be unopened and in new condition to expedite return process. Opened and or used products are generally not eligible for return. If a return request involves opened or used product, return authorization is subject to restock fee if approved. All original packaging must be saved, as any returns must be returned packaged as close to new as possible with all original miscellaneous items such as cables, manuals, and padding included. If a return is necessary, please contact your Venture sales representative to initiate approval process for an Return Merchandise Authorization (RMA) Number and shipping instructions. Please do not write on outside of any packaging for returns; this will nullify the return approval. All return information must be placed upon the return-shipping label, including without limitation return address and RMA Number. All return shipments shall be paid for by Buyer, and made within 20 days of the issuance of an RMA Number. Claims for shortages or incorrect merchandise shipped must be made within 15 days of shipment. **TO INITIATE A RETURN, PLEASE CALL VENTURE CUSTOMER ASSISTANCE AT 888-525-8933.**
6. **Damages and Limits Of Liability** – Venture shall not be liable for any direct or indirect, special, incidental, consequential or punitive damages of any kind, whether based on contract, tort, or other legal theory or for any loss of revenue or profits, loss of data or loss of business, or other financial losses arising out of the sale, installation, service or use of products or provision of services, even if it has been advised of the possibility thereof. Venture does not authorize any other person to assume such liability on its behalf. Under no circumstances may Venture's liability exceed, and in all cases Venture's liability hereunder shall be limited to, the amount Venture has actually been paid by Buyer.
7. **Confidentiality** – Venture is the sole owner of the information collected through Venture or via [www.isccorp.net](http://www.isccorp.net), Venture only has access to/collects information that Buyer voluntarily gives Venture. Venture will not sell or rent this information to anyone. Venture will use your information to respond to you, regarding the reason you contacted us. Venture will not share your information with any third party outside of our organization, other than as necessary to fulfill your requestor process an order. Unless you ask us not to, Venture may contact you via email in the future to tell you about specials, new products, marketing events or services, or changes to this privacy policy. You may opt out of any future contacts from us at any time, by contacting us via the email address or phone number provided on Venture's website. Venture's website contains links to other sites, and Venture is not responsible for the content or privacy practices of such other sites. Venture encourages users to be aware when they leave Venture's website and to read privacy statements of any other sites prior to providing Buyers' information to same.
8. **Offsets** – Buyer is not entitled to make any offset or retention hereunder, or withhold payments hereunder, and Buyer is prohibited to invoice or back-charge Venture for any amount not agreed to by Venture in writing.
9. **Miscellaneous** – This agreement is the exclusive statement of the parties with respect to the subject matter hereof, supersedes any prior or contemporaneous communications, shall be interpreted and enforced in accordance with laws of the State of Wyoming, and shall not be amended except in writing executed by Buyer and Venture. To the extent that any provision hereof is held illegal, invalid, or unenforceable in whole or in part, such provision or portion hereof will become ineffective, and will be deemed modified to the extent necessary to conform to applicable law so as to give maximum effect to such provision or portion hereof, and the balance hereof shall remain enforceable and binding between the parties. No waiver of the terms hereof (whether by course of dealing or otherwise) shall be effective unless in writing signed by the party to be charged with such waiver.



## **Exhibit E**

### **RFI-4382-17-SH-Points of Clarification**

The clarification points below are in reference to RFI-4382-17-SH and continued discussions between the Grand Junction Regional Communications Center and Garfield County 9-1-1 Authority (GJRCC AND GARCO) Technical Teams.

Venture Technologies and West Safety Services is providing clarification and response to the following discussion points;

- **Power 911 Call-Taking Workstation Integration with the MCC 7500 Radio Platform**
  - The Venture Technologies Field Engineers will integrate the Power 911 Call-Taking workstations to the sites existing MCC7500 radio platform from Motorola.
  - These efforts will be listed in the Venture Technologies Scope of Work (SOW) created for GJRCC AND GARCO.
  - Proper Power 911-MCC7500 Integration Documentation will be presented along with the completed SOW.
- **VIPER Backroom Installation**
  - Venture Technologies Field Engineer's will install the VIPER Node hardware in the existing Siemens four post rack. VIPER Mounting Kits have been included.
- **Removal of West TXT2-911 Applications**
  - As the requested of the Technical Review Team, West TXT2-911 Professional Services and Monthly Recurring Fees have been removed from Venture Technologies Quote #00030597.





**Exhibit F**  
**RFI-4382-17- RFI BAFO Price Summary for GJRCC**

Agency	BAFO Pricing
<b>GJRCC</b>	
VIPER Multi-Node A	\$ 381,169.60
VT-Managed Services: Year 1	\$ 25,500.00
Wide Area Network (WAN): Year 1	\$ 11,971.08
Optional VIPER Hardware	\$ 3,999.55
<b>TOTALS</b>	<b>\$ 422,640.23</b>