



COLLIN COUNTY

OFFICE OF THE SHERIFF
4300 Community Avenue
McKinney, TX 75071

DATE: January 24, 2013
TO: Chief Deputy Rick Allen
FROM: Major Pam Palmisano *PP*
RE: 911 Recording System

We have been advised by our 911 recording system vendor that beginning October 2013, our maintenance coverage will decrease to a Tier I level of support. Meaning they will only offer remote software support during business hours, Monday thru Friday, excluding holidays. This change in support is due to the age of our system. Our current coverage is Tier IV, which provides 24/7, 365 days per year support. Due to the critical need for this piece of equipment (by Statute and for Public Safety) we must keep the Tier IV support. Another issue that we are facing is the ability to record new services which will be provided by several phone companies to their customers. The phone companies are projecting that we will see the new services coming out within the next two years. One of those services is "Texting". Citizens will be able to text in 911 calls instead of calling them in. Verizon will be testing this service in Wise County during the month of February and plans to offer the same service to Collin County customers in March of this year. Sending pictures and video to 911 is another service that will be coming to its customers (no projected date on this yet). Our current system will not support these types of recording.

I have met with IT and Purchasing concerning these problems and they are in agreement that we need to request an upgrade to our equipment.

I have obtained costs for this upgrade (system refresh) from Commercial Electronics (our current vendor) and DFW Communications. The system refresh will cost \$50,003.16 and the parts/labor cost from DFW will be \$3,051.41. DFW will be completing the required radio install for the recording system.

Recently I have become concerned with making it thru the remainder of the year with our current system. The instant retrieval portion of the system went down December 27, 2012. While the system was continuing to record calls, we could not pull those calls. When it was discovered that the problem could not be repaired quickly a temporary system was installed. We ran into numerous problems with the temporary system. Ultimately our system was repaired January 14, 2013.

I would like to replace our recording system now instead of waiting for the new budget year. This can be achieved by using existing funds in our budget. We have \$54,899 allocated for a Waveform Analyzer which was supposed to be purchased thru Motorola. Problems with the support and questionable training on this piece of equipment have changed my opinion with purchasing this equipment now or in the future. I would like to reallocate approved funds from that project and apply them towards a new recording system.

PP/pp

*I recommend approval,
Rick
1-27-13*

*OK by
1/29/13*

Sheriff's Office (972) 547-5100 Metro (972) 424-4797 FAX (972) 547-5304
Detention (972) 547-5200 Metro (972) 424-1433 FAX (972) 547-5301



Commercial Electronics Corp

Phone: (210) 736-3119 Fax: (210) 737-1240
 1318 North Brazos
 San Antonio, TX 78207

Quote

No.: **2102**
 Date: 12/28/2012

Prepared for:

Maj. Pam Palmisano (972) 547-5110
 Collin Co. SO- 3164
 4300 Community Blvd
 McKinney, TX 75071-25 US

Account No.: 780

Job: System Upgrade

Prepared by: Bill Behar

Qty.	Part Number	Description	Sell	Total
This proposal is designed to record 24 analog and 18 VoIP With Radio ID and Alias capture software Frequency Recording				
1	C120-000K-R5-V5	HG4U - 2.3 GHz Quad-Core Xeon processor, 4 GB memory, RAID1 & RAID 5 No Drives, No OS	\$4,195 .00	\$4,195.00
1	PCOS-1208	Windows Server 2008 (32-bit)	\$1,651 .20	\$1,651.20
2	HD-SATA-500	HD, 500GB SATA	\$250 .00	\$500.00
4	HD-SATA-1TB	Hard Drive, 1TB SATA With one Hot Stand-by HD	\$440 .00	\$1,760.00
1	SARC-E008	Card, 8-Port Analog Interface PCIe	\$950 .00	\$950.00
1	SARC-E024	Card, 24-Port Analog Interface PCIe	\$2,275 .00	\$2,275.00
1	NG-CORE-UPGD	Upgrade to NG Core from Fusion	\$2,500 .00	\$2,500.00
36.00	HWRF-SWRL-0048	Reinstall Channel Tap License	\$50 .00	\$1,800.00
6	NG911-SWRL	NG Capture911 Channel license.	\$325 .00	\$1,950.00
1	CISC-CUCM	License Fee, Cisco UCM	\$150 .00	\$150.00
18	VOIP-PORT	VoIP Per Port Interface	\$32 .00	\$576.00
1	VOIP-INTF	VoIP Interface Surcharge	\$2,500 .00	\$2,500.00
Free Seating software				
1	FSAR-0001	ACD Free Seating - Auto Record	\$2,495 .00	\$2,495.00
18	SWVL-0144	License, Recording ID - Large Chassis	\$45 .00	\$810.00
Screen Capture software				
5	NGSC-SEAT	Screen Capture Workstation License	\$150 .00	\$750.00
1.00	HWRF-REPL-0064	Reinstall Replicate 64 Ports To Remote Server	\$0 .00	\$0.00
1	REPL-0128	Replicate 128 Ports To Remote Server	\$400 .00	\$400.00
Radio ID and Alias capture software				
1	GW3-GSP	GenSPOut	\$4,500 .00	\$4,500.00
1	TRAD-MSZI	Software Integration, Trunked Radio for Motorola	\$4,400 .00	\$4,400.00
1	TRAD-SITE	Unlimited Trunked Radio ID's (per Site)	\$10,000 .00	\$10,000.00
37	SWVL-0144	License, Recording ID - Large Chassis	\$45 .00	\$1,665.00
1	IRC-9002	Peripheral Kit, Monitor, Keyboard, Mouse and Speakers, UPS for large, rackmount-server configuration	\$1,035 .00	\$1,035.00

Continued on next page



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Account No.: 780

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Qty.	Part Number	Description	Sell	Total
1	EDUC-0003	Quality 911 advanced training	\$800 .00	\$800.00

List price of the system \$ 55,640.29
Hardware Refresh price is \$ 45,115.88
A saving of \$ 10,524.41

1	QTRSUPP	Pro-rated Tier IV Maintenance coverage till Sept 30th 2013 Maintenance coverage till Sept 30th 2013	\$1,446 .50	\$1,446.50
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Pro-rated Tier IV Maintenance coverage cost for Oct 1st 2013- Sept 30th 2014 \$9,360.96

Maintenance for Oct 1st 2014 to Sept 30th 2015 \$13,069.82

Installation and Training: \$5,400.00

Item Total: \$54,508.70
Your Price: \$50,038.99

Total does not include applicable sales tax. Total: \$50,038.99

Prices are firm until 2/26/2013		Terms: 50% down / 50% on delivery	
Quoted by:	Bill Behar - bbehar@comelectronics.com (210) 547-2131 - Office, (817) 394-1873 - Fax	Date:	12/28/2012
Accepted by:	_____	Date:	_____

Please allow 4-6 weeks for delivery and/or installation.

**Collin Co.
Dispatch Center****1-10-2013**

This document serves as DFW Communications Inc.'s response to the proposal request for installation of six (6) logging radios with antenna systems and interface to the logging recorder interface punch block located at Collin County Dispatch Center.

DFW Communications Inc. Statement of Work**Six Logging Radio Installations**

Installation of the (6) logging radios with antenna systems will include the following:

- Install customer supplied rack in equipment room.
- Supply and install (3) rack mount shelves.
- Install (6) customer supplied MCS2000 radios onto shelves.
- Supply and install (1) rack mount dual power supply onto rack.
- Supply and install power cables from the (6) MCS2000 radios to the power supplies.
- Supply and install (6) antenna in ceiling above equipment room
- Supply and install (6) RG142 coaxial jumpers from antennas to base stations and terminate
- Supply and install audio isolation transformers and interface to the (6) MCS2000 radios.
- Supply and install audio cables from the (6) audio isolation transformers to the logging recorder punch block
- Ground equipment to R56 specs

Labor is based on 1 installer one day @ \$105.00 per hr. This includes travel time.

6ea)	Mobile radio power cables	\$ 90.56
3ea)	Rack mount shelves	\$ 336.00
1ea)	Dual rack mount power supply	\$ 454.80
6ea)	800-900 mobile-to-base converter	\$ 320.00
6ea)	806-896 MHz, 3 DBD GAIN, mobile antennas	\$ 192.71
6ea)	N Male connectors, RG142	\$ 72.24
6ea)	Mini UHF connectors, RG142	\$ 37.68
120'	RG142 coaxial cable	\$ 432.00
6ea)	audio transformers	\$ 242.80
1ea)	Misc hardware and Grounding Hardware	\$ 33.33

Labor

Description	Cost
Logging Radio Installation Labor	\$ 840.00
Installation Parts and Materials	\$ 2,211.41
Total Installation	\$ 3,051.41

System installation will be performed in accordance with Motorola R56 FNE Standards.

All ground wire; stainless steel bolts, lugs, and other small grounding hardware will be supplied by DFW Communications.

Installed equipment will be grounded to customer single point ground system within 50' of new equipment location

DFW Communications to supply all miscellaneous install hardware such as nuts, bolts, etc.

Any work that is required to complete this project not described in this statement of work will be considered above the scope of this proposal and subject to re-quotation. If you have any questions you can contact me at (817) 314-1472

Thank You,

Steve LePrell

**Projects Department
DFW Communications Inc.**