



CAECD Board of Managers | Agenda

10:30 a.m., or upon adjournment of the Executive Committee
Wednesday, July 13, 2022
CAPCOG Lantana Room
6800 Burleson Road, Bld. 310, Ste. 155
Austin, Texas 78744

Mayor Brandt Rydell, City of Taylor, **Chair**
Judge James Oakley, Burnet County, **First Vice Chair**
Mayor Lew White, City of Lockhart, **Second Vice Chair**
Secretary
Commissioner Debbie Ingalsbe, Hays County,
Mayor Jane Hughson, City of San Marcos,
Parliamentarian
Judge Paul Pape, Bastrop County, **Immediate Past Chair**
Council Member Mackenzie Kelly, City of Austin
Mayor Connie Schroeder, City of Bastrop
Council Member Kevin Hight, City of Bee Cave
Judge Brett Bray, Blanco County
Mayor Lee Urbanovsky, City of Buda
Commissioner Joe Don Dockery, Burnet County
Judge Hoppy Haden, Caldwell County
Judge Joe Weber, Fayette County
Council Member Ron Garland, City of Georgetown

Council Member Esmeralda Mattke Longoria, City of Leander
Commissioner Steven Knobloch, Lee County
Judge Ron Cunningham, Llano County
Mayor Pro Tem Doug Weiss, City of Pflugerville
Council Member Matthew Baker, City of Round Rock
Council Member Janice Bruno, City of Smithville
Commissioner Ann Howard, Travis County
Commissioner Bridgid Shea, Travis County
Commissioner Russ Boles, Williamson County
Commissioner Cynthia Long, Williamson County
Representative John Cyrier
Representative Celia Israel
Representative Terry Wilson
Representative Erin Zwiener

1. **Call to Order and opening remarks by the Chair**
2. **Consider Approving the Minutes for the June 8, 2022 CAECD Board of Managers Meeting**
3. **Consider Accepting the Financial Report for the Period October 1, 2021 to May 31, 2022**
Silvia Alvarado, Director of Finance
4. **Consider Approving the Replacement of HVAC RTU-4 and RTU-1**
Renee Bell, Assistant Director – Operations, Emergency Communications
5. **Consider Approving UPS Upgrade**
Renee Bell, Assistant Director – Operations, Emergency Communications
6. **Consider Approving Conversion of AT&T Virtual Private Network (AVPN) Circuits to AT&T AVPN Fiber**
Renee Bell, Assistant Director – Operations, Emergency Communications
7. **Consider Approving Contract with Mission Critical Partners (MCP) for Project Management of Procurement of New NG911 Call Handling Equipment (CHE)**
Renee Bell, Assistant Director – Operations, Emergency Communications

A closed executive session may be held on any of the above agenda items when legally justified pursuant to Subchapter D of the Texas Open Meetings Act (Texas Government Code Chapter 551).

8. Consider Approving 9-1-1 GIS Contracts

Andrew Hoekzema, Director of Regional Planning & Services

9. Consider Approving the FY2023 CAECD Budget

Anwar Sophy, Deputy Executive Director

10. Consider Approving Appointments to Advisory Committee

Deborah Brea, Executive Assistant

11. Staff Reports

Betty Voights, Executive Director

12. Adjourn



CAECD Board of Managers | Summary Minutes

10 a.m., Wednesday, June 8, 2022
6800 Burleson Road
Building 310, Suite 165
Austin, Texas 78744

Present (18)

Mayor Brandt Rydell, City of Taylor, **Chair**
Judge James Oakley, Burnet County, **1st Vice Chair**
Mayor Lew White, City of Lockhart, **2nd Vice Chair**
Commissioner Debbie Ingalsbe, Hays County, **Secretary**
Mayor Jane Hughson, City of San Marcos,
Parliamentarian
Mayor Connie Schroeder, City of Bastrop
Judge Brett Bray, Blanco County
Commissioner Joe Don Dockery, Burnet County
Judge Joe Weber, Fayette County

Council Member Esme Mattke Longoria, City of Leander
Commissioner Steven Knobloch, Lee County
Mayor Pro Tem Doug Weiss, City of Pflugerville
Council Member Matthew Baker, City of Round Rock
Council Member Janice Bruno, City of Smithville
Commissioner Ann Howard, Travis County
Commissioner Brigid Shea, Travis County
Commissioner Russ Boles, Williamson County
Commissioner Cynthia Long, Williamson County

Absent (10)

Judge Paul Pape, Bastrop County, **Immediate Past Chair**
Council Member Mackenzie Kelly, City of Austin
Mayor Lee Urbanovsky, City of Buda
Judge Hoppy Haden, Caldwell County
Council Member Kevin Hight, City of Bee Cave

Judge Ron Cunningham, Llano County
Representative John Cyrier
Representative Celia Israel
Representative Terry Wilson
Representative Erin Zwiener

1. **Call to Order and opening remarks by the Chair**

Mayor Rydell called the meeting to order at 10:53 a.m.

2. **Consider Approving the Minutes for the April 13, 2022 CAECD Board of Managers Meeting**

Mayor Rydell asked the board to approve the minutes. A motion was made by Commissioner Dockery to approve the April 13, 2022, CAECD Board of Manager meeting minutes. Commissioner Ingalsbe seconded the motion. The motion passed unanimously.

3. **Conduct a Public Hearing Regarding the Continuation of the Capital Area Emergency Communications District and the 9-1-1 Emergency Service Fee**

Renee Bell, Assistant Director – Operations, Emergency Communications

Ms. Bell said the CAECD is required by the Texas Health and Safety Code to conduct a public hearing and solicit comments every three years about the district's 9-1-1 Emergency Service Fee on landline phones and whether to continue the district. She said the district published public notices about the hearings and received no comments. Mayor Rydell opened the public hearing at 10:55 a.m. and asked if anyone was present to speak.

Commissioner Shea asked if the district was increasing the fee and if the district is losing money because of the decreasing number of landlines. Ms. Bell said CAPCOG is not recommending a fee increase which is currently 50 cents per line. Ms. Voights said the number of landlines in the region have stayed about the same. She also mentioned a state grant should help with capital projects which could cause a funding deficit in 2025 if the grants aren't made available. Ms. Bell said people who had landline phones have been transitioning to Voice Over IP which generates the same revenue.

Mayor Rydell asked again if anyone was interested in speaking about the district and the fee. Seeing none, he closed the public hearing at 10:59 a.m.

4. Consider Adopting a Resolution for Continuation of the Capital Area Emergency Communications District and the 9-1-1 Service Fee

Renee Bell, Assistant Director – Operations, Emergency Communications

Mayor Rydell asked for a vote on the continuation of the district and service fee. A motion was made by Commissioner Shea to adopt a resolution for continuing of the district and the 9-1-1 service fee. Mayor Pro Tem Weiss seconded the motion. The motion passed unanimously.

5. Consider Adoption of a Resolution Setting the 9-1-1 Service Fee for FY2023

Renee Bell, Assistant Director – Operations, Emergency Communications

Ms. Voights said the district is recommending the 9-1-1 service fee stay at 50 cents. She noted if for some reason, the district needed to increase the fee, it can do so at any time without waiting for its three-year anniversary. Ms. Voights said by 2025, the district is hoping 9-1-1 wireless fees will increase.

A motion was made by Commissioner Shea to adopt a resolution keep the 9-1-1 service fee at 50 cents. Mayor White seconded the motion. The motion passed unanimously.

6. Consider Approving Appointments to Advisory Committee

Deborah Brea, Executive Assistant

There were no recommended appointments.

7. Staff Reports

Betty Voights, Executive Director

Ms. Voights didn't have any staff reports.

Commissioner Howard said she was concerned about the impacts of the region's growth on its natural resources — water, trees, green space — and was wondering how other local governments are handling these issues and whether there could a discussion next month over lunch; someone noted they could do it today. After additional discussion about regional growth issues and how CAPCOG could be involved, Ms. Voights noted the board has the ability to identify issues and convene committees and reviewed the work done several years ago with the water exploratory committee appointed by then board chair Hays County Judge Bert Cobb. She also mentioned that many of the regional growth issues are discussed by the Capital Area Economic Development District.

Mayor Rydell asked Ms. Voights to put an item on the agenda, at least under staff reports, to discuss the possibly of creating a committee.

8. Adjourn

Mayor Rydell adjourned the meeting at 11:11 a.m.

Commissioner Debbie Ingalsbe, Secretary
Board of Managers
Capital Area Emergency Communications District

Date

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: July 13, 2022

AGENDA ITEM: #3 Consider Accepting the Financial Report for the Period October 1, 2021 to May 31, 2022

GENERAL DESCRIPTION OF ITEM:

This is the fiscal year to date financial report for CAECD, for the eight months October 1, 2021 to May 31, 2022. Included in the report is the Balance Sheet indicating total assets, liabilities, and fund equity, and the Statement of Revenues and Expenditures. Please note that the fund equity of \$31,216,773 as of May 31, 2022 represents resources planned to be used to support continuing operations and for meeting existing obligations, as well as for maintaining the reserves set aside to cover emergency operations, and equipment replacement.

Total Revenues as of May 31, 2022	\$ 10,396,328
Total Expenditures as of May 31, 2022	\$ 8,190,870

The financial statements have been prepared in accordance with applicable state and federal requirements and are unaudited.

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: Silvia Alvarado, CAPCOG Director of Finance

BUDGETARY IMPACT OF AGENDA ITEM:

Total estimated cost: N/A

Source of funds:

- | | | |
|---|------------------------------|-----------------------------|
| Is item already included in fiscal year budget? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does item represent a new expenditure? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does item represent a pass-through purchase? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
- If so, for what city/county/etc.? _____

PROCUREMENT: N/A

ACTIONS REQUESTED:

Accept the financial report for the period of October 1, 2021 to May 31, 2022

BACK-UP DOCUMENTS ATTACHED:

1. Unaudited Balance Sheet as of May 31, 2022
2. Unaudited Statement of Revenues and Expenditures as of May 31, 2022

BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting): None

Capital Area Emergency Communications District
Balance Sheet - **Unaudited**
May 31, 2022

Assets

Cash and Short Term Investments	\$	30,910,348.11
Accounts Receivable		1,039,471.74
Other Assets		<u>29,721.13</u>
Total Assets	\$	<u><u>31,979,540.98</u></u>

Liabilities and Fund Equity

Accounts Payable	\$	514,562.83
Due to CAPCOG		248,205.24
Total Liabilities	\$	<u>762,768.07</u>
Beginning Fund Balance	\$	29,011,314.99
Change in Fund Balance		2,205,457.92
Total in Fund Equity	\$	<u>31,216,772.91</u>
Total Liabilities and Fund Equity	\$	<u><u>31,979,540.98</u></u>

Capital Area Emergency Communications District
Statement of Revenue and Expenditures - **Unaudited**
For the Eight Months Ending May 31, 2022

	Fiscal Year to Date Actual	Total Budget	Percent of Total Budget Remaining
Revenue			
Checking Acct Interest	\$ 87.39	\$ 100.00	(12.61)%
Investment Interest	30,875.70	20,000.00	54.38%
911 Wireline Fees	1,928,803.11	2,905,001.00	(33.60)%
911 Wireless Fees	7,469,918.14	11,016,828.00	(32.20)%
911 Prepaid Wireless Fees	923,790.82	1,466,119.00	(36.99)%
911 Private Switch	27,815.14	69,692.00	(60.09)%
911 Other Revenues	15,037.50	20,050.00	(25.00)%
Total Revenue	<u>\$ 10,396,327.80</u>	<u>\$ 15,497,790.00</u>	(32.92)%
Expenditures			
911-Program Management	\$ 1,537,336.08	\$ 2,808,620.00	45.26%
911-Network	2,974,888.04	4,299,299.00	30.81%
911-GIS/DB Maintenance	1,310,019.37	2,458,767.00	46.72%
911-Equipment Maintenance	627,284.42	1,301,373.00	51.80%
911-PSAP Services	255,386.75	891,259.00	71.35%
911-Training & Education	1,120,687.00	1,326,381.00	15.51%
911-Capital Assets	0.00	4,835,122.00	100.00%
Regional Notification System	296,495.06	591,412.00	49.87%
WebEOC	\$ 68,773.16	186,645.00	63.15%
Total Expenditures	<u>8,190,869.88</u>	<u>\$ 18,698,878.00</u>	56.20%
Net Revenue Over/(Under) Expenditures	<u>\$ 2,205,457.92</u>	<u>(3,201,088.00)</u>	

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: July 13, 2022

AGENDA ITEM: #4 Consider Approving the Replacement of HVAC RTU-4 and RTU-1

GENERAL DESCRIPTION OF ITEM:

The existing HVAC RTUs were installed in 2006 and need to be replaced. They are the oldest of the units owned and maintained by CAPCOG which maintains an air conditioning system separate from the buildings to ensure critical servers and other support infrastructure never overheats. We currently have funds budgeted for FY2022 for the replacement of RTU-4, but due to the age of the equipment, challenges to get replacement parts/units, and the high temperatures projected for the remainder of Summer 2022, we are requesting to replace both units.

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item`
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: **Renee Bell, Assistant Director-Operations, Emergency Communications**

BUDGETARY IMPACT:

Total estimated cost: RTU-4 - \$40,930.00 (tax not included) and RTU-1 - \$25,441.00 (tax not included)

Source of Funds: CAECD revenue

- | | | |
|---|---|--|
| Is item already included in fiscal year budget? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does item represent a new expenditure? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does item represent a pass-through purchase? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

If so, for what city/county/etc.? Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties, and City of Austin.

PROCUREMENT: RTU's and installation services are being procured through local vendor AIRCO. AIRCO maintenance and service plan was previously awarded and procured by competitive means on December 15, 2021.

ACTION REQUESTED: Approve purchase of replacement HVAC RTU-4 and RTU-1.

BACK-UP DOCUMENTS ATTACHED:

1. 20 Ton RTU Proposal
2. 12.5 Ton RTU Proposal

BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting): None



1000 S. IH 35, Round Rock, TX 78681-6641
Phone (512)837-2917 • Fax (512)837-3112
email: JGomez@aircomechanical.com
www.aircomechanical.com

PROPOSAL

Date: 6/16/22
To: CAPCOG
Attn: Renee Bell
Fax/Ph: 512-230-4957

Estimator: JJ Gomez
Project: Replace 20 Ton – YCD241C4LBCA
Address: 6800 Burleson Rd
Austin, Texas

We are pleased to present the following pricing and general scope of work, to be performed at the above referenced location.

SCOPE OF WORK:

- Disconnect and uninstall existing Trane roof top unit.
- Provide and install a new Rheem RTU system and curb adapter.
- Provide and install a new Honeywell thermostat, and p-trap.
- Reconnect to the existing drainage, ducting, low voltage wiring, and high voltage wiring.
- Provide a crane for the RTU lift.
- Proper disposal of the old equipment in accordance with city codes, state codes and the EPA.
- Start-up and testing of the system.
- 1-year labor and parts warranty
- NOTE: Quote does NOT include electrical or roof penetrations.

EXCLUSIONS:

- **High voltage electrical**
- **Roof penetrations**
- **Permits and Bonds**
- **Premium time**
- **Roofing, Drywall, Siding - Cutting, Coring, Patching, Paining or Waterproofing**
- **Replacement, repair, or code upgrades of any kind unless listed in scope of work above**
- **Structural framing or supports**
- **Engineering or commissioning fees of any kind**
- **Fire Protection**
- **Abatement or haul-off of hazardous materials**

Quoted Amount:

\$40,930.00 + Tax

COMPANY:

ACCEPTED BY:

DATE:

This proposal may be withdrawn by us, if not accepted within 30 days

TERMS OF ACCEPTANCE ARE A MUTUALLY AGREEABLE CONTRACT AND CONDITIONS
*Regulated by The Texas Department of Licensing & Registration,
PO Box 12157, Austin, TX, 78711, 1-800-803-9202
Texas Air Conditioning License #TACLA51950C Texas Master Plumbing License M-37961*



1000 S. IH 35, Round Rock, TX 78681-6641
Phone (512)837-2917 • Fax (512)837-3112
email: JGomez@aircomechanical.com
www.aircomechanical.com

PROPOSAL

Date: 6/16/22
To: CAPCOG
Attn: Renee Bell
Fax/Ph: 512-230-4957

Estimator: JJ Gomez
Project: Replace 12.5 Ton –
YCD151C4LPBB
Address: 6800 Burleson Rd
Austin, Texas

We are pleased to present the following pricing and general scope of work, to be performed at the above referenced location.

SCOPE OF WORK:

- Disconnect and uninstall existing Trane roof top unit.
- Provide and install a new Rheem RTU system and curb adapter.
- Provide and install a new Honeywell thermostat, and p-trap.
- Reconnect to the existing drainage, ducting, low voltage wiring, and high voltage wiring.
- Provide a crane for the RTU lift.
- Proper disposal of the old equipment in accordance with city codes, state codes and the EPA.
- Start-up and testing of the system.
- 1-year labor and parts warranty
- NOTE: Quote does NOT include electrical or roof penetrations.

EXCLUSIONS:

- **High voltage electrical**
- **Roof penetrations**
- **Permits and Bonds**
- **Premium time**
- **Roofing, Drywall, Siding - Cutting, Coring, Patching, Paining or Waterproofing**
- **Replacement, repair, or code upgrades of any kind unless listed in scope of work above**
- **Structural framing or supports**
- **Engineering or commissioning fees of any kind**
- **Fire Protection**
- **Abatement or haul-off of hazardous materials**

Quoted Amount:

\$25,441.00 + Tax

COMPANY:

ACCEPTED BY:

DATE:

This proposal may be withdrawn by us, if not accepted within 30 days

**TERMS OF ACCEPTANCE ARE A MUTUALLY AGREEABLE CONTRACT AND CONDITIONS
Regulated by The Texas Department of Licensing & Registration,
PO Box 12157, Austin, TX, 78711, 1-800-803-9202
Texas Air Conditioning License #TACLA51950C Texas Master Plumbing License M-37961**

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: July 13, 2022

AGENDA ITEM: #5 Consider Approving UPS Upgrade

GENERAL DESCRIPTION OF ITEM:

It is time for upgrading the existing UPS systems that are at end of life at the host/PSAP sites. The quote also has an option for Intelligent Power Manager (IPM Monitor Software) at a cost of \$5,200.00 which will provide CAPCOG staff the ability to monitor all UPS systems on the network. This IPM Monitor Software also requires a dedicated server which is not provided, but we currently have one on hand that can be utilized.

There is currently \$294,000 in the FY2022 budget for UPS replacement and \$506,000 in the FY2023 proposed budget which would require an amendment of \$83,466 to the proposed budget of \$506,000 for FY2023. The proposed budget was determined prior to receipt of the final quote for the UPS replacement.

THIS ITEM REPRESENTS A:

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to a previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: **Renee Bell, Assistant Director-Operations, Emergency Communications**

BUDGETARY IMPACT:

Total estimated cost: \$883,466

Source of Funds: CAECD revenue

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties, and City of Austin.

PROCUREMENT: Yes. We will utilize the AT&T Master Services Agreement for this procurement.

ACTION REQUESTED: Approve Request for Purchase and Implementation of UPS Upgrade

BACK-UP DOCUMENTS ATTACHED:

1. UPS Upgrade Memo
2. CAECD - ATT 9PXM UPS Replacement - Quote Summary – ATT Cost – 5 Year Maint – June23 2022 (002)-M

BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting): None



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BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

MEMORANDUM
June 24, 2022

TO: CAECD Board of Managers

FROM: Renee Bell, Assistant Director-Operations, CAECD

RE: AT&T UPS Upgrade

The Emergency Communications (EC) division is requesting approval to upgrade the existing Eaton UPS systems at each 9-1-1 agency and the Back Up Center (BUC). The existing Eaton UPS systems have exceeded their life cycle. After receipt of the initial quote, we completed a site-by-site review with the vendor, and it was determined that the UPS in the Back Up Center is currently oversized for the hosted Call Handling Equipment that we currently have in place. When the existing UPS system was installed at the BUC, CAPCOG had not upgraded the 9-1-1 Call Handling System to a Host/Remote type system, so there were more servers and switches required to run the 9-1-1 system, so the additional capacity on the UPS system was required. Since we now have a hosted system, less capacity is required, and a revised quote has been provided to reflect the appropriate requirements for the current system as well as a future NG911 hosted system. We also identified an additional cost savings since the bypass switches that are currently in place meet the compliance requirements for the new Eaton UPS systems and will not need to be replaced. This also resulted in a cost savings of equipment and labor that would have been required to replace the current electrical connectivity. Based on the thorough review of the existing UPS systems and the original proposed quote, we have been provided a revised quote of \$878,266.00

The quote also has an option for Intelligent Power Manager (IPM Monitor Software) at a cost of \$5,200.00 which will provide CAPCOG staff the ability of monitor all UPS systems on the network. This IPM Monitor Software also requires a dedicated server which is not provided, but we currently have one on hand that can be utilized.

There is currently \$294,000 in the FY2022 budget for UPS replacement and \$506,000 in the FY2023 proposed budget which would require an amendment of \$83,466 to the proposed budget of \$506,000 for FY2023. The proposed budget was determined prior to receipt of the final quote for the UPS replacement.



AT&T PUBLIC SAFETY SYSTEMS



QUOTE: EATON 9PXM - UPS REPLACEMENT PROJECT

QUOTE # MH-062322

Qty	Product ID	** 16 SITES - 8KVA UPS'S	Unit Price(\$)	Extended Price (\$)
EATON 9PXM - 8 SLOT CABINET AND ACCESSORIES (8 OF 8 SLOTS FILLED)				
16	PW-9PXM-8 SLOT	EATON 9PXM 8 SLOT UPS DIMENSIONS (H) 25" X (W) 17.5" X (D) 34.5" 161.0 LBS. INPUT-HARDWIRE/ OUTPUT-HARDWIRE.	6,091.00	97,456.00
32	PW-9PXM - SPLIT P- PM	9PXM 4KVA - SPLIT PHASE POWER MODULE	3,821.00	122,272.00
192	PW-9PXM-BAT	BATTERY MODULE 2 -REQUIRED PER STRING/SLOT - 6 STRINGS IN EACH UNIT REQUIRED FOR 22 MINUTES FULL AND 65 MINUTES HALF LOAD - 22.5 LBS. EA.	648.00	124,416.00
16	PW-NW-MS CARD	EATON SNMP CARD - NETWORK WEB/SNMP	434.00	6,944.00
16	PW-EMP	ENVIRONMENTAL MONITORING PROBE	323.00	5,168.00
1	PW-RELAY	RELAY CARD - FOR GEORGETOWN PD ALARM PANEL	148.00	148.00
16	PW-5YR ONSITE WARR	CONVERTS 2 YEAR WARRANTY TO 5 YEAR ONSITE SERVICE - NEXT BUSINESS DAY	4,372.00	69,952.00
32	PW-ONSITE-PM	ONE ONSITE PM - 7 X 24 SCHEDULING	1,460.00	46,720.00
16	PW-UNIT STARTUP	ONSITE START-UP 7 X 24 SCHEDULING	1,766.00	28,256.00
16	ESTIMATE - ELECTRICAL	ESTIMATE ELECTRICAL INSTALL WITH EXISTING BYPASS	4,800.00	76,800.00
16	ESTIMATED FREIGHT	ESTIMATED FREIGHT - PER UNIT IN BULK	700.00	11,200.00
EATON 9PXM 8-SLOT UPS EXISTING BYPASS, MAINTENANCE AND START-UP				589,332.00

** PLUS APPLICABLE FREIGHT - ESTIMATE \$700.00 PER UNIT IN BULK

Qty	Product ID	** HOST SITE - SAN MARCOS PD AND WILLIAMSON ECC - 12KVA UPS	Unit Price(\$)	Extended Price (\$)
EATON 9PXM - 12 SLOT CABINET AND ACCESSORIES (12 OF 12 SLOTS FILLED)				
2	PW-9PXM-12 SLOT	EATON 9PXM 12 SLOT UPS DIMENSIONS (H) 36.5" X (W) 17.5" X (D) 34.5" 206 LBS. INPUT-HARDWIRE/ OUTPUT-HARDWIRE.	6,773.00	13,546.00
6	PW-9PXM - SPLIT P- PM	9PXM 4KVA - SPLIT PHASE POWER MODULE	3,821.00	22,926.00
36	PW-9PXM-BAT	BATTERY MODULE 2 -REQUIRED PER STRING/SLOT - 9 STRINGS REQUIRED FOR 28 MINUTES FULL AND 76 MINUTES HALF LOAD - 22.5 LBS. EA.	648.00	23,328.00
2	PW-NW-MS CARD	EATON SNMP CARD - NETWORK WEB/SNMP	434.00	868.00
2	PW-EMP	ENVIRONMENTAL MONITORING PROBE	323.00	646.00
2	PW-5YR ONSITE WARR	CONVERTS 2 YEAR WARRANTY TO 5 YEAR ONSITE SERVICE - NEXT BUSINESS DAY	5,186.00	10,372.00
4	PW-ONSITE-PM	ONE ONSITE PM - 7 X 24 SCHEDULING	1,607.00	6,428.00
2	PW-UNIT STARTUP	ONSITE START-UP 7 X 24 SCHEDULING	2,029.00	4,058.00
2	ESTIMATE - ELECTRICAL	ESTIMATE ELECTRICAL INSTALL WITH EXISTING BYPASS	5,800.00	11,600.00
2	ESTIMATED FREIGHT	ESTIMATED FREIGHT - PER UNIT IN BULK	850.00	1,700.00
EATON 9PXM 12-SLOT UPS EXISTING BYPASS, MAINTENANCE AND START-UP				95,472.00

** PLUS APPLICABLE FREIGHT - ESTIMATE \$850.00 PER UNIT IN BULK

Qty	Product ID	** CAPCOG BACKUP - 16KVA UPS'S WITH 1 ADDED BATTERY CABINET EACH	Price(\$)	Price (\$)
		EATON 9PXM - 12 SLOT CABINET AND ACCESSORIES (12 OF 12 SLOTS FILLED)		
2	PW-9PXM-12 SLOT	EATON 9PXM 12 SLOT UPS	6,773.00	13,546.00
2	PW-9PXM-12 SLOT BAT	EATON 9PXM 12 SLOT EXTERNAL BATTERY CABINET DIMENSIONS (H) 36.5" X (W) 17.5" X (D) 34.5" 206 LBS. INPUT-HARDWIRE/ OUTPUT-HARDWIRE.	7,378.00	14,756.00
8	PW-9PXM - SPLIT P- PM	9PXM 4KVA - SPLIT PHASE POWER MODULE	3,821.00	30,568.00
80	PW-9PXM-BAT	BATTERY MODULE 2 -REQUIRED PER STRING/SLOT - 30 STRINGS REQUIRED FOR 52 MINUTES FULL AND 121 MINUTES HALF LOAD - 22.5 LBS. EA.	648.00	51,840.00
2	PW-NW-MS CARD	EATON SNMP CARD - NETWORK WEB/SNMP	434.00	868.00
2	PW-EMP	ENVIRONMENTAL MONITORING PROBE	323.00	646.00
2	PW-5YR ONSITE WARR	CONVERTS 2 YEAR WARRNATY TO 5 YEAR ONSITE SERVICE - NEXT BUSINESS DAY	5,186.00	10,372.00
2	PW-5YR ONSITE BAT/W	CONVERTS 2 YEAR BAT CAB WARRANTY TO 5 YEAR ONSITE SERVICE - NEXT BUSINESS DAY	6,891.00	13,782.00
4	PW-ONSITE-PM	ONE ONSITE PM - 7 X 24 SCHEDULING	1,607.00	6,428.00
2	PW-UNIT STARTUP	ONSITE START-UP 7 X 24 SCHEDULING	2,029.00	4,058.00
2	ESTIMATE - ELECTRICAL	ESTIMATE ELECTRICAL INSTALL WITH EXISTING BYPASS	5,800.00	11,600.00
2	ESTIMATED FREIGHT	ESTIMATED FREIGHT - PER UNIT IN BULK	1,400.00	2,800.00
		EATON 9PXM 12-SLOT UPS EXISTING BYPASS, MAINTENANCE AND START-UP		161,264.00

** PLUS APPLICABLE FREIGHT - ESTIMATE \$1400.00 PER UNIT IN BULK

Qty	Product ID	** BASTROP CO AND ROUND ROCK PD - MAINTENANCE TO MATCH ABOVE	Price(\$)	Price (\$)
		BASTROP COUNTY MAINTENANCE		
1	PW-5YR ONSITE NBD	9PXM-8SLOT - 5 YEAR ONSITE SERVICE - NEXT BUSINESS DAY (POST WARRANTY)	5,715.00	5,715.00
3	PW-ONSITE-PM	ONE ONSITE PM - 7 X 24 SCHEDULING (1 PM TO RECERTIFY THE UNIT FOR MAINTENANCE)	1,460.00	4,380.00
12	BAT-REFRESH	REPLACE BATTERIES (REQUIRED BY CONTRACT - 12 MODULES TOTAL)	648.00	7,776.00
		ROUND ROCK PD MAINTENANCE		
1	PW-3YR ONSITE NBD	9355-15KVA 3 YEAR ONSITE SERVICE - NEXT BUSINESS DAY	4,065.00	4,065.00
3	PW-ONSITE-PM	ONE ONSITE PM - 7 X 24 SCHEDULING	1,560.00	4,680.00
1	BAT-REFRESH	REPLACE 2 CABINETS OF BATTERIES (64 BATTERIES TOTAL)	5,582.00	5,582.00
		UPS MAINTENANCE AND BATTERY REPLACEMENT		32,198.00

TOTALS

878,266.00

** Prices valid for orders placed by July 13, 2022.
 ** Rollout to begin no later than August 15, 2022.
 ** Changes to quantities could effect pricing if numbers are significantly different
 ** Quote includes using existing bypass switches - and estimated labor based on basic installs
 ** If conductors, breakers or locations of units are changed - electrical cost for that site will vary
 ** PAI price includes inside delivery, coordination of electrical and UPS start-up
 ** PAI price includes project management of UPS install
 ** PAI price includes removal and disposal of old units - Removed on date of install
 ** Maintenance pricing converts 2 year warranty to 5 year onsite with 2 PM's added during the 5
 ** UNITS BILLED ON A WEEKLY BASIS

Option for Intelligent Power Manager - IPM Monitor Software to manage all UPS's - \$5,200.00 option
(requires dedicated server - License good for 50 Nodes - customer installable)
* This is the monitoring version only

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: July 13, 2022

AGENDA ITEM: #6 Consider Approving Conversion of AT&T Virtual Private Network (AVPN) Circuits to AT&T AVPN Fiber

GENERAL DESCRIPTION OF ITEM:

To provide resiliency as well as considerable savings, we are seeking approval to convert the existing AT&T Virtual Private Network (AVPN) circuits to AT&T AVPN Fiber. The current monthly expenditure for the AT&T AVPN circuits is \$54,767.79, and AT&T’s quoted monthly rate for AVPN Fiber circuits is \$30,106.74 – a per year cost savings of \$295,932.60.

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: **Renee Bell, Assistant Director-Operations, Emergency Communications**

BUDGETARY IMPACT:

Total estimated cost: \$361,280.88

Source of Funds: CAECD revenue

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties, and City of Austin.

PROCUREMENT: This will be a new project, but it will not be a new purchase. The existing AT&T AVPN circuits were purchased under the DIR contract pricing which will be converted to AT&T fiber under the DIR contract pricing.

ACTION REQUESTED: Approve Request to Convert Existing AT&T AVPN Circuits to AT&T AVPN Fiber

BACK-UP DOCUMENTS ATTACHED:

1. E911 CAECD AVPN Budgetary Quote Data – 7 June – 2022 CTSA 002 DIR rates

BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting): None

Capital Area Emergency Communications District
 AT&T Virtual Private Network (AVPN)
 Budgetary new DIR-TELE-CTSA-002 contract rates

Project: AVPN Fiber

Agency	Address	AVPN Access	AVPN Port	AVPN Access MRC	AVPN Port MRC	AVPN CoS MRC	AVPN POP Diversity MRC	AVPN Monthly Total	**Non-Recurring / Installation Charges
CAPCOG HUB1	6800 Burseson Rd, Bldg 310, Ste 165 Austin, TX 78744	1G	250M	\$672.00	\$1,332.80	\$0.00	\$186.56	\$2,191.36	\$0.00
City of Austin HUB2	5010 Old Manor Rd, Austin, TX 78723	1G	250M	\$672.00	\$1,332.80	\$0.00	\$182.56	\$2,187.36	\$0.00
San Marcos PD HUB3	2300 S. IH35, San Marcos, TX 78666	1G	250M	\$3,501.68	\$1,332.80	\$0.00	\$0.00	\$4,834.48	\$0.00
Williamson County Emergency Communications HUB4	911 Tracy Chambers Ln. Georgetown, TX 78626	1G	250M	\$3,501.68	\$1,332.80	\$0.00	\$0.00	\$4,834.48	\$0.00
Bastrop Co. SO	1501 Business Park, Bastrop, TX 78602	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Burnet Co. SO	1601 E. Polk St, Burnet, TX 78611	20M	10M	\$750.89	\$200.48	\$0.00	\$0.00	\$951.37	\$0.00
Caldwell Co. SO	1204 Reed Dr, Lockhart, TX 78644	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Cedar Park PD	911 Quest Pkwy. Cedar Park, TX 78613	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Georgetown PD	3500 DB Wood Rd Georgetown, TX 78628	20M	10M	\$750.89	\$200.48	\$0.00	\$0.00	\$951.37	\$0.00
Hays CO. SO	810 S. Stagecoach Trail, San Marcos, TX 78666	20M	20M	\$750.89	\$322.56	\$0.00	\$0.00	\$1,073.45	\$0.00
Lago Vista PD	5901 Municipal Complex Way, Lago Vista, TX 78645	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Lakeway PD	1941 Lohmans Crossing Rd, Lakeway, TX 78734	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Leander PD	705 Leander Dr. Leander, TX 78641	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Llano CO. SO	2001 N. State Hwy 16, Llano, TX 78643	20M	10M	\$1,050.59	\$200.48	\$0.00	\$0.00	\$1,251.07	\$0.00
Lockhart PD	214 Bufkin Ln, Lockhart, TX 78644	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Luling PD	1800 E. Pierce St. Luling, TX 78648	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Pflugerville PD	1611 E. Pfennig Ln, Pflugerville, TX 78660	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Round Rock PD	2701 N. Mays Round Rock, TX 78665	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Taylor PD	500 S. Main St. Taylor, TX 76574	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
University of Texas PD	2501 Speedway, Austin TX 78712	20M	10M	\$368.48	\$200.48	\$0.00	\$0.00	\$568.96	\$0.00
Fayette CO. SO	1646 N Jefferson ST, LA Grange, TX 78945	20M	10M	\$1,050.59	\$200.48	\$0.00	\$0.00	\$1,251.07	\$0.00
Lee CO. SO	2122 FM 448, GIDDINGS, TX 78942	20M	10M	\$1,050.59	\$200.48	\$0.00	\$0.00	\$1,251.07	\$0.00
Blanco County SO	400 US Hwy 281 South, Johnson City, TX 78636	20M	10M	\$1,050.59	\$200.48	\$0.00	\$0.00	\$1,251.07	\$0.00
Marble Falls PD	606 Avenue N, Marble Falls, TX 78654	20M	10M	\$1,050.59	\$200.48	\$0.00	\$0.00	\$1,251.07	\$0.00
Total								\$30,106.74	\$0.00

- Notes:
1. Pricing quoted based on DIR Contract No. DIR-TELE-CTSA-002
 2. Services assume AT&T Texas facilities exist and no special construction will be required. If special construction is required and it results in a higher rate for the specific service, then DIR and / or the Customer as appropriate will have the option to accept the new rate or withdraw the request for that specific service.
 3. Customer handoff will be 1000bSX for the Hub sites and 100bT for the 20m Remote sites.
 4. CoS Package - Multi-Media High.
 5. All services require AT&T provided and maintained termination (Demarcation) equipment - Typically Ciena 39XX.
 6. Customer responsibility for room readiness - conduit from property line to telco room; if required, electrical, grounding, physical space and router to interface to AT&T provided circuits.
 7. AVPN MPLS Service deploying Fiber to all sites (where applicable).
 8. Termination Liability will apply if the service is disconnected prior to the end of the 24 month term. Termination Liability will be determined based on the number of months remaining in the term times 50% of the applicable monthly rates

CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT BOARD OF MANAGERS MEETING

MEETING DATE: July 13, 2022

AGENDA ITEM: #7 Consider Approving Contract with Mission Critical Partners (MCP) for Project Management of Procurement of New NG911 Call Handling Equipment (CHE)

GENERAL DESCRIPTION OF ITEM:

This is the first step in the process to identify requirements for the region's new 911 consoles, procure them, and install them in all 31 PSAPs. We are seeking approval of a contract with Mission Critical Partners (MCP) for consulting services for the project management of the procurement and implementation processes for NG911 Call Handling Equipment (including an integrated mapping system) to replace the existing Solacom system. We have met with them to review their proposal, establish the project timeline, and discuss how the information gathering process will be conducted to ensure representatives of all PSAPs will have input. There is also a designated subcommittee of the CAECD Strategic Advisory Committee for this project; this group will participate with the scoring.

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other requested by board member

PRIMARY CONTACT/STAFF MEMBER: **Renee Bell, Assistant Director-Operations, Emergency Communications**

BUDGETARY IMPACT:

Total estimated cost: \$184,127 (for two-year period)

Source of Funds: CAECD revenue

- Is item already included in fiscal year budget? Yes No
Does item represent a new expenditure? Yes No
Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties, and City of Austin.

PROCUREMENT: A formal RFP was issued; only one proposal was received although we were asked to extend our deadline to allow other proposals. This project is on a very tight timeline given the need to fully implement prior to the grant deadline.

ACTION REQUESTED: Authorize execution of contract with Mission Critical Partners' for Consulting Services for Project Management of the Procurement and Implementation of a New Call Handling Equipment (*including an integrated mapping solution*).

BACK-UP DOCUMENTS ATTACHED:

1. Consulting Services for Project Management of the Procurement & Implementation of NG911 CHE Memo
2. CAPCOG's RFP for Consulting Services for the Procurement & Implementation of new NG911 CHE
3. MCP's Technical Proposal to CAPCOG's RFP for Consulting Services for the Procurement & Implementation of new NG911 CHE
4. MCP's Cost Proposal to CAPCOG's RFP for Consulting Services for the Procurement & Implementation of new NG911 CHE

BACK-UP DOCUMENTS NOT ATTACHED (*to be sent prior to meeting or will be a handout at the meeting*): None



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BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

MEMORANDUM

June 24, 2022

TO: CAECD Board of Managers

FROM: Renee Bell, Assistant Director-Operations, Emergency Communications

RE: Contract for Consulting Services with Mission Critical Partners (MCP) for Project Management of Procurement of NG911 Call Handling Equipment (CHE)

The Capital Area Council of Governments (CAPCOG) is requesting approval to initiate a contract with Mission Critical Partners (MCP) for the Project Management of the Procurement and Implementation of a NG911 Call Handling Equipment to replace the existing Solacom system. MCP was the only respondent to the Request for Proposal posted by CAPCOG for Consulting Services for the Procurement & Implementation of a new NG911 Call Handling System (CHE).

MCP's proposal meets the functional and technical requirements of CAPCOG's request for the consulting services to provide project management throughout entire life cycle of the procurement and implementation of new NG911 Call Equipment. The cost proposal submitted by MCP of \$184,127 for a two-year period is within the budgeted allowance for this project for this project.



CAPITAL AREA COUNCIL OF GOVERNMENTS

REQUEST FOR PROPOSAL

PROJECT MANAGEMENT OF PROCUREMENT AND IMPLEMENTATION
OF NEXT GENERATION 9-1-1 (NG911) CALL HANDLING SYSTEM

May 23, 2022

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**Capital Area Council of Governments
Request for Proposal**

**PUBLIC SAFETY COMMUNICATIONS CONSULTING SERVICES FOR PROJECT MANAGEMENT OF NEXT
GENERATION 9-1-1 (NG911) CALL HANDLING SYSTEM UPGRADE/REPLACEMENT**

GENERAL INFORMATION

The Capital Area Council of Governments (CAPCOG) is a regional planning commission and political subdivision of the State of Texas organized and operating under the Texas Regional Planning Act of 1965, as amended, Chapter 391 of the Local Government Code.

One of CAPCOG’s functions includes the operation of the Capital Area Emergency Communications District (CAECD), a regional emergency communications district and political subdivision of the State of Texas organized under Chapter 772, Subchapter G of the Health and Safety Code to fund and operate a 10-county 9-1-1 program. On behalf of the district, CAPCOG is issuing this Request for Proposal (RFP) to obtain from qualified and experienced consulting organizations for Project Management Services for the procurement and implementation of a Next Generation 9-1-1 (NG911) Call Handling System to replace its existing system.

SCHEDULE

RFP Issued	Monday, 05/23/2022
Questions due to CAPCOG	5 p.m. CDT, Wednesday, 06/01/2022
Response to Questions Due to Respondents	Thursday, 06/02/2022
Response to RFP due to CAPCOG	5 p.m. CDT Thursday, 06/09/2022
Notification to Top Three (3) Respondents	Monday, 06/13/2022
On-Site Visit Prior to Response to RFP	Monday, 06/20/2022

All Responses are due at CAPCOG no later than 5 p.m. CDT, June 9,, 2022.

Please submit informational requests and questions to <mailto:masophy@capcog.org>.

NOTICE: Prospective respondents who have received this document from a source other than CAPCOG should immediately contact CAPCOG and provide their name, company, and email address in order that addendum to the RFP or other communication can be sent to them. Any prospective respondents who fail to provide CAPCOG with this information assume complete responsibility in the event they do not receive communications from the program after the RFP issue date.

BACKGROUND

Emergency Communications, a division with CAPCOG provides critical infrastructure — primary and redundant networks, 9-1-1 communications equipment and mapping — to support call processing that ensures 9-1-1 systems remain operational. The division also provides technical planning, telecommunicator and 9-1-1 management training, and 9-1-1 public education materials to 31 emergency communications centers (ECCs) or public safety answering points (PSAPs) throughout the 10-county Capital area which serves a population over 2.5 million.

During the past 12 months, the ECCs or PSAPs throughout the Capital area processed 3,463,031 calls of which 2,030,108 were 9-1-1 emergency calls. CAPCOG will provide 9-1-1 equipment to each of its ECCs or PSAPs allowing call takers to efficiently answer, process, and transfer calls to another agency when needed.

In early 2021, CAPCOG completed the transition of the 9-1-1 infrastructure to AT&T's ESInet and is currently using Solacom's call handling system. CAPCOG provides highly specialized, dedicated 9-1-1 maintenance technicians who are available 24 hours a day, 7 days a week.

CAPCOG plans to replace the existing call handling system in each of its 31 ECCs or PSAPs with state-of-the-art 9-1-1 equipment that will allow for the complete transition to Next Generation 9-1-1 (NG911) services.

CAPCOG 9-1-1 staff members are active in the National Emergency Number Association (NENA) and The Association of Public Safety Communications Officials (APCO). CAPCOG continues to strive to remain on the cutting edge of 9-1-1 technology and is involved in numerous projects related to the implementation of NG911 services which continues to be a major focus of both NENA and APCO.

SCOPE OF WORK

The Capital Area of Council Governments is seeking Responses to this Request for Proposal ("RFP") for Consulting Services to Manage the Procurement and Implementation of a Next Generation 9-1-1 (NG911) Call Handling System to replace the existing Solacom System for the Capital Area Emergency Communications District (CAECD). Persons or entities submitting a Proposal in response to this request are referred to herein as "Respondents", "Consultant" or "Contractor".

The Consultant must be available for the entirety of the project which is anticipated to begin immediately upon contract award and end upon completion of acceptance of the new NG911 Call Handling System. The duration of the project is anticipated to be a minimum of twenty-four (24) months.

PROJECT SCOPE

The purpose for the requested services is to provide highly skilled project management services for the procurement and implementation of a Next Generation 9-1-1 (NG911) Call Handling System. The consultant shall be responsible for the oversight and management for each of the following phases of the scope and requirements to replace the existing 9-1-1 call handling system that is currently deployed throughout the CAPCOG region.

1. The Contractor or Contractors shall provide:

- a. Coordination of product demos for Strategic Advisory Committee (SAC) Sub-Committee and stakeholders
- b. Recommendations for best product option for Capital Area Emergency Communications District (CAECD) Emergency Communications Centers (ECCs)

- c. Oversight and Management of Procurement Process for Replacement NG911 Call Handling System
- d. Collaboration and Development of Project Plan with Selected Vendor
 - Vendor Timeline
 - Milestones
 - Deliverables
- e. Oversight and Management of Project
 - Procurement
 - Equipment Order Placed
 - Equipment Delivery Schedules
 - Equipment Receipt & Asset Tracking
 - Equipment Installation & Configuration
 - Lab/Training Environment
 - Backroom Equipment
 - Lab Consoles
 - Production Environment
 - Backroom Equipment
 - Lab Consoles
 - Training
 - Technical Staff
 - ECC Staff
 - Deployment/Implementation
 - Systems Cutover
 - Systems ATP
 - Systems Acceptance by CAPCOG
 - Vendor Invoicing

2. PROJECT REQUIREMENTS

- a. Respondents are responsible for setting up a site visit with CAPCOG prior to Proposal submission to complete responses to an RFP for Consulting Services for the Project Management of the Procurement and Implementation Process for a Next Generation 9-1-1 (NG911) Call Handling System. Contact is:

Anwar Sophy, Deputy Executive Director, Capital Area Council of Governments, telephone 512-916-6009; email asophy@capcog.org

3. Credentials/Qualifications

- a. Respondents shall have PMP certification.
- b. Respondents shall have a good understanding of NENA standards for i3 Next Generation 911 (NG911).
- c. Respondents shall be knowledgeable of FCC rules and guidelines related to 9-1-1 and NG911 Services.
- d. Respondents shall be an active member NENA and/or APCO International.

4. Availability

The Consultant shall be available to provide oversight and management throughout the entirety of the NG911 call handling system upgrade/replacement project including but not limited to planning, vendor

demons, procurement process (including vendor selection), system configuration, system testing, user acceptance testing, training, and deployment in lab/training and production environments. The Consultant shall be available to and work closely with the CAPCOG 9-1-1 Operations staff throughout the entirety of the project.

5. Project Management Requirements

The Consultant shall provide weekly status updates, identify and implement change control processes as may be required to maintain the integrity of the project scope, costs, and timeline.

The Consultant shall be responsible for the following Procurement and Implementation Processes:

Procurement Process

- Coordination with CAPCOG Capital Area Emergency Communications District (CAECD) and Strategic Advisory Committee (SAC) Sub-Committee Procurement of Next Generation 9-1-1 (NG911) Call Handling System to Replace Existing Solacom System
 - Complete Assessment of Functionality of Existing Solacom system and Requirements for New System
- Coordination with the SAC Sub-Committee and CAPCOG to Develop RFP for New Call Handling System
- Coordinate Vendor Site Visits
- Manage Assessment of Responses to RFP and Coordinate Work with SAC Sub-Committee and CAPCOG to Complete Technical Review of Responses
- Identify and Provide Recommended Best Option for NG911 Call Handling System for CAPCOG
 - Selection
 - Negotiation
 - Project Design & Scope
 - Design Review
 - Establish Vendor Timeline, Phases, Milestones, and Deliverables
 - Approvals
 - SAC
 - Board of Managers
 - Contract Award
 - Purchase Order
 - Project Plan
 - Review Existing Vendor Processes and Obtain POC for Conversion Data
 - Review Customer Requirements and Complete Gap Analysis
 - Map Existing Vendor Equipment Functionality and Processes to New Vendor Equipment Functionality and Processes
 - Identify and document any new functionality and/or processes of new vendor equipment.
 - Develop Proposed Project Plan with Vendor
 - Provide Proposed Project Plan to CAPCOG for Approval

- Initiate Approved Project Plan
 - Work with Vendor and Customer to Develop Test Plan
 - Obtain Customer Approval of Test Plan
 - Identify Change Control Process
 - Obtain Customer Approval of Change Control Process
- Procurement Process with CAPCOG to Ensure that Timeline is Met
 - Phase 1 - Lab Equipment Procured by CAPCOG
 - Backroom Equipment Receipt (includes Inventory of Equipment)
 - Lab Equipment/Consoles Receipt (includes Inventory of Equipment)
 - Installation and Configuration of Backroom Equipment and Lab Equipment
 - Functional Testing – Redesign
 - Phase 2 – Production Equipment Procured by CAPCOG
 - Backroom Equipment Receipt (includes Inventory of Equipment)
 - Production Equipment/Consoles Receipt (includes Inventory of Equipment)
- **Training**
 - Phase 1
 - Train Technical Staff
 - Coordination of vendor training for AT&T technicians and CAPCOG 9-1-1 Operations Staff
 - Ensure that training documentation is provided by the vendor
 - Phase 2
 - Train ECC Staff
 - Coordination of hands-on training for ECC staff
 - Coordination with CAPCOG 9-1-1 Operations Staff for Training schedules and additional Training Bulletins as needed
- **Installation and Configuration**
 - Phase 1 – ECC Console Deployment
 - Installation and Configuration of Backroom Equipment for Production Environment
 - ECC Console Installation & Configuration
 - ECC Console Testing
- **System Cutover**
 - Phase 1
 - Cutover to Live Production Environment
 - Equipment Re-Configuration
- **Systems ATP**
 - Phase 1
 - Begin System ATP
 - Phase 2
 - System ATP Period (Soak Period)

- Phase 3
 - Complete System ATP
- **Project Acceptance and Completion**
 - Warranty Period Begins

2.4 Pricing

The awarded contract will be for a minimum period of twenty-four (24) months which will begin immediately upon award of contract with possible annual one-year extension.

Respondents shall submit individual rate tables with values for each year showing base number and hourly rates for each member of the consulting team.

2.5 Project Team Information / Certification

The proposal must include a list of the proposed project team members available for on-site service work throughout the project life cycle which includes final acceptance of the new NG911 call handling system by CAPCOG. The list shall include the title, role and responsibility for each team member whose services will be provided by the respondent and any pertinent certifications they have obtained. Specific roles should be itemized to include the project manager and any additional staff who will be involved through the project life cycle. Normal location refers to where the individual's office is located.

A copy of the resume of the Consultant (Project Manager) and any additional project team members whose services will be provided by the respondent shall be submitted as part of the proposal.

2.6 References

The respondent must provide at least (3) references with similar scope of this RFP.

2.7 Reference Qualifications

The references provided must have minimum of three years' experience as the project manager for one or more NG9-1-1 Call Handling System implementations within the past five (5) years.

2.8 Reference Information

Company name, contact name, mailing address, and telephone number must be provided for each reference.

A brief description of the size and scope of the project to demonstrate the relevance of the reference must be provided for each reference.

2.9 Additional Information

CAPCOG reserves the right to submit in writing to a respondent a request for additional information as needed.

COST PROPOSAL

All above services shall be included in the total costs for the service contract and be identified in the below tables:

NAME OF CONTRACTOR:

BASE BID	\$
HOURLY RATE	\$
OVERTIME, WEEKEND and HOLIDAY RATE	\$
% MARKUP FOR EQUIPMENT OR PARTS	%

SUBMISSION OF PROPOSALS

Your Proposal must be received in the Capital Area Council of Governments' office no later than 5:00 p.m. (Central Daylight Time), Thursday, 06/09/2022. Proposals must be submitted by email. Please put "Attention PROJECT MANAGEMENT OF NEXT GENERATION 9-1-1 (NG911) CALL HANDLING SYSTEM RFP" in the e-mail subject line. Proposals or related documents submitted after the deadline will not be accepted.

Email address for all Proposals is: asophy@capcog.org

CAPCOG is not liable for any costs incurred by a respondent in preparing and submitting a Proposal. A proposal will remain in effect for a period of thirty (30) calendar days from the deadline for submission of the proposal or until it is withdrawn in writing, a contract is executed, or this RFP is canceled, whichever occurs first.

Late Responses

A Response received after the exact time specified for receipt will not be considered.

REQUESTS FOR INFORMATION

Updates related to this RFP may be obtained from the CAPCOG website, www.capcog.org, in the "About CAPCOG" section. Any requests for additional information regarding this RFP may be emailed to CAPCOG's Deputy Executive Director **Anwar Sophy** at asophy@capcog.org by the same deadline.

All questions and the responses thereto will be sent to all prospective Respondents and posted on the CAPCOG website, no later than 12:00, noon (Central Daylight Time), June, 02, 2022 (See notice above.)

PROPOSAL FORMAT

This Request for Proposals may result, assuming a vendor is selected, an award is made at a fixed price, and negotiated agreement.

The initial submittal is for proposals only. Respondents shall submit two (2) copies of their proposal. Pages should be numbered. Respondents to this RFP are responsible for all costs of proposal preparation and delivery. RFP information can be found in the "About CAPCOG" section of the CAPCOG website www.capcog.org.

Attachments

The following certification forms are required for this project. Forms are to be completed and submitted to CAPCOG directly – these are available on the CAPCOG website at <http://www.capcog.org/about-capcog/doing-business-with-capcog/>:

1. Certification of Compliance with Small, Disadvantaged, Minority, Women-Owned, And Historically Underutilized Business Policy
2. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Lower-Tier Covered Transactions
3. Certification Regarding Lobbying
4. Conflict of Interest Questionnaire -Chapter 176 of the Texas Local Government Code requires vendors and consultants contracting or seeking to contract with CAPCOG to file a conflict-of-interest questionnaire (CIQ) if they have an employment or other business relationship with an CAPCOG officer or an officer's close family member.
5. Copy of Current Certificate of Commercial Liability Insurance Coverage
6. Copy of Current Certificate of Worker's Compensation Insurance Coverage

SELECTION PROCESS

Individual proposals will be evaluated in two phases.

1. The first phase will consist of a review by CAPCOG staff members to determine if the proposals contain all the required information. Proposals that do not contain the minimum information as outlined above will not be considered.
2. The second phase will consist of an evaluation of the information contained in the proposal submitted by each Respondent according to the following scoring scale:

SELECTION CRITERIA	WEIGHTS
1. TOTAL PRICE OF GOODS AND SERVICES	50%

2. RESPONDENTS QUALIFICATIONS	25%
3. RESPONDENTS PAST PERFORMANCE ON SIMILAR CONTRACTS. (PROVIDE 2 REFERENCES)	25%

CAPCOG will not be liable for any costs incurred in preparing proposals or associated travel costs.

AWARD

CAPCOG may request in writing additional information from a respondent relating to the Response and the respondent agrees to furnish it within a reasonable time. CAPCOG reserves the right to conduct pre-contract negotiations with any and/or all potential Respondents.

CAPCOG will award the contract to the responsible respondent whose Response is the most advantageous to CAPCOG. CAPCOG reserves the right to reject any or all Responses. If CAPCOG rejects all Responses, it may solicit new proposals if a new solicitation is in CAPCOG’s best interest. Once the contractor is selected, CAPCOG reserves the right to negotiate its terms with the successful respondent

A respondent selected as a result of this solicitation may be subject to a criminal background check as a condition to entering into a contract.

WITHDRAWAL OF PROPOSALS/BIDS/OFFERS

A respondent may not amend its proposal after its receipt by CAPCOG. However, CAPCOG may waive an error in or omission from a proposal if the error or omission is not material.

A respondent may withdraw the proposal if there is a material mistake in the proposal and resubmit the proposal with the mistake corrected before the due date for proposals.

ADDITIONAL STIPULATIONS

CAPCOG/CAECD reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by CAPCOG/CAECD to be in its best interests.

CAPCOG/CAECD reserves the right not to award a contract pursuant to this RFP.

CAPCOG/CAECD reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.

CAPCOG/CAECD reserves the right to, prior to award, revise, change, alter or amend any of the instructions, terms, conditions, and/or specifications identified within the RFP documents issued, within any attachment or drawing, or within any addenda issued. All addenda will be posted on CAPCOG’s website www.capcog.org. Such

changes that are issued before the proposal submission deadline shall be binding upon all prospective Respondents.

In the case of rejection of all proposals, CAPCOG/CAECD reserves the right to advertise for new proposals or to proceed to do the work otherwise, if in the judgment of CAPCOG/CAECD, the best interest of CAPCOG/CAECD will be promoted.

SUBCONTRACTING

Respondents must indicate whether they intend to subcontract any part of the work and identify the subcontractor(s) and organization in the proposal response. All subcontractors will be subject to approval by CAPCOG.

Invoicing and Payment

Payment shall be made for services rendered and billed by the contractor and received by CAPCOG upon the completion of satisfactorily executed deliverables.

Contractor must submit monthly invoices to CAPCOG with documentation indicating services delivered during the month along with a report on activities completed as indicated in this RFP.

Modification of Project Content

Changes in state and/or federal legislation may result in a requirement to renegotiate contracts at any time prior to or during the contract period. Substantive changes to project content, procedures or budgets during the life of the contract may be accomplished by negotiating these modifications with the Capital Area Council of Governments. The Capital Area Council of Governments will also pursue any necessary and appropriate contract modifications should legal or other changes occur in the project to sufficiently alter the original terms of the contract. No further solicitations or proposals will be required in such cases.

REFERENCE INFORMATION

Sample Contract and Attachments

There are documents provided as attachments to this RFP that are for the proposers' information. The following would be completed during the contract execution process. Samples are provided for your information for the following:

- Sample CAPCOG Contract
- DUA Documents, Procedure and Policy – HIPPA protocol and compliance
- Sample Disclosure of Interested Parties (Form 1295)

The certifications and assurances submitted with the RFP proposal also become attachments to the contract.

OTHER CONTRACTUAL REQUIREMENTS

Section 1.113 CAPCOG Procurement Policies: Public Access to Procurement Information

Procurement information shall be a public record to the extent provided by the Texas Public Information Act and the Freedom of Information Act, as applicable, and shall be available to the public as provided therein. If a proposal contains information that the bidder considers proprietary and does not want disclosed to the public or used for any purpose other than the evaluation of the offer, all such information must be indicated and clearly marked on each page of the proprietary or confidential document(s).

The information submitted during a procurement process is protected from disclosure until a contract is awarded. All proposals are open for public inspection after the contract is awarded, but proprietary and confidential information in the proposals are not open for public inspection.

Equal Opportunity/Non-Discrimination

All contracts awarded by CAPCOG are subject to the provisions listed below.

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, color, sex, religion, national origin, age, or disability. The Contractor will take action to ensure that employees or applicants for employment are treated fairly during employment or the application process, regardless of race, color, sex, religion, national origin, age, or disability. The Contractor agrees to post in conspicuous places available to employees and applicants for employment notices (provided by an appropriate agency) of federal government nondiscrimination provisions.
- B. The Contractor will state, in all solicitations or advertisements for employment (by or on behalf of the Contractor), that all qualified applicants will receive consideration for employment regardless of race, color, sex, religion, national origin, age, or disability.

Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses: Federal Assistance or Contract Procurement Requirements

PART A: POLICIES

6-101 Policy Statement:

It shall be the policy of CAPCOG to assist small, DBE, MBE, women-owned businesses and HUBs in learning how to do business with CAPCOG. It shall be the further policy of CAPCOG that these sources shall have the maximum feasible opportunity to compete.

6-102 Respondent/Bidder/Offeror Statement:

1. Every solicitation for procurement must require that each Respondent, Bidder or Offeror include a statement that the Respondent, Bidder or Offeror will comply with this policy.

6-103 To ensure that CAPCOG's policy to assure that small, MBEs, DBEs, women-owned businesses, and HUBs are utilized, CAPCOG and its contractors and subcontractors should take the following affirmative steps:

1. Include qualified small, MBEs, DBEs, women-owned businesses, and HUBs on the Respondents' ' List. State lists may be utilized to locate such businesses by contacting the Texas Building and Procurement Commission;

2. Assure that small, MBEs, DBEs, women-owned businesses, and HUBs are solicited whenever they may be potential sources. In this regard, the Purchasing Agent should investigate new sources and advertise when feasible in minority publications;
 3. When economically feasible, and where not in contravention of competitive bidding requirements, the Purchasing Agent should divide the total requirements into smaller tasks or quantities so as to permit maximum small, MBE, DBE, women-owned businesses and HUB participation;
 4. Use the services and assistance of the Small Business Administration, the Office of Minority Business Enterprise of the Department of Commerce, the Minority Business Development Agency in the Department of Labor, the Texas Building and Procurement Commission and other similar agencies for locating such businesses;
 5. Require that prime contractors take affirmative and meaningful steps towards retaining small, MBE, DBE, women-owned businesses and HUB subcontractors;
 6. Procure goods and services from labor surplus areas;
 7. If feasible, establish delivery schedules that encourage small, MBEs, DBEs, women-owned businesses, and HUBs to participate; and,
 8. Advertise, at least annually, in a newspaper of general circulation for small, MBEs, DBEs, women-owned businesses and HUBs to be added to the Respondents' List.
- 6-104 For such affirmative steps to be meaningful, the Purchasing Agent should review all solicitations, offers and bids to confirm that such affirmative action steps have been taken. In addition, steps should be taken to ensure that once a contract is awarded to a small, MBE, DBE, women-owned business, and/or HUB, or that the award is given to a contractor with such a subcontractor, that such business is retained during the entire performance of the contract.
- 6-105 Failure of a contractor to take meaningful affirmative steps at soliciting and retaining small, MBEs, DBEs, women-owned businesses and HUBs may be considered as a factor in evaluating future bids under non-compliance with public policies; however, this factor may not be a consideration in procurements involving purely state or local funds as Texas law requires awards to be made to the lowest responsible Respondent/Bidder.
- 6-106 For procurements costing more than \$3,000 but less than \$25,000, the Purchasing Agent shall contact at least two HUBs on a rotating basis.

Conflict of Interest Questionnaire

1. Chapter 176 of the Texas Local Government Code requires a current or prospective vendor or CONTRACTOR of CAPCOG to complete and file a Conflict-of-Interest Questionnaire to disclose whether the vendor or CONTRACTOR has an employment or business relationship with a member of CAPCOG's Executive Committee, its Executive Director, or with a Department Director. The completed Questionnaire must be delivered to CAPCOG's Administrative Coordinator, who serves at its Records Administrator, not later than the seventh business day after the vendor or CONTRACTOR becomes aware of facts that require filing the Questionnaire. The Questionnaire form, which describes the filing requirements of chapter 176, is available on the website of the Texas Ethics Commission, www.ethics.state.tx.us and the names of the members of CAPCOG's Executive Committee, its Executive Director and Department Directors are available on CAPCOG's website, www.capcog.org.

2. The Texas Ethics Commission's legal department will answer questions about chapter 176 and the Questionnaire toll-free at 800-325-8506. Please do not contact a CAPCOG employee with a question because he or she is not authorized to answer it.

Certification with Regard to Boycotting Israel

If Respondent is required to make a certification pursuant to Section 2270.002 of the Texas Government Code, Respondent certifies that Respondent does not boycott Israel and will not boycott Israel during the term of the contract resulting from this solicitation. If Respondent does not make that certification, Respondent must indicate that in its Response and state why the certification is not required.

Disclosure of Interested Parties (Form 1295)

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties (Form 1295) to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The Texas Ethics Commission has adopted rules requiring the business entity to file Form 1295 electronically with the Commission.

An award from this RFP may require filing of Form 1295. CAPCOG will work with the CONTRACTOR after award to ensure proper filing.

PROTEST OF SOLICITATIONS AND AWARDS

1. Protest in Writing

An unsuccessful Respondent/Bidder/Offeror/Quoter may protest the procurement process by following this procedure. The protest must be made within five business days of the date the basis of the protest to the procurement process became known or should have become known to the protester, whichever is earlier. The protest must be submitted in writing to CAPCOG, to the attention of the contact person, and identify and be signed by the protester. The protest must identify the Response/Bid/Proposal/Quote or contract award or both being protested and must specifically describe the basis for the protest, including, if relevant, the qualifications of the winning Respondent/Bidder/Offeror/Quoter; the suitability of the supplies, equipment, or services offered; alleged irregularities in the procurement process; citation to each law or policy allegedly violated; and all additional, pertinent information regarding the procurement process.

2. Action Following Protest

Upon receipt of the written protest, CAPCOG shall furnish a copy of the protest to all of the other Respondents/Bidders/Offerors/Quoters and suspend the procurement process until the protest is resolved. CAPCOG shall also suspend award of the contract, or its performance if already awarded, until the protest is resolved unless (1) there is a bona fide emergency justifying the immediate award or the start of performance or

completion of the contract; or (2) federal or state law requires award or completion of the contract by a particular date.

3. Informal Resolution of Protest

Upon receipt of the written protest, the contact person shall communicate in writing with the protester within three business days after receipt and attempt to resolve the protest informally. If the protest cannot be informally resolved between the contact person and protester within three business days after the contact person's first written communication with the protester, the protester may request the Executive Director to decide the protest. The request must be in writing and be received by the Executive Director within three business days after the last written communication between the contact person and protester. The contact person shall summarize the efforts to resolve the protest, and recommend a decision on the protest, in a memorandum to the Executive Director, which shall be marked "Confidential – Interagency Memorandum" on each page and forward the complete procurement file to the Executive Director.

4. Decision by Executive Director on Protest

Upon receipt of the request, the Executive Director, or her or his designee appointed in writing to act for the Executive Director on the protest, shall decide the protest. The Executive Director (or designee) shall review the entire procurement file and may interview CAPCOG employees and communicate in writing with the protester and others with information about the procurement process and contract award (if made). The Executive Director shall decide the protest within 10 business days following receipt of the request. The decision must be in writing, signed by the Executive Director, and a copy of the decision furnished to the protester and to all of the other Respondents/Bidders/Offerors/Quoters for the procurement. The Executive Director's decision on the protest is final unless the protestor is permitted to appeal to the Executive Committee's Procurement Protest Appeal Subcommittee.



TECHNICAL PROPOSAL

PROJECT MANAGEMENT OF PROCUREMENT AND IMPLEMENTATION OF NEXT GENERATION 9-1-1 CALL HANDLING SYSTEM

REQUEST FOR PROPOSAL



JUNE 9, 2022

M MissionCriticalPartners

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Introduction Letter

June 9, 2022

Anwar Sophy
Deputy Executive Director
Capital Area Council of Governments
6800 Burleson Road, Bldg 310, Suite 165
Austin, TX 78744

Re: Technical Proposal for Project Management of Procurement and Implementation of Next Generation 9-1-1 (NG911) Call Handling System

Dear Mr. Sophy:

Mission Critical Partners, LLC (MCP) appreciates the opportunity to provide this technical proposal to the Capital Area Council of Governments (CAPCOG) for project management of procurement and implementation of the next generation 9-1-1 (NG911) call handling system.

Our Team

MCP has proposed a locally based team with intimate knowledge of the Texas public safety environment. Our team is composed of both technical experts as well as individuals with law enforcement and public safety backgrounds. The MCP team serves as an independent agent with considerable experience in local government management roles, and extensive experience in performing public safety consulting services for state, local, and federal government entities. MCP will support the County's project from our Dallas, TX office.

- Successfully completed more than 2,200+ projects for more than 750 public safety agencies in 48 states
- More than 175 projects in the State of Texas, including CAPCOG and Bexar Metro
- More than 200 subject matter experts
- MCP has assisted **95%** of the nation's largest metropolitan areas
- MCP's proposed team includes **Eric Caddy**, a certified Project Management Professional (PMP) serving as Program Manager and **David Hall**, who holds a Master's Certificate in Project Management and who serves as the Vice President and Secretary Treasurer / Founding Member, Silver Spring Chapter of the Project Management Institute (PMI).

Additionally, MCP's team also brings significant experience and understanding of NENA standards and i3 architecture, including:

- **Sherri Griffith Powell**, Chair of the NENA NG9-1-1 Education and Training Working Group
- **David F. Jones**, Served as NENA President from 2005-2006 and on the Executive Board from 2001-2007
- **Eric Caddy**, served on the NENA NG911 Working Group
- **Dan Armstrong** serves on the NENA i3 Architecture Work Group

MCP contributed to the Interconnection and Security Committee's i3 Architecture working group, including NENA-STA-010.2.-2016: Detailed function and interface standards for the i3 solution

Submittal Format

As required, we are submitting the technical proposal via email to asophy@capcog.org under the subject line "Attention PROJECT MANAGEMENT OF NEXT GENERATION 9-1-1 (NG911) CALL HANDLING SYSTEM RFP." MCP's cost proposal is provided under separate cover.

Point of Contact

Mission Critical Partners has identified David F. Jones as the point of contact for this technical proposal response. His contact information follows:

David F. Jones, Sr. Vice President	Cell: 864.809.9911
Mission Critical Partners, LLC	Office: 817.213.6919
550 Reserve St., Suite 190 #87	Fax 814.217.6807
Southlake, TX 76092	Email: DavidJones@MissionCriticalPartners.com

Authorized Signatory

I am the authorized representative submitting this technical proposal on MCP's behalf and may be contacted at 864.809.9911 or DavidJones@MissionCriticalPartners.com.

On behalf of our entire team, we stand behind CAPCOG to serve as your partner and your advocate.

Sincerely,

Mission Critical Partners, LLC



David F. Jones
Senior Vice President

Your Mission Matters

At MCP, Our Mission Is Simple: To Improve Emergency Response and Justice Outcomes

We are committed to working collaboratively with you to implement successful solutions for your networks, data, and operations. More than just a consultant, we act as trusted advisors to our clients, striving to deliver value, efficiency, and fresh ideas—all while mitigating risk. We are solely focused on the public safety, justice, healthcare and critical communications sectors, and what makes us different is our holistic perspective. A leading provider of data integration, consulting, network and cybersecurity services, our vision is to transform the mission-critical communications and public-sector networks and operations into integrated ecosystems.

More importantly, we stand behind the significance of the work our clients do and how critical their missions are—not just for their organizations, but because their communities are counting on them. While we are proud to have the largest, most experienced team of specialized experts in the industry, our greatest pride comes from applying this expertise to work side by side with our clients to implement the best possible solutions—because the mission matters.

By the Numbers



Since 2009, MCP has supported 2,200+ projects for 750+ public-sector and critical communications agencies



We serve clients in 48 states and 95% of the nation's largest metropolitan areas



Our staff consists of 200+ subject-matter experts, each with an average of 25 years of experience, dedicated to supporting our clients and their missions



We create significant project cost savings for our clients—often 15%, sometimes more



More than 90% of our clients remain with us from project to project

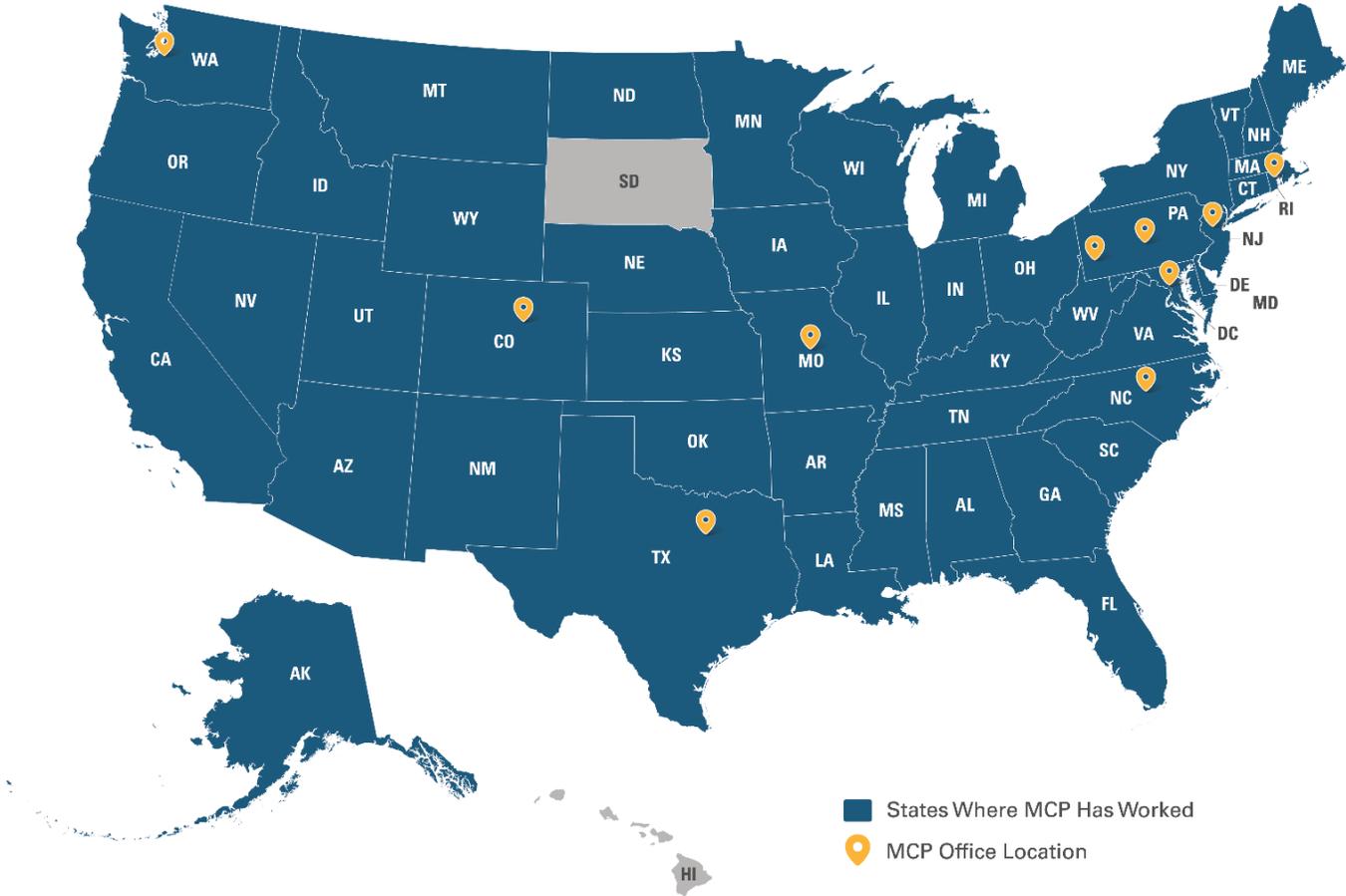


BECAUSE
THE MISSION
MATTERS

Nationwide Expertise, Local Insight

Turning Client Goals into Reality

With satellite offices, subject-matter experts, and project managers located across the country, MCP can deliver the right team, with the right experience and expertise, to every client, anywhere in the country.



Corporate Headquarters

690 Gray's Woods Blvd., Port Matilda, PA 16870
Phone: 888-862-7911

Mission Critical Partners Branch Offices

Denver, Colorado Silver Spring, Maryland Jefferson City, Missouri

Summit, New Jersey Raleigh, North Carolina Cranberry Township, Pennsylvania

Providence, Rhode Island Southlake, Texas Seattle, Washington

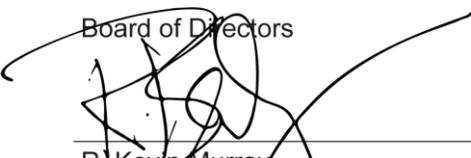
We're Committed to Putting our Clients First

Partnering with a firm that brings an independent, objective perspective to every engagement is a top priority of our clients. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations always are based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.

Board of Directors



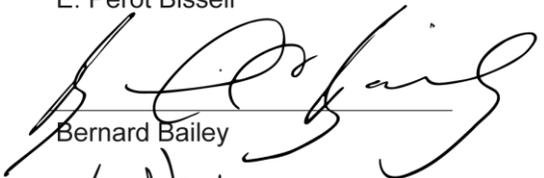
R. Kevin Murray



Robert Chefitz



E. Perot Bissell



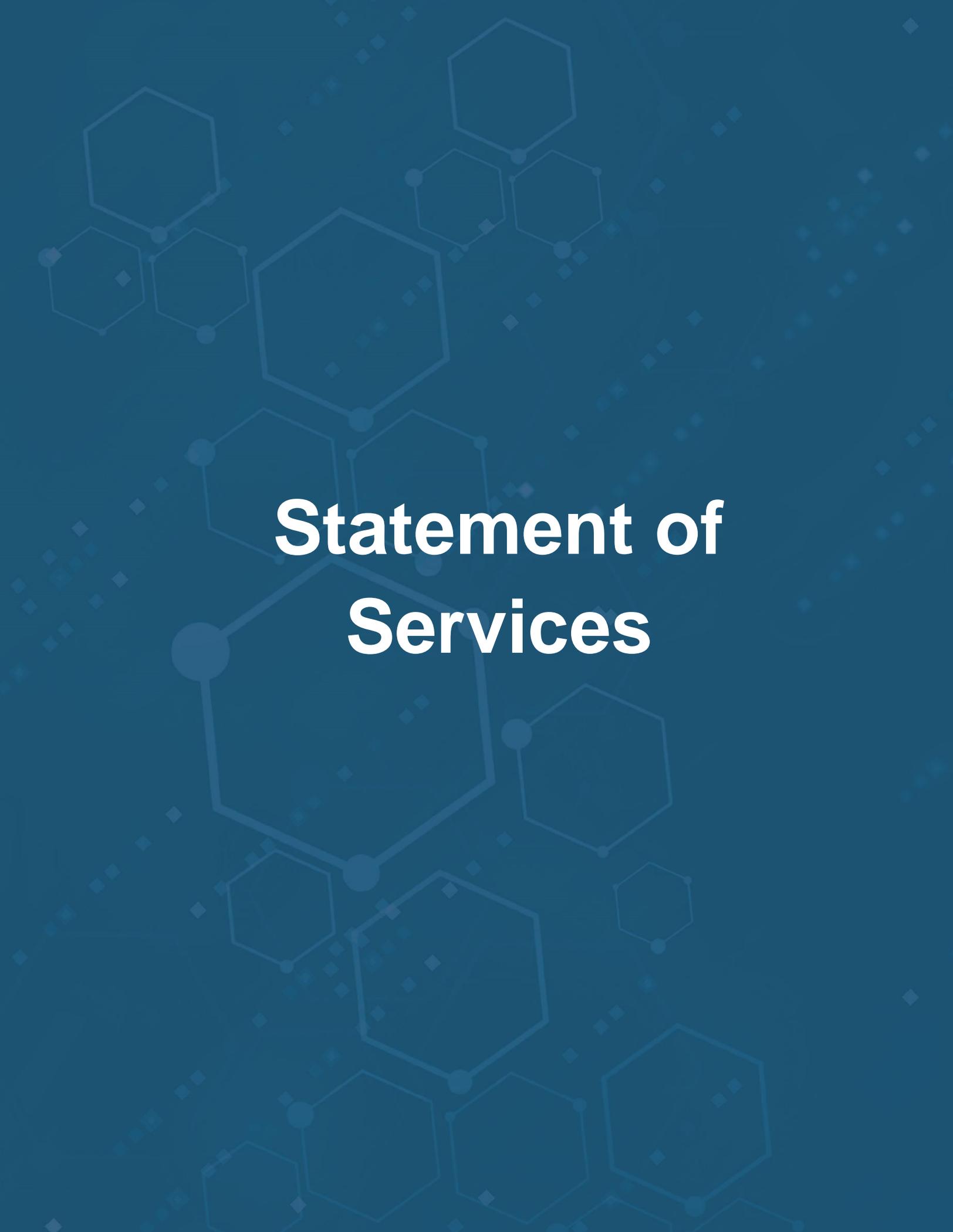
Bernard Bailey



Darrin J. Reilly



Nola Joyce

The background is a solid dark blue color. It features a pattern of light blue hexagons of various sizes and orientations. Some hexagons are solid, while others are outlines. Small, light blue dots are scattered throughout the background, some appearing to be at the vertices of the hexagons. The overall aesthetic is clean, modern, and technical.

Statement of Services

Project Understanding

Mission Critical Partners understands the Capital Area Council of Government (CAPCOG) has identified the need to obtain a professional services consulting firm to assist with the procurement and implementation of a Next Generation 911 Call Handling Equipment (CHE) system for all 31 Emergency Communication Centers (ECCs) throughout the CAPCOG region.

Project Approach

Drawing from information obtained through previous procurements, MCP will work with CAPCOG to develop a comprehensive set of requirements to obtain a “best in class” solution to fit CAPCOG’s unique technical and operational requirements. Technical and operational requirements will be provided to CAPCOG for inclusion in an RFP.

On the following pages, MCP has outlined our approach and solution for CAPCOG to support an aggressive streamlined procurement schedule.

MCP will use proven methods, its industry expertise and experience, as well as knowledge of best practices, to help CAPCOG realize their vision and complete tasks that align with the implementation of NG911 CHE. The tasks associated with the success of this project include:

- Coordinate with CAPCOG and the Strategic Advisory Committee (SAC) sub-committee to assess functionality of existing CHE
- Define CAPCOG’s requirements for NG911 CHE
- Coordinate vendor demonstrations and site visits
- Coordinate with CAPCOG and SAC to incorporate CHE requirements into CAPCOG’s RFP template
- Provide scoring matrix and technical support through evaluation
- Provide technical support during contract negotiation
- Coordinate project schedule and training of both technical staff and ECC personnel
- CHE implementation support
- Assist with CHE acceptance testing

MCP’s proposed statement of work and project pricing is for two years of project management services as outlined in the scope of work below.

Task 1: Project Kickoff Meeting

MCP will conduct an onsite project kickoff meeting with CAPCOG's project team and SAC sub-committee stakeholder representatives to:

- Clarify roles and expectations
- Review and seek alignment on the desired outcomes, deliverables and timeline
- Establish a decision-making process to guide the project and enable the success outcomes to be achieved

MCP's project manager will facilitate the meeting. To establish the project baseline, MCP will meet CAPCOG and its stakeholders to capture expectations regarding the project and definition of success.

CAPCOG and MCP will use Task 1 to secure a mutual understanding of CAPCOG's future vision.

Kickoff Meeting Review

Project and task milestones
Schedules and deliverables
Project budget
Schedule progress review meetings

Task 2: Information Gathering

Following the project kickoff meeting, MCP staff will work with CAPCOG and its stakeholders to create a baseline of current CHE functionality. MCP subject matter experts will meet with CAPCOG to collect feedback from stakeholders on critical and optional technical and operational requirements to be included in the CHE requirements.

Task 2 is designed to help CAPCOG:

- Work toward transitioning in an organized and accelerated fashion
- Identify the most critical aspects of its organization
- Capture critical CHE feature functionality for technical and operational requirements

Task 3: Procurement and Contract Negotiation

Projects involving migrations, such as CHE implementation, have multiple complexities and nuances that require a holistic view before embarking on execution. Requirements in the procurement process need to be enforced in the contract language. Without these requirements, MCP has observed other 911 entities have been contractually required to pay for equipment that did not function as expected.

- Provide technical assistance to CAPCOG in developing and drafting CHE technical requirements that are incorporated into an RFP
- Provide technical expertise in the analysis and evaluation of vendor responses

Task 3.1: Define Technical Requirements

MCP will utilize the information gathered during Task 2 to define appropriate NG911 CHE requirements.

MCP then will draft the CHE requirements and facilitate a remote review of the draft with CAPCOG. MCP will support three online reviews of the draft requirements. CAPCOG will incorporate the requirements into an RFP document.

Task 3.2: Proposal Evaluation Support

MCP will support CAPCOG with the creation of a tool that provides a systematic method of evaluating proposal responses. Our evaluation tool's layout follows a logical order according to the requirements listed in the requirements outline. MCP will provide CAPCOG with a recommendation on the weighting and assignment of scores to each category. This tool is utilized in scoring responses, as well as laying the foundation of a compliance matrix which may be used to ensure all requirements are covered by vendor testing, acceptance testing and during project implementation in a future project task. MCP will orient CAPCOG's selection committee on the use of the tool prior to its response evaluation process. Using the breadth of staff experience, MCP will apply industry knowledge and implementation experience to provide guidance and technical subject matter expertise to CAPCOG's selection committee.

MCP will assist CAPCOG in reviewing the proposal responses to assess their compliance with applicable industry standards. MCP will provide subject matter experts (SMEs) to offer technical advice in the evaluation process to help make sure CAPCOG's needs are met. **For clarity, MCP supports the evaluation/scoring process through expert assistance, but does not score responses.** Our experience with pricing from vendors will be used to provide a check of fees based on the specific requirements and comparison to other procurements across the United States.

MCP requires CAPCOG to identify a single individual to serve as a coordination point for this portion of the project. Prior to MCP staff providing responses, all questions and comments from the individuals on CAPCOG's review team will need to be collected and brought into a single document. MCP staff will then support one online review session to address all questions.

MCP will coordinate and facilitate vendor interviews. To support the interviews MCP will:

- Develop a list of standard questions to be addressed in the meeting
- Capture the results for the procurement team

Once CAPCOG's selection team agrees on the most qualified vendor, the project then advances into contract negotiations. MCP will assist CAPCOG in the negotiation of the contract with the selected vendor. This includes:

- Analyzing the respondent's qualifications and/or proposed solution to confirm it meets the requirements as defined in the requirements outline and in the vendor proposal.
- Supporting CAPCOG in its review of "mandatory" versus "optional" costs, where applicable. MCP will serve as CAPCOG's advocate in this process.
- Supporting the development of the contract statement of work (SOW) based on the vendor's proposal.
- Supporting the development of a recommended draft implementation plan for inclusion as part of the contract.
- CAPCOG will be responsible for coordinating and documenting minutes for all contract negotiation meetings which MCP attends. Minutes should identify specific issues and action items, along with identification of responsible parties.

MCP's proposal covers contract negotiations for the initial vendor selected. If subsequent contract negotiations are required and CAPCOG desires additional support, MCP will identify project impact (in terms of cost and schedule) at that time.

MCP will monitor the overall project schedule closely and provide support to streamline the procurement process as it evolves. MCP will provide weekly status updates and develop a regular rhythm based upon the project scope to provide reports for CAPCOG and its stakeholders that will detail the progress of procurements from issuance of purchase orders through delivery of equipment and services.



Deliverable:

- Draft and Final requirements
- Matrix comparing proposals
- Summary of key requirements met or unmet by offerors
- SME support for response to vendor questions during procurement through identified CAPCOG point of contact
- Review and red line edits of proposed scope of work from vendor
- Contract review and recommendations
- Weekly procurement status updates



Assumptions

- CAPCOG will merge the CHE requirements into CAPCOG RFP format
- CAPCOG will provide Terms and Conditions (T&Cs) for the contract
- CAPCOG will identify a lead team member that will collate all comments and questions during vendor response review
- CAPCOG will come to consensus on a single vendor for contract negotiations to allow for project completion
- MCP will provide 60 hours of contract negotiation support
- CAPCOG will produce minutes for contract negotiation meetings and follow up

Task 4: Call Handling Equipment Implementation Preparation

MCP will provide technical subject matter expertise assistance to CAPCOG in support of preparation and transition to the new CHE including vendor oversight and coordination. This assistance is to ensure CAPCOG information is provided in a consistent and timely fashion to the vendor in support of each ECC's migration to the CHE. Technical assistance will also be provided to ensure the CHE provider is delivering services per contractual commitments. MCP will assist CAPCOG to ensure training is scheduled and provided by the vendor in accordance with the contract requirements and in a timely manner for the PSAP transition. In addition, MCP will assist CAPCOG in maintaining an overall schedule for the implementation based on vendor commitments for on-boarding the service and avoiding delays regarding data collection, regional PSAP coordination, and vendor coordination data accuracy.



Deliverable:

- Subject matter expert support for vendor coordination and meetings
- Coordination to schedule vendor training
- Risk management and avoidance
- Contractual review and gap analysis

Task 5: CHE Interoperability Design and Acceptance Testing

MCP will provide technical assistance by working with CAPCOG and the CHE vendor to design and implement consistent procedures and policies. The procedures and policies must support existing MOUs and new MOUs between CAPCOG for regional interoperability in call transfers and PSAP call overflow plans and thresholds. With numerous technical requirements, each having multiple sub-requirements or vendor commitments, this task also supports CAPCOG in preparing comprehensive test cases and service validation checklists to assist CAPCOG in acceptance testing preparation and transition cutover to the new CHE.



Deliverable:

- CHE acceptance testing for CAPCOG

Project Management Framework

The Project Management Institute (PMI) framework has been used to develop our response for meeting your needs as defined in your solicitation.

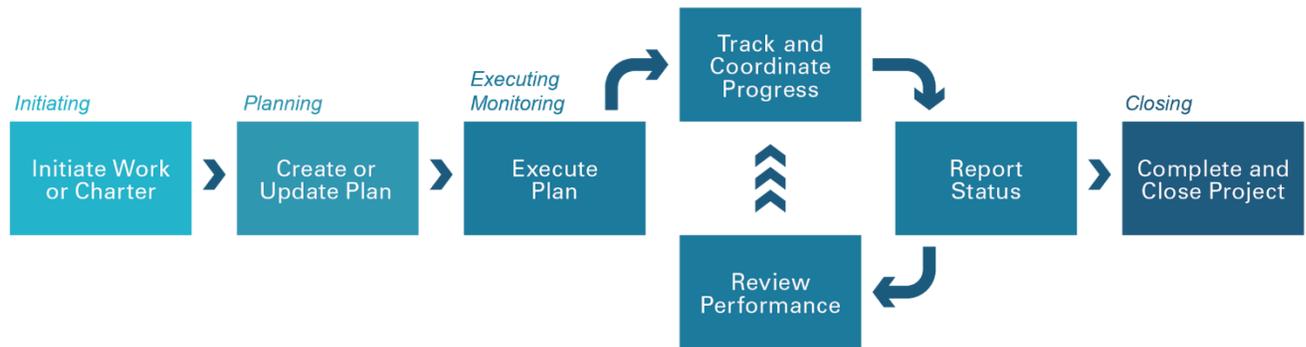


Figure 1: PMI Framework

This industry-standard is used by the PM to promote a successful outcome and alignment with the stakeholder expectations through the project lifecycle.

The PMI framework breaks the lifecycle down into four stages: Initiating, Planning, Executing/Monitoring, and Closing. These stages are illustrated in the above graphic.

Initiating and Planning

Upon project initiation or kickoff, MCP will verify needs and expected outcomes to confirm scope, approach, and timing. After initiating the project and working closely with your team, MCP will develop a customized approach for your agency and stakeholders that drives the project from planning through completion. Depending on project complexity, this approach will be documented in a project work plan; a shorter, smaller plan may be developed based on the accepted scope of work. This work plan will be submitted and reviewed for the County's approval prior to project execution. Subsections may include:

- Risk identification and response plan
- Communications plan for status and progress

- Resource needs and allocation plan
- Deliverable acceptance plan

Executing and Monitoring

MCP will execute the scope/work plan as documented and update you on progress, performance, and concerns if any. We will conduct routine project reviews to validate plan alignment for client satisfaction and quality management. The project reviews will focus on:

- Scope (including requirements and quality control)
- Schedule (including planned vs. actual)
- Budget (including planned vs. actual)
- Deliverable and artifact reviews
- Ongoing risk reduction
- Ongoing issue resolution
- Readiness and transition for changes

These reviews and regular project updates will directly impact our continued execution, helping us mitigate potential risks and increase efficiency/performance.

This approach to execution and monitoring results in an opportunity for overall greater success.

Closing

As the project ends, we will coordinate with your team to ensure agreed-upon deliverables have been submitted and accepted and that you are ready to take your next step post-project. We also will maintain contact as desired through a designated point of contact if additional services are requested or available in the future.

Additionally, MCP practices two exercises as a form of self-check:

- Internally, we conduct a “Lessons Learned” to revisit and gauge our own performance and project outcomes, giving MCP an opportunity to continuously improve as we continue providing services based on internal observations.
- Externally, we perform “Client Satisfaction Outreach,” which involves directly asking our clients post-closeout to evaluate our performance and their satisfaction. We use this information to reflect on how our clients perceive our work and consider opportunities for improvement we may not have noticed otherwise.

Tools

In alignment with the complexity of the project, MCP will manage and track project resources, assignments, and costs and will maintain the schedule using a combination of manual and automated industry-recognized tools.

Deltek VantagePoint	Egnyte	Microsoft Project	Online Communications
<ul style="list-style-type: none"> • Integrated, enterprise planning tool • Creates and resource-loads a project plan • Assists with continuity between tasks and tracks project financials 	<ul style="list-style-type: none"> • Secure, cloud-based file-sharing platform • Allows centralized file access based on stakeholder needs 	<ul style="list-style-type: none"> • PMI-based dashboard outlining all project processes • Tailored to meet the goals of individual projects 	<ul style="list-style-type: none"> • Video and instant messaging tool • Improves communication and technology compatibility • Allows access to Platforms including Microsoft Teams, GoToMeeting and Zoom

Figure 2: MCP's Project Management Tools

Using these tools, the PM will be able to:

- Support efficient use of staff and subject-matter expert resources
- Mitigate against staff being assigned more hours in each period than could be reasonably applied
- Monitor and compare hours planned or needed to complete a task against the hours assigned

This allows the PM to assign time and tasks in a balanced and reasonable fashion to identify pending shortfalls and rebalance staff assignments to accommodate and address the potential shortfall, if needed, and communicate changes in regular project meetings to align with your requirements and expectations.

Communications During Limited Travel

At MCP, we understand on-site meetings, observations, and inspections are important to the accuracy of an assessment or implemented solution—our project approach seeks to provide sufficient time and personnel for on-site deployment as you prefer.

Acknowledging the current health and safety environment the country is facing, as well as the likelihood of your active COVID-19 safety protocols for employees, we have built this project in a hybrid model.

This updated approach assumes that on-site interaction will be limited and supplements the project with remote activities, where warranted, in the best interest of the project. However, if all parties agree in-person interaction is not advisable, you can trust MCP has the experience, capabilities, and technology to successfully complete the work in its entirety remotely.

MCP engages a variety of platforms, including but not limited to GoToMeeting, Zoom, Microsoft Teams and Egnyte, to meet your needs. Through these platforms, project teams can establish break-out rooms, conduct remote tours, and facilitate interactive interviews, focus groups and digital whiteboards to work problems in real-time. Additionally, we leverage online data-discovery tools and secure repositories.

With this approach, MCP will be able to follow current local, state, and federal requirements necessary to keep your staff and our employees protected, all while building trust and instilling confidence that we will deliver on our commitments. ***MCP has included Victor Ramage on our project team who is conveniently located in Baltimore County.***

Quality Assurance and Quality Control

Our PM is responsible for the quality assurance and quality control (QA/QC) process for deliverables, including scheduling, formal delivery, and follow-up to meet your expectations.

Table 1: MCP's QA/QC Process

Stage	Description
Peer Review	<ul style="list-style-type: none"> • Validate content (this is reviewed by select project team members and other SMEs relative to the content) • Align the deliverable with the project's scope of work • Leverage industry standards and best practices, the depth of knowledge of the reviewers and information obtained from other similar projects
Peer Review Edits	<ul style="list-style-type: none"> • Validate the comments received via peer review • Incorporate applicable changes into the deliverable
Quality Assurance	<ul style="list-style-type: none"> • Comprehensive deliverable review is conducted by MCP staff with industry knowledge and experience, as well as specific expertise in editorial content review • The objective of QA is to validate that: <ul style="list-style-type: none"> – Deliverable is comprehensive and thorough – Deliverable meets defined acceptance criteria – Text, tables, and graphics are accurate – Text flows logically and is grammatically correct
Quality Control	<ul style="list-style-type: none"> • Once QA edits have been reviewed by the PM and incorporated, the deliverable moves into the final stage: QC • During QC, document support specialists further scrutinize the deliverable to validate that: <ul style="list-style-type: none"> – The deliverable is accurate and consistent regarding usage and content flow – The appearance of the deliverable aligns with MCP and client standards

Deliverables are vetted thoroughly prior to delivery. In the event a deliverable does not meet your expectations, MCP will meet with you to review any identified deficiencies, then document and, more importantly, correct them to your satisfaction, to the extent they do not contradict or violate established rules, regulations, statutes, standards, or a combination thereof.

Project Team

With more than 200 staff members, MCP's specialized professionals are integral members of our team:

MCP's Specialized Professionals	
<ul style="list-style-type: none"> Former public safety managers Project Management Professionals (PMPs) 	<ul style="list-style-type: none"> Emergency Number Professionals (ENPs) Technology, forensic, and policy specialists

MCP will support this project with 100% internal staff to protect CAPCOG from the risk of 1099 staff or subcontractors that could delay project initiation, delivery or create contractual issues over responsibilities. MCP has identified in the figure below the key team members from our staff that we plan to assign to this important project.

Organizational Chart

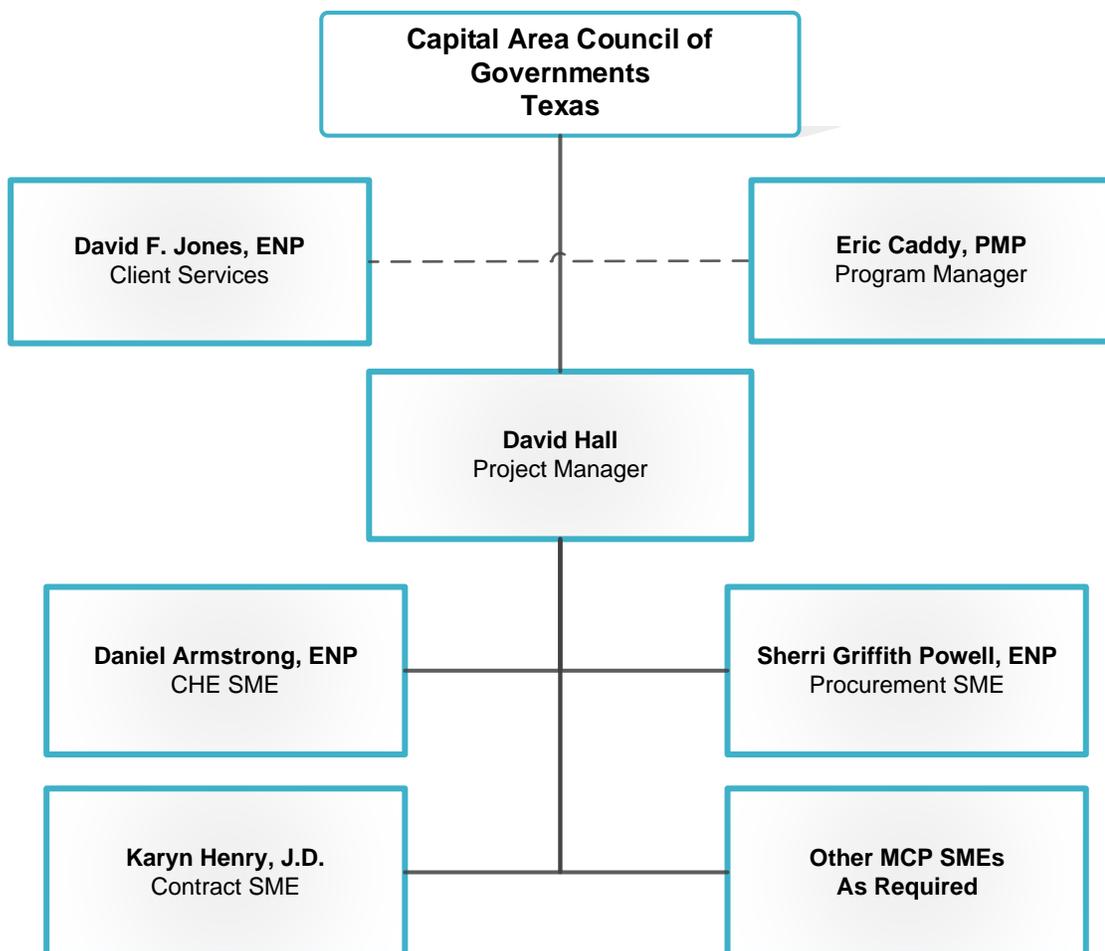


Figure 3: Project Team

Each team member brings a unique skill set and depth of experience in 911 call handling equipment procurements. Additional resources and subject-matter experts are also available, as we are a full-service firm focused on all aspects of public safety communications.

Staff Member	Title / Role / Responsibility / Certifications / Office Location		Available for On-Site Work?
David F. Jones, ENP	Title:	Co-Founder, Senior Vice President of Strategic Accounts	Yes
	Role:	Client Services	
	Responsibility:	Local resource contact that will provide high-level outreach to CAPCOG	
	Certifications:	Emergency Number Professional (ENP)	
	Office Location:	Southlake, TX	
Eric Caddy, PMP	Title:	Vice President & Director of Network/911 Services	Yes
	Role:	Program Manager	
	Responsibility:	Executive-level program management support	
	Certifications:	Project Management Professional (PMP)	
	Office Location:	Southlake, TX	
David Hall	Title:	Senior Technology Specialist	Yes
	Role:	Project Manager	
	Responsibility:	Day to day project management oversight of activities	
	Certifications:	Master's Certificate in Project Management	
	Office Location:	Remote Office, Florida	
Daniel Armstrong, ENP	Title:	Senior Technology Specialist	Yes
	Role:	CHE SME	
	Responsibility:	Responsible for the call handling equipment component of the project	
	Certifications:	<ul style="list-style-type: none"> • ENP • Security+ Boot Camp • Project Management • Full Stack Web Development 	

Staff Member	Title / Role / Responsibility / Certifications / Office Location		Available for On-Site Work?
		<ul style="list-style-type: none"> ITIL v3 Foundation Verizon Product Owner Verizon Scrum Master Cisco Certified Network Associate (CCNA) Boot Camp 	
	Office Location:	Raleigh, NC	
Sherri Griffith Powell, ENP	Title:	Senior Communications Consultant	Yes
	Role:	Procurement SME	
	Responsibility:	Responsible for procurement related activities	
	Certifications:	<ul style="list-style-type: none"> ENP Public Communication and Issues Management Certificate Series, University of Texas Leadership Development Training, Daniels College of Business, CO 	
	Office Location:	Southlake, TX	
Karyn Henry, J.D.	Title:	Communications Consultant	Yes
	Role:	Contracts SME	
	Responsibility:	Responsible for contract related activities	
	Certifications:	VESTA/Sentinel 4x Operations and Maintenance/ Administrator	
	Office Location:	Southlake, TX	

Resumes

Resumes highlighting our qualifications and experience are included on the following pages.

David F. Jones, ENP

Co-Founder, Senior Vice President of Strategic Accounts, Mission Critical Partners

David provides executive-level consultative services and expertise on matters related to NG911, government affairs, public policy and legislation. He is an internationally known subject-matter expert on 911, NG911 and emergency services. He has advocated for emergency services-related issues throughout North America, as well as in Asia, South America, and Europe. While serving as president of NENA, he testified before the United States Senate Commerce Committee on issues pertaining to 911 and next generation telecommunications networks. David was among the first in the nation to be certified as an ENP and has more than 25 years of experience in the public sector having administered, directed, managed and operated emergency service agencies and 911 departments. Areas of specialization include:

- Client management ensuring client expectations are met for success
- Program management support and executive-level consultative services

Representative Experience

State/Regional Experience

- Arizona—FirstNet-related support, NG911 planning and implementation, executive-level support
- 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG)—NG911 design, acquisition and deployment
- California—Leadership development/NG911 training
- Colorado—911 Resource Center NG911 system review
- Kansas—NG911 support
- Michigan—Public safety broadband
- Minnesota—Statewide 911 implementation, technology support and procurement support
- Nebraska—Public Safety Commission NG911 study, professional general consulting
- New Mexico—NG911 planning and implementation support
- Oklahoma—NG911 support
- Tennessee—Emergency Communications Board technology consulting
- Texas—Commission on State Emergency Communications (CSEC)—ESInet facilitation
- North Central Texas Council of Governments (NCTCOG)—911 master planning, executive mentoring, GIS assessment, NG911 implementation and PSAP feasibility study
- Lower Rio Grande Valley Development Council, TX—NG911 migration support

City/County Experience

- Horry County, SC—911, NG911 and radio support
- Shelby County, TN—911 District
 - Memphis Police Department—CAD consulting, automatic vehicle location (AVL) procurement assistance and radio procurement
- Charleston County, SC—Public safety system review and ESInet
- Calhoun and Talladega counties, AL—Radio system governance and related legislation
- Tarrant County, TX—911 District customer premises equipment (CPE) review and implementation and Regional Interoperability Communications Committee (RICC) study
- Dallas, TX—NG911 system planning/911 CPE replacement
- San Francisco, CA—911 system replacement
- Spartanburg County, SC—Director, Emergency Services – 911, Emergency Management Agency, Fire Marshal, and Emergency Services Training Academy



Industry Experience

38 years

Education

B.A., Political Science,
Wichita State University,
KS

Certifications

Emergency Number
Professional (ENP)

Associations

National Emergency
Number Association
(NENA)

NENA, President, 2005-
2006; Executive Board,
2001-2007

Association of Public-
Safety Communications
Officials (APCO)

Industry Council for
Emergency Response
Technologies (iCERT)
Executive and Policy
Committee

Awards

“Order of the Palmetto,” by
South Carolina Governor,
October 2005. Highest
civilian award in the State
for “efforts to improve
emergency services and
communications”

Eric Caddy, PMP

Vice President & Director of Network/911 Services, Mission Critical Partners

Eric has extensive experience managing multiple types of technical and operational, public safety projects for the military and state and local governments. Eric specializes in facilitating communication between broad stakeholder groups with competing priorities to achieve project success for clients. Areas of specialization include:

- Experienced project manager for statewide and regional NG911 projects, including strategic planning, budget planning, stakeholder engagement, consensus building and implementation oversight
- Planning and execution of PSAP regionalization (consolidation)

Representative Experience

State/Regional Experience

- California
 - Development of request for information (RFI) for statewide text-to-911 and technical requirements for a statewide RFP soliciting NG911 equipment and services based on NENA i3 solution
 - Deployment of IP solution to route wireless calls based on X/Y coordinates
- Nebraska
 - State-level NG911 ESInet planning
 - Multi-county wireless integrity testing and data analysis
- El Paso-Teller County 9-1-1 Authority, CO
 - Technology and operational assessment for NG911 and ESInet
 - PSAP consolidation supporting multiple agencies and stakeholders
 - Creation of regional NG911 roadmap
 - Implementation project management for five-agency centralized CAD platform
 - Implementation project management for five-agency call-handling equipment
 - Procurement support for regional Fire Station Alerting
 - Deployment oversight for regional call-handling equipment system
- Texas Commission on State Emergency Communications (CSEC)
 - State-level NG911 ESInet planning and implementation
 - Technical SME for test lab setup, build-out, configuration and execution

City/County Experience

- San Francisco, CA—Served as project manager for NG911 telephone system replacement
 - Technology assessment and recommendations supporting the San Francisco Department of Emergency Management (SFDEM)
 - Requirements development for NG911-capable solution for SFDEM
 - Deployment oversight and management for NG911-capable solution
- Imperial County, CA—Led a team in the development of a feasibility study for the regionalization of four PSAPs
- Cuyahoga County, OH—Managed deployment of NG911 to 47 PSAPs, including stakeholder outreach and vendor solutions technical review

Additional Experience

- Experience with public safety analysis and comparison projects
- Experience with market analyses of public safety trends
- Experienced project manager leading projects focused on improving public safety



Industry Experience

22 years

Education

B.S., Information Technology, University of Phoenix, AZ

Certifications

Project Management Professional (PMP)

Associations

Project Management Institute (PMI)

National Emergency Number Association (NENA), NG911 Working Group

Association of Public-Safety Communications Officials (APCO)

H. David Hall

Senior Technology Specialist, Mission Critical Partners

David is a technical specialist that works with network analysts to review, diagnose and treat complex technical problems related to computer networking operations, telecommunications, software and hardware. His skills and technical knowledge include project management, LAN/WAN topologies and protocols, as well as voice and data transmission standards and protocols. His decades of experience in telecommunications and IT enable him to provide superior solutions to clients' ever-changing technology needs.

Representative Experience

Project Manager Experience

- Managed complicated network refresh and upgrade projects of voice and data network infrastructure
- Developed project plans, work breakdown structure and implementation schedule to manage against stated customer requirements
- Handled integrated voice and data network refreshes, decommissions, moves and new buildouts
- Managed satellite and radio communication projects
- Coordinated internal and external resources to execute projects, including management of vendors and subcontractors, to finalize deliverables on time and within budget
- Implemented Cisco's Unified Communications toolset, such as Call Manager, Unity Connection, Unified Presence, CER, Mobility Advantage (extension mobility [EM] and single number reach [SNR]), Jabber conferencing and collaboration application
- Deployed managed IP telephone solution with a centralized Cisco Mega-Cluster environment and remote voice gateway installations at client's distributed business locations across the U.S., Canada and Mexico

Deployment Manager Experience

- Managed wireless distributed antenna system (DAS) programs serving as the hub for project activity, developed schedules and assigned resources to meet "on air" commitments to wireless carrier customer base
- Managed daily project activity flow for implementing outdoor antenna system networks
- Developed project plans, work breakdown structures, and implementation schedules to properly align integral internal and external resources
- Managed project risk and change through formalized processes and contingency planning, providing weekly internal and external status
- Coordinated activities and assigned resources during initial site feasibility studies conducted by contract engineering firms
- Provided support to RF design criteria and selection of antenna point locations, including moves, adds and changes as required during zoning and permitting process
- Provided support to outside plant (OSP) engineering for acquisition of ground leases required for DAS hub sites
- Coordinated acquisition of documentation in support of jurisdictional filings for zoning/permitting review



Industry Experience

43 years

Education

M.A.,
Telecommunications, The
George Washington
University, Virginia

B.S., Computer
Information Systems,
Strayer University,
Virginia

Certifications

Master's Certificate in
Project Management

Associations

Vice President and
Secretary Treasurer /
Founding Member, Silver
Spring Chapter of the
Project Management
Institute (PMI)

North Carolina PMI

Associate Member of
Asynchronous Transfer
Mode (ATM) and Digital
Subscriber Line (DSL)
Forums

Daniel H. Armstrong, ENP

Senior Technology Specialist, Mission Critical Partners

Daniel is an innovative team leader in global technology service delivery and maintenance of 911 networks and telecommunications infrastructure. He is experienced in telecommunications project scope development, deployment and incident management. Daniel has effective communication skills and works collaboratively with clients. Daniel's extensive knowledge of emergency telecommunications software includes Vesta E911 and Solacom's Guardian 911 Call Handling solution. His areas of expertise include:

- Data Analysis
- 911 Network Assessment
- Incident Resolution
- Program Management
- Risk Management
- Compliance
- Process and Performance Optimization

Representative Experience

State Experience

- Missouri State Highway Patrol—911 assessment
- New Mexico 9-1-1 Program—Fiber network assessment and network map production
- Texas Commission on State Emergency Communications (CSEC), Emergency Communications Advisory Committee (ECAC)—NG911 standards refresh

Regional Experience

- National Capital Region—Regional NG911 implementation and ESInet interoperability
- Eastern Shore, MD—Regional NG911 implementation and ESInet interoperability
- Gulf Coast Regional 9-1-1 Emergency Communications District, TX—Call-handling equipment and network assessment

City/County Experience

- Brazos Valley Council of Governments (BVCOG), TX—Next Generation 911 Core Services (NGCS) implementation support for TriCOG, a partnership composed of BVCOG, Central Texas COG (CTCOG) and Heart of Texas COG (HOTCOG)

Additional Experience

- Provided Tier-2 incident support to identify, research and resolve escalated incidents for 911 call-handling software and hardware (server, workstation, switches) and LAN/WAN; documented, tracked and monitored incidents and service requests; reviewed and analyzed recurring incidents and took measures to resolve root causes
- Managed telecommunication projects and resources to support strategic product installations from concept to completion; met operational metrics and service level agreements; provided monthly technical reports to senior leadership



Industry Experience

22 years

Education

B.A., History, Rider University, NJ

Certifications

Emergency Number Professional (ENP)

Security+ Boot Camp

Project Management

Full Stack Web Development

ITIL v3 Foundation

Verizon Product Owner

Verizon Scrum Master

Cisco Certified Network Associate (CCNA) Boot Camp

Associations

Association of Public-Safety Communications Officials (APCO)

National Emergency Number Association (NENA)

Sherri Griffith Powell, ENP

Senior Communications Consultant, Mission Critical Partners

Sherri brings years of experience in the public safety industry. As a senior communications consultant, she specializes in NG911 planning, funding and text-to-911. Sherri has presented text-to-911, as well as other industry topics, at the national, state and local levels and is recognized as an industry SME on the interim short message service (SMS) text-to-911 solution. Sherri's additional experience includes 911 legislation, 911 leadership training, Broadband Technology Opportunities Program (BTOP) grant funds, and facilitation of NG911 governance working groups. She chairs the NENA NG9-1-1 Education and Training working group and is on the NENA Women in 9-1-1 committee. In addition, Sherri is the Enterprise Client Manager Lead in MCP's Network/911 Services team.

Representative Experience

Federal Experience

- U.S. Department of Transportation (USDOT), National 911 Program—Leads State of 911 webinar series and contributes to the National NG911 Cost Study

State/Regional Experience

- Gulf Coast Regional 9-1-1 Emergency Communications District, TX—Project manager for NG911 Readiness Assessment, Call-Handling Equipment (CHE) Assessment, GIS Assessment and Network Assessment
- Illinois—Technical support for NG911 Feasibility Study
- Maryland—Working group facilitator and funding SME for the 911 Commission Report to Legislature and creator of text-to-911 public education campaign
- Minnesota—Project manager for crisis communications planning, NG911 deployment assistance and facilitation of the statewide text-to-911 deployment
- Nebraska—NG911 Master Strategic Plan and consulting SME
- New Mexico—Project manager for NG911 Assessment, Strategic Plan, Network Assessment and NG911 Requirements
- Oklahoma—Project manager for NG911 Strategic Plan, NG911 Feasibility Study and report to assess deployment of E911 in five counties
- Tennessee Emergency Communications Board (TECB)—SME assistance on public education materials for text-to-911
- Texas—Project manager and facilitator for ESnet governance policy development
- North Central Texas Council of Governments (NCTCOG)—Leader on development of Master Plan, Crisis Communications Plan, Certificated Telecommunications Utility requirements policy, Next Generation 911 Core Services requirements, CHE RFP, SmartRegion network design and continuity planning
- 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG)—Participant in strategic planning and workforce optimization reports and leader on funding assessment
- Capital Area Council of Governments (CAPCOG), TX—Consulting support for strategic plan

City/County Experience

- City of Cincinnati, OH—Project manager for GIS operational support, CAD network assessment, radio microwave requirements and PSAP assessment
- Tarrant County, TX—Project manager for text-to-911 feasibility study and participant in NG911 assessment



Industry Experience

27 years

Education

B.A., Theatre Arts,
St. Edwards University,
TX

Certifications

Emergency Number
Professional (ENP)

Public Communication
and Issues Management
Certificate Series,
University of Texas

Leadership Development
Training, Daniels College
of Business, CO

Associations

National Emergency
Number Association
(NENA)

Association of Public-
Safety Communications
Officials (APCO)

Chair, NENA NG9-1-1
Education and Training
Working Group

Communications Security
Reliability and
Interoperability Council
(CSRIC)

Karyn Henry, J.D.

Communications Consultant, Mission Critical Partners

Karyn is a consistent and systematic compliance communications expert that uses her years of wireless and telecommunications knowledge to assist with legal and regulatory initiatives. She has in-depth experience supporting business, legislative and statutory requirements and is familiar with Service Organization Controls 2 (SOC 2) and International Organization for Standardization (ISO) quality management, assessment and audit standards. Karyn emphasizes policies and procedures for innovative project and procurement solutions.

Representative Experience

Federal/State Experience

- U.S. Department of Transportation (USDOT), National 911 Program
 - Supported team in researching cost projections for NG911 nationwide deployment as part of the National NG911 Cost Study
- 9-1-1 Association of Central Oklahoma Governments (9-1-1 ACOG)—Provided guidance for NG911 design, acquisition and deployment project
- Frederick County, MD—Assisted with legislative drafting for Senate and House bill proposals

Additional Experience

- Wireless Accuracy and Compliance
 - Regulated and administered FCC mandates of wireless carrier 911 voice and text solutions
 - Conducted text-to-911 testing, integration, deployment and training
 - Maintained NG911 wireless quality assurance and control, GIS field testing and statistic auditing data
 - Authored technical documents and diagrams
 - Created a conferencing committee of 40 cities' law enforcement PSAP/ECCs
- Wireless Data Technical Support
 - Investigated high-volume data usage for vulnerabilities, regulatory abuse and cybercrimes
 - Identified cross-department operations reporting solutions using automated script alternatives
- E911/Hosted Position Determining Entity (HPDE)
 - Executed governance, risk and compliance projects, including those involving policy and audit, oversight and involvement of security operations
 - Created documentation and diagrams of the E911 network used to facilitate departmental education to secure infrastructure and technology applications
 - Analyzed raw data to author E911 root cause analyses (RCAs) for National Emergency Number Association (NENA) and FCC service-affecting outages



Industry Experience

24 years

Education

Juris Doctor (J.D.),
Charleston School of
Law, SC

B.A., Law and Justice,
Central Washington
University

Associations

American Bar Association

National Bar Association

NG911 Institute

Certifications

VESTA/Sentinel 4x
Operations and
Maintenance/
Administrator

PMP Certification

One staff member, Eric Caddy, is a certified PMP, the major certification for industry project managers. In addition to the Project Management Institute Framework (PMI) deployed by MCP from this project, Eric is available to leverage his project management experience to provide additional expertise and support the state's approach.



Figure 4: Eric Caddy PMP Certification

Additionally, MCP has a total of 14 PMP certified staff on staff.

Understanding of NENA Standards for i3 Generation 911

At MCP, we have a passion for advancing the public safety and critical communications industries. One way we show that passion is by contributing to industry standards and incorporating them in our work. We're committed to leading and participating in applicable standards development organizations, such as the Association of Public Safety Communications Officials (APCO), the National Public Safety Telecommunications Council (NPSTC), the National Emergency Number Association (NENA), the Alliance for Telecommunications Industry Solutions (ATIS), the Emergency Services Interconnection Forum (ESIF), SAFECOM and the First Responder Network Authority (FirstNet).

Our ultimate goal for supporting standards development is to align our technical and operational guidance with consensus-based standards that will improve emergency response outcomes for our clients and the communities they serve. MCP's staff contributions, both current and past, are reflective of our industry-wide knowledge.

MCP's team includes firsthand experience supporting NENA, including, but not limited to:

- **Sherri Griffith Powell**, Chair of the NENA NG9-1-1 Education and Training Working Group
- **David F. Jones**, served as NENA President from 2005-2006 and on the Executive Board from 2001-2007
- **Eric Caddy**, served on the NENA NG911 Working Group
- **Dan Armstrong** serves on the NENA i3 Architecture Work Group

MCP contributed to the ***Interconnection and Security Committee's i3 Architecture working group, including NENA-STA-010.2.-2016: Detailed function and interface standards for the i3 solution.*** Our team brings significant experience supporting and contributing to NENA including, but not limited to:

NENA Committee/ Subcommittee/Working Group	Contribution to Standards Document
Agency Systems Committee – NG9-1-1 Call Processing Metrics Working Group – Document Review Working Group – NENA/APCO NG9-1-1 PSAP Working Group	<ul style="list-style-type: none"> • Standard ANSI Accredited • NENA-INF-024.2-2018 PSAP Site Characteristics Information Document • NENA-INF-029.2-2018 Integrating Applications on Intelligent Workstations Information • NENA-STA-026.5-2016 PSAP Master Clock Standard • NENA-STA-027.3-2018 E9-1-1 PSAP Equipment Standards • NENA-STA-028.2-2018 RECOM Generic Standards for E9-1-1 PSAP Intelligent Workstations • NENA/APCO-REQ-001.1.2-2018 NG 9-1-1 Public Safety Answering Point Requirements
ALEC/PS Technical Committee – ALEC Sub-Committee	<ul style="list-style-type: none"> • NENA-06-001 Standard for Local Service Provider Interconnection Information Sharing

NENA Committee/ Subcommittee/Working Group	Contribution to Standards Document
Nontraditional Communications Technical Committee – ACN Subcommittee	<ul style="list-style-type: none"> NENA-07-504 Technical Information Document on Automatic Collision Notification & Vehicle Telematics
Network Technical Committee – Migration Working Group	<ul style="list-style-type: none"> NENA-08-501 Technical Information Document on Network to IP PSAP Interface
Joint Data Technical/Operations – VDB MSAG Working Group	<ul style="list-style-type: none"> NENA-02-013 Data Standards for Provisioning & Maintenance of MSAG Files to VDBs & ERDBs
VoIP/Packet Technical Committee – Long Term Definition Working Group – Location Working Group	<ul style="list-style-type: none"> NENA-08-001 v2 Interim VoIP Architecture for Enhanced 9-1-1 Services (i2) NENA-08-002 Version 1.0 Functional and Interface Standards for Next Generation 9-1-1 NENA-08-752 Recommended Method(s) for Location Determination to Support IP-Based Emergency Services Technical Information Document NENA-08-505 Recommended Method(s) for Location Determination to Support IP-Based Emergency Services
SOP Committee – Human Resources Sub-Committee – Daily Operations Working Group	<ul style="list-style-type: none"> NENA-54-001 Communications Center/PSAP Daily Personnel Model Recommendation Original
PSAP Operations & Next Generation Integration Committee – Wireless/Wireline/VoIP Quality Assurance Working Group – Next Generation Data Development Working Group – Policy Rules Working Group	<ul style="list-style-type: none"> NENA-57-501 Wireless Phase I & II Features and Functions Operational Information Document NENA-57-002 Wireless Maintenance Call Routing & Testing Validation Standard NENA-57-002 J Wireless Maintenance Call Routing & Testing Validation Standard NENA-57-503 Procedures for Notification of ERDB & VPC OPR of ESN Changes by 9-1-1 Administrator NENA-71-501 Information Document for Synchronizing GIS databases with MSAG & ALI NENA-71-502 Overview of Policy Rules for Call Routing and Handling in NG9-1-1

NENA Committee/ Subcommittee/Working Group	Contribution to Standards Document
Wireless Operations Committee – Wireless Phase I & II Features and Functions Working Group	<ul style="list-style-type: none"> • NENA-57-501 Wireless Phase I & II Features and Functions Operational Information Document • NENA-57-502 Wireless Phase I/II Planning and Implementation Checklist and Modules Document
Operations Committee – NG Requirements Work Group	<ul style="list-style-type: none"> • NENA-57-750 NG9-1-1 System and PSAP Operational Features and Capabilities Requirements
Next Generation 9-1-1 Transition Planning	<ul style="list-style-type: none"> • NENA-INF-008.2-2013 NG9-1-1 Transition Plan Considerations
PSAP Operations Committee – PSAP Operations Standard Operating Procedures Subcommittee <ul style="list-style-type: none"> ▪ Railroad/PSAP Interaction Working Group ▪ Contingency Planning Subcommittee, Succession Planning Document Review Working Group ▪ Text Message Working Group Working Group ▪ Call Blocking Working Group 	<ul style="list-style-type: none"> • NENA-STA-013.2-2016 Public Safety Communications & Railroad Interaction Standard Operating Procedures • NENA-INF-010.2-2018 Succession Planning Information Document • NENA-INF-017.3-2018 Communications Center/PSAP Disaster and Contingency Plans Model Recommendation • NENA-INF-026.2-2018 Drills and Exercises Information Document • NENA-INF-012.2-2015 Inter-Agency Agreements Model Recommendations Information Document • NENA-INF-019.2-2016 Resource, Hazard and Vulnerability Analysis Information Document • NENA-INF-025.2-2017 Virtual PSAP Management Information Document • NENA-STA-009.2-2015 Mutual Aid Standard/Model Recommendation • NENA-INF-019.2-2016 Resource, Hazard and Vulnerability Analysis Information Document • NENA-INF-020.2-2017 PSAP Survivability Information Document • NENA-INF-007.1-2013 Information Document for Handling Text Message Calls to 9-1-1 in the PSAP • NENA-INF-023.1-2017 Call Blocking Information Document
Accessibility Committee – VRS – IP Relay PSAP Interaction	<ul style="list-style-type: none"> • NENA-INF-013.2-2015 Video Relay Service & IP Relay Service PSAP Interaction Information

NENA Committee/ Subcommittee/Working Group	Contribution to Standards Document
<p>Core Services Committee</p> <ul style="list-style-type: none"> - NG Data Management Sub-Committee <ul style="list-style-type: none"> ▪ Site/Structure Address Points ▪ Policy Routing Rules Working Group – Data Structures Subcommittee ▪ NENA Registry System Working Group ▪ Civic Location Data Exchange Format – Data Management Subcommittee ▪ Next Generation Data Management 	<ul style="list-style-type: none"> • NENA-INF-014.1-2015 Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1 • NENA-STA-003.1.1-2014 Standard for NG9-1-1 Policy Routing Rules • NENA-STA-008.2-2014 Registry System Standard • NENA-REQ-002.1-2016 Next Generation 9-1-1 Data Management Requirements • NENA-STA-004.1.1-2014 NG9-1-1 the United States Civic Location Data Exchange Format Standard
<p>Data Management Committee – Provisioning & Maintenance of GIS Data to ECRF/LVFs</p>	<ul style="list-style-type: none"> • NENA-STA-005.1.1-2017 Standards for the Provisioning and Maintenance of GIS data to ECRF/LVF
<p>Data Structures Committee</p> <ul style="list-style-type: none"> - Next Generation 9-1-1 (NG9-1-1) GIS Data Model 	<ul style="list-style-type: none"> • NENA-STA-006.1-2018 Standard for NG9-1-1 GIS Data Mode
<p>Interconnection and Security Committee</p> <ul style="list-style-type: none"> - NG9-1-1 Architecture Subcommittee <ul style="list-style-type: none"> ▪ Emergency Serv. IP Network Design ▪ i3 Architecture Working Group 	<ul style="list-style-type: none"> • NENA-INF-016.2-2018 Emergency Services IP Network Design Information Document • NENA-STA-010.2-2016 Detailed Functional and Interface Standards for the i3 Solution
<p>CPE Committee and the Next Generation Integration (NGI) Committee – Security for NG9-1-1 Working Group</p>	<ul style="list-style-type: none"> • NENA-75-001 Security for Next-Generation 9-1-1 Standard (NG-SEC)
<p>Operations and Technical Committee Chairs</p> <ul style="list-style-type: none"> - Joint Technical and Operations Security for NG 9-1-1 	<ul style="list-style-type: none"> • NENA-75-502 NG-SEC Audit Checklist
<p>Public Education & PSAP Training – NG9-1-1 Education & Training</p>	<ul style="list-style-type: none"> • NENA-REF-003.1-2015 Text-to-9-1-1 Public Education <ul style="list-style-type: none"> - PSAP Interim Text-to-9-1-1 Support Documents - Interim SMS Text-to-9-1-1 Information and Planning Guide - Public Education Clearinghouse Form - Public Education Funding & Resource

NENA Committee/ Subcommittee/Working Group	Contribution to Standards Document
Standard Operating Procedures / Joint Steering Committee – Call Center BPS’s Cases of Missing & Exploited Children	<ul style="list-style-type: none"> NENA-56-505 Guidelines for Handling Calls Regarding Missing & Exploited Children Op Inform
Regulatory/Legislative Committee	<ul style="list-style-type: none"> NENA-60 – 601 Model Baseline Guidelines for Drafting Statutes or Rules Associated with Prepaid Wireless Service and 9-1-1 Emergency Service Fees Regulatory/Legislative

FCC Guidelines

MCP is knowledgeable of FCC rules and guidelines related to 9-1-1 and NG911 Services. MCP has contributed to the following FCC standards:

Federal Communication Commission (FCC) Council/Committee	Working Group
<ul style="list-style-type: none"> Communications Security Reliability and Interoperability Council (CSRIC) II FCC CSRIC III FCC CSRIC IV FCC Emergency Accessibility Advisory Committee (EAAC) FCC Task Force on Optimal PSAP Architecture (TFOPA) 	<ul style="list-style-type: none"> Working Group 4B “Transition to NG9-1-1” Working Group 4C “Technical Options for 9-1-1 Location Accuracy” Working Group 3 “E9-1-1 Location Accuracy” Indoor Location Accuracy Test Bed Building Selection Committee Working Group 1 “Next Generation 9-1-1” Working Group 1 “Text-to-9-1-1” Working Group 1 “Interim Solutions for Text to 9-1-1” Working Group 3 “Optimal Resource Allocation”

Experience with Standards

A full list of our contributions is available on our website: https://www.missioncriticalpartners.com/wp-content/uploads/Appendix-B_SDO-Contributions-1.pdf Additional standards support and experience includes:

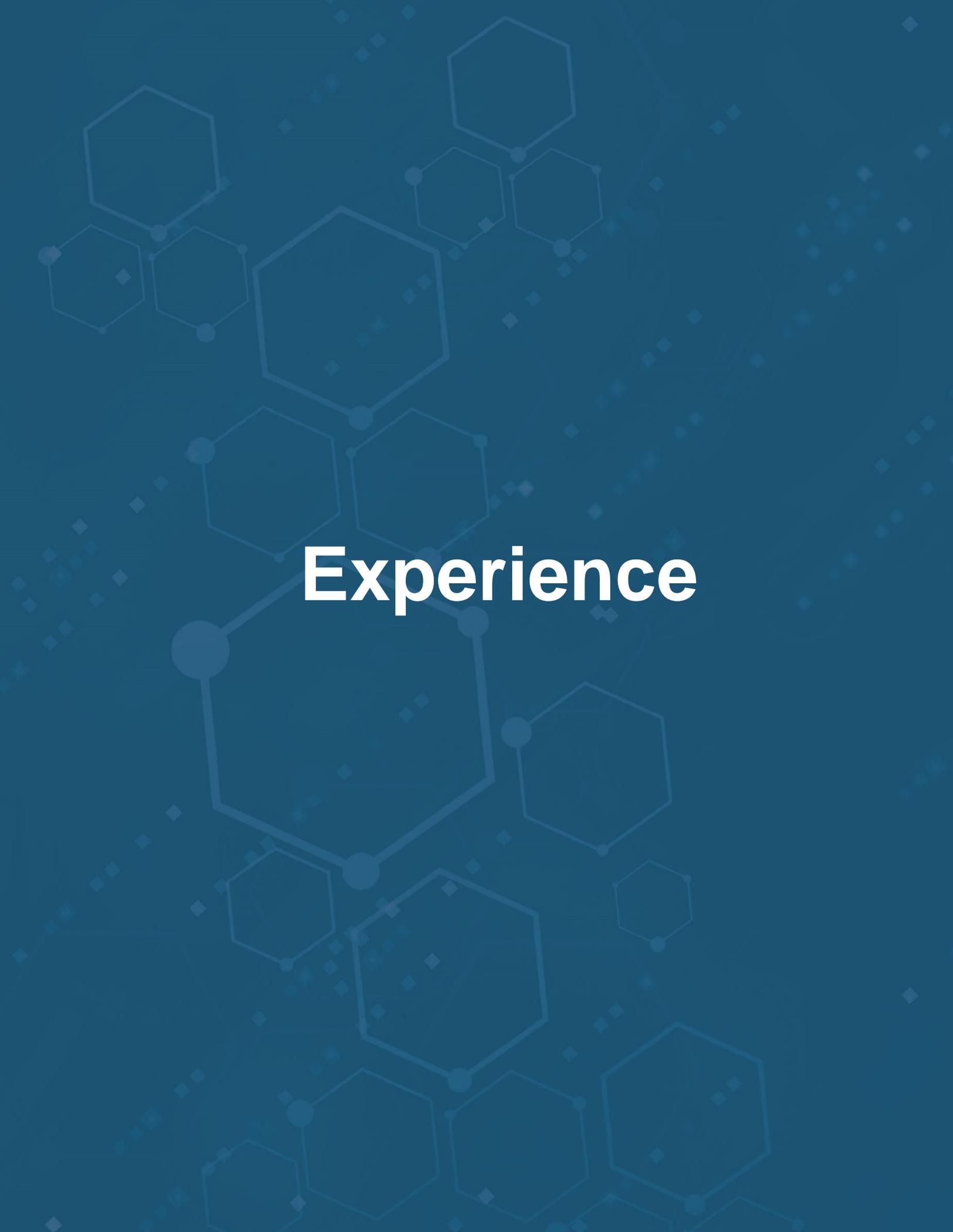
- Industry Bodies Supported by MCP
 - APCO Committees
 - Standards Development Committee (SDC)

- Communications Center Standard Committee (CCSC)
- APCO Wireless 911 Deployment Work Group
- UCAD Project Committee
- Additional Organizations
 - National Public Safety Telecommunications Council (NPSTC)
 - Alliance for Telecommunications Industry Solutions (ATIS) Emergency Services Interconnection Forum (ESIF)
 - SAFECOM
 - FirstNet
 - Federal Communication Commission (FCC)

Active Member NENA and/or APCO International

The MCP team carries significant certifications and memberships from public safety organizations required to make this project a success and to ensure industry standards and knowledge are applied to the State's solution. MCP's team includes:

- **NENA Memberships**
 - **Four** of our staff members are NENA members and well versed in the organization and pertinent standards pertaining to 911 policy, technology, operations, and education issues.
 - ***MCP has a total of 49 staff members who hold active NENA memberships.***
- **Association of Public Safety Communications Officials (APCO) Memberships**
 - **Three** of our staff members are APCO members with a deep understanding of its standards, advocacy, and approach to public safety.
 - ***MCP has a total of 39 staff members who hold active APCO memberships.***

The background is a solid dark blue color. It features a pattern of light blue hexagons of various sizes and orientations. Some hexagons are solid, while others are just outlines. There are also small, light blue diamond-shaped dots scattered throughout the background, some of which are connected by thin, light blue lines, creating a network-like structure.

Experience

Representative Project Experience

Texas Experience

MCP has supported more than 175 projects in the State of Texas. As a result of work within the State, MCP brings a strong understanding of local and state regulations, standards, and procedures. Listed below are clients we have served for those projects.

Texas Clients		
Allen, City of	East Harris County Emergency Services	Liberty, City of
Aransas County	East Texas Council of Governments	Lubbock County
Amarillo, City of	Fort Bend County	Mesquite, City of
Ark-Tex Council of Governments	Fort Worth, City of	Midland, City of
Arlington, City of	Garland, City of	Montgomery County
Austin, City of	Golden Crescent Planning Committee	Montgomery County Hospital District
Baylor Scott & White Health	Grand Prairie, City of	New Braunfels, City of
Bell County	Greenville, City of	North Central Texas Emergency Communications District (NCT9-1-1)
Bexar Metro 9-1-1 Network District	Harris County	North Central Texas Trauma Regional Advisory Council
Brazos County 911 District	Harris Fort Bend Emergency Services District #100	North Texas Emergency Communications Center (NTECC)
Brazos Valley Council of Governments (BVCOG)	Hays County	North Texas Tollway Authority
Burleson, City of	Highland Park, City of	Parker County
Cameron County	Highland Village, City of	Plano, City of
Capital Area Council of Governments (CAPCOG)	Heart of Texas Council of Governments (HOTCOG)	Potter Randall County
Central Texas Council of Governments (CTCOG)	Houston-Galveston Area Council (H-GAC)	Rockwall, City of

Texas Clients		
Clark County Emergency Services Agency	Houston Public Works	San Antonio, City of
Collin County	Jackson County	Tarrant County
Commission on State Emergency Communications (CSEC)	Jim Wells County	Taylor, City of
Cooke County	Kaufman County	TriCOG (BVCOG/CTCOG/HOTCOG)
CPS Energy	Klein Independent School District	Terrell, City of
Dallas, City of	Lake County	University of Texas, Austin
Deep East Texas Council of Governments (DETCOG)	Laredo, City of	West Texas Regional Consortium
Denco Area 9-1-1 District	Leander, City of	Williamson County
Denton, City of	Leon County	

CHE Experience

MCP's proven record of success with CHE procurement and implementation projects is detailed below:

Table 2: Sample CHE Projects

Client	Description
Potter Randall County, TX	CHE Hardware Refresh
Tarrant County, TX	CHE and Network Project, Equipment Preparation and Implementation
Horry County, SC	CHE Assessment, Procurement and Implementation
Leesburg, VA	Call Handling Equipment Implementation
Northern Virginia Emergency Response System (NVERS)	Call Handling Study
Coweta County, GA	CHE Assessment

Client	Description
Montgomery County, MD	CHE Solution
Armstrong County, PA	CHE and Network Services
Beaver County, PA	CHE Consulting Services
Berks County, PA	Call Handling Assessment
Butler County, PA	CHE Consulting Services
Cambria County, PA	CHE Solution
Centre County, PA	911 and CHE Assessment
Chester County, PA	Call Handling Assessment
Fayette County, PA	CHE Solution
Greene County, PA	CHE and Network Solutions
Indiana County, PA	CHE Solution and Network Design
Lawrence County, PA	CHE Solution
Montgomery County, PA	Call Handling Assessment
Somerset County, PA	CHE Solution
Venango County, PA	CHE and Legacy 911 Integration
Washington County, PA	CHE/Fiber Network Transition
Centre for Organ Recovery	Call Handling Equipment Analysis

Agency	Description	Contact Name, Title and Information/	Project Dates
North Central Texas Emergency Communications District (NCT9-1-1)	Call Handling Equipment and Next Generation 911 Procurement and Implementation	Christy Williams, ENP Chief 911 Program Manager 600 Six Flags Drive Arlington TX 76011 817.695.9204 cwilliams@nctcog.org	August 2009 to Present
TriCOG, Texas Brazos Valley Council of Governments (BVCOG),	Next Generation 911 Regional Procurement and Implementation	Ms. Anita Pitt 911 Program Manager Brazos Valley Council of Governments	December 2013 to December 2018

Agency	Description	Contact Name, Title and Information/	Project Dates
Central Texas Council of Governments (CTCOG), and Heart of Texas Council of Governments (HOTCOG)		PO Drawer 4128 Bryan, TX 77805 979.595.2800 Apitt@bvcog.org	
Bexar Metro, TX	Next Generation 911 Procurement and Implementation	Bill Buchholtz Chief Executive Officer 811 Saddletree Ct San Antonio, TX 78231 210.408.3911 bill@BexarMetro.com	December 2017 to June 2021

A brief description of the size and scope of each project is included on the following pages.

Bexar Metro 911 Network District

911 NGCS Impementtion and Program Management

Background: The Bexar Metro 911 Network District (Bexar Metro) supports emergency responders in and around San Antonio, Texas, with an area of responsibility of approximately two million people and 2,600 square miles.

Challenge: The District identified the need for implementation and program management to support transitional NG911 services and to help advanced with investments that have an integrated, long-term path to NGCS.

Solution: Mission Critical Partners was retained by the District to provide program management support to coordinate NG911 transitional services. MCP was responsible for developing and maintaining a project charter and plan to monitor:

- Project deliverables expected
- Project team organization to address critical success factors and measurement
- Assumptions and boundaries
- Project schedule
- Risks and constraints

MCP's management include major project milestones (schedule), roles and responsibilities, tasks and work packages, deliverables and points of contact.

Key Result: With MCP's support, the District completed the assessment, procurement and implementation an NGCS solution. Our approach ensured the District's transition aligned with industry standards and Bexar Metro's best interests, as well as ensuring that the vendor documentation provided sufficient detail for its services contract to ensure a proper level of vendor accountability during the implementation and management process.



Project Length: 3.5 Years

Project Dates: December 2017 to June 2021

Solutions Provided:

Program Management

Implementation

Population: 2,009,324 (2020)

Nearest MSA: San Antonio–New Braunfels, TX MSA

Contact:

Bill Buchholtz
Chief Executive Order
210.408.3911
bill@BexarMetro.com

North Central Texas Emergency Communications District (NCT9-1-1) Comprehensive Next Generation 911 Services



Challenge: In August 2009, the 911 Program of the 16-county North Central Texas Emergency Communications District (NCT9-1-1) embarked on a long-term strategic initiative to plan, fund and manage NG911 services. During the initial phases, Mission Critical Partners worked closely with the team to provide thorough due diligence; a conceptual IP NG911 network design; and the development, distribution and evaluation of i3 Functionality and IP Network Facilities Request for Proposals.

The Council is currently engaged in the third phase of the project. This phase is focused on improving network/Customer Premise Equipment redundancy, supporting state-level NG911 projects, strategic planning and leading the industry to advance development and deployment of NG911 functionality to serve NCT9-1-1's jurisdiction.

Solution: To help NCT9-1-1 achieve Phase III objectives, MCP has again been retained by the Council and is working with them to:

- Develop and manage a multi-year strategic plan encompassing all 911 Program departments
- Document and contract manage the implementation of new 911 call handling equipment
- Create a transition plan to guide the transition to an IP selective router
- Manage the implementation of i3 Features and Functions of NG911
- Document and manage pilot projects for advanced location and additional data sources
- Create project plan for key GIS and Data Team program initiative
- Provide leadership development for the Council management team

Key Result: Since the project's inception, MCP managed the design and implementation of the local IP network, including all related procurement efforts; completed the initial regional consortium by-laws and management documents; and developed a process to guide on-going support of the multi-year 911 Program Master Plan to guide long-term efforts. The team continues to work closely with NCT9-1-1 to help them meet additional project objectives in the transition to full NG911.

Project Length: 12 Years

Project Dates: August 2009 to Present

Population: 1.7 Million (2021)

Nearest MSA: Dallas-Fort Worth-Arlington, TX

Contact:

Christy Williams, ENP
Chief 911 Program Manager
817.695.9204
cwilliams@nctcog.org

"More than a consultant, I consider MCP my partner in public safety. I value the contribution they make to my team and appreciate the wide variety of experience that I get from their staff. MCP understands the needs and goals of my agency and they provide us with tools to help achieve excellence. They are making the transition to new technology and operations a bit easier to forge as we move into the Next Generation of 911."

- Christy Williams, 911 Program Manager, NCT9-1-1

**TriCOG, Texas
Brazos Valley Council of Governments
(BVCOG),
Central Texas Council of Governments
(CTCOG), and
Heart of Texas Council of Governments
(HOTCOG)**

Next Generation 911 Regional Assessment

Challenge: Three council of governments (COGs) in the state of Texas needed recommendations for NG911 migration options. The three COGs, Brazos Valley, Central Texas and Heart of Texas formed TriCOG for this purpose. TriCOG contacted Mission Critical Partners to assist them in a regional assessment with four defined goals in mind:

- Pursue options for NG911 core functionality that is compliant with the National Emergency Number Association (NENA) i3 standards
- Assess current GIS capabilities, data accuracy and processes, to determine readiness for NG911 migration
- Explore IP network options for establishing an emergency services IP network (ESInet) for delivery of emergency calls to NG911-equipped PSAPs
- Investigate replacement of legacy selective routers (SR) with IP-based SRs

Solution: To address the need for i3 core functionality, MCP conducted a due-diligence process with industry leading vendors and service providers to explore options for providing cost-effective i3 functionality and features to TriCOG. MCP performed a high-level GIS assessment for each individual COG and developed an error-correction process that would align TriCOG's GIS data with NENA standards for NG911 compliant GIS data.

Working with invited vendors and service providers, MCP explored options for implementing a robust, redundant, geo-diverse network capable of delivering emergency calls to NG911-equipped PSAPs via TriCOG's existing Verizon multiprotocol label switching (MPLS) network. MCP explored options for replacing legacy SRs with IP-based SRs, to provide legacy E911 functionality while incorporating the ability to receive native Session Initiation Protocol (SIP) emergency calls and delivering those IP calls across an ESInet to the region's NG911-equipped PSAPs.

Key Result: MCP supported TriCOG in its transition to NG911 and assisted with an assessment of the current MPLS network to determine whether more robust options exist for replacement.



Project Length: 5 Years

Project Dates: December 2013 to December 2018

Population: 1.1 million

Nearest MSA: College Station-Bryan, and Killeen-Temple, TX

Contact:

Ms. Anita Pitt
911 Program Manager
Brazos Valley Council of
Governments
979.595.2800
Apitt@bvcog.org

Cost Proposal

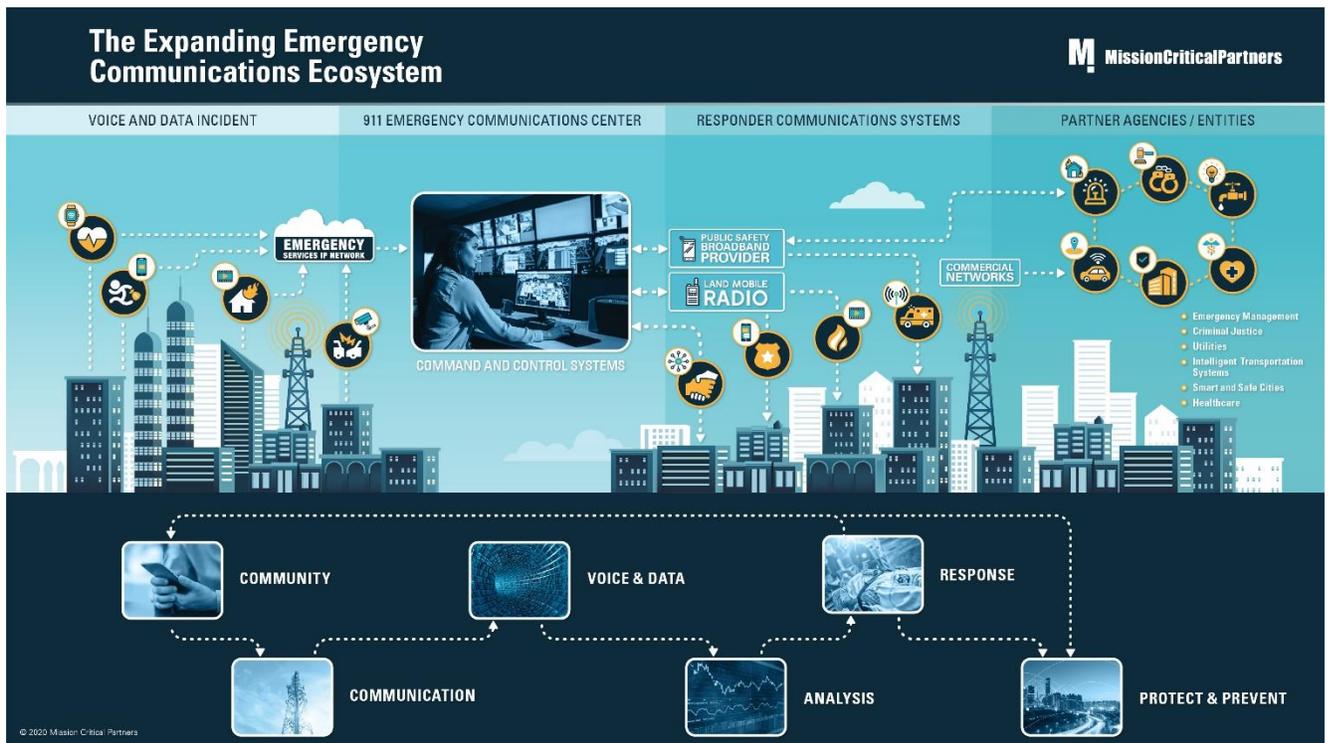
MCP's cost proposal is provided under separate cover.

Appendix A: The Public Safety Ecosystem

Since 911's inception in 1968, public safety officials have continued to leverage technology advancements to make emergency response even more efficient and effective. The counterbalance is these advancements occurred in distinct silos that developed within the emergency communications ecosystem (enhanced 911 service, digital land mobile radio networks, and computer-aided dispatch systems).

Today, we stand on the precipice of another technology transformation like the advent of 911 service. As public safety moves through this transformation over the next several years and beyond, it is critical that the agencies begin thinking of the ecosystem as a holistic network, i.e., a network of networks.

The new public safety ecosystem will interconnect on many levels to enable the smooth flow of critical and relevant data to provide emergency responders with the best information to perform their duties.



MCP can provide the public safety, criminal justice, data integration, network and information technology services required to help agencies start thinking of the ecosystem as a single entity, taking into consideration how each piece will interconnect and interact with the others. With MCP's support, agencies will transition from siloed communication environments to realizing significant improvements in emergency-response outcomes.

Appendix B: MCP's Areas of Specialization

Mission Critical Partners is a comprehensive professional services firm rather than an organization with a single focus or specialization. Our areas of specialization are driven by subject matter experts in each of their respective fields – in other words, our specialization is in all areas of public safety – from operations to technology.

Our planning, design, and implementation services span all aspects of mission critical communications.

Executive Consulting Services



MCP partners with clients to develop customized technical and operational solutions for public safety communications—because the mission matters.

Our staff has extensive experience serving in public sector and public safety management roles. We draw on our real-world experience when advocating for our clients. Through first-hand experience, we have earned the reputation for being accountable, prudent, persistent, progressive and reliable problem solvers and innovators.

We provide services that are initiated at a strategic level. An integral part of our executive-level consulting is providing master planning services. Our team of policy specialists collaborates with clients to create comprehensive plans that help direct decision-making in the public safety sector. When developing a strategic plan, MCP incorporates master planning, organizational structuring, hiring assistance, fiscal planning, operations and technology and policy solutions.

We first seek to gather insights into our client's unique organization. We then apply these insights with our deep industry experience to formulate a strategy designed to serve as a guide to our client's future. We focus on combining a comprehensive yet tactical approach that addresses every element of the client's sphere of influence. Our team directs its collective energy on understanding the full scope of the client's responsibilities and objectives. We uncover the unique challenges that stand in the way of achieving success. Our goal is to mitigate those challenges by leveraging policy, technology, fiscal and human assets to develop a sustainable solution.

Our clients are responsible for delivering reliable service 24 hours a day, seven days a week to emergency responders and the public while operating with limited resources. In recognition of the need to achieve more with less, we aim to put the client in a position to do more with more. This means structuring organizations, programs and projects for available grant funding through policy development, technology and appropriate fiscal planning.

Network 911 Services



Our professionals have extensive experience with planning, designing, procuring, negotiating and implementing all Next Generation 911 (NG911) call delivery and processing elements. The public safety answering point (PSAP) environment continually will evolve with new technologies, processes and expectations. MCP's goal is to help our clients implement resilient, effective and future-focused solutions that enhance emergency response and result in better outcomes for public safety—because the mission matters.

The MCP approach considers funding models, system lifecycle analysis, objectives, incident processing, network resources and governance opportunities to establish a thorough understanding of a client's unique PSAP environment.

Our NG911 experts have extensive experience with incident processing in the PSAP, as well as incident dispatch and data management. MCP can develop a comprehensive master plan for the agency or region and a conceptual design for NG911 deployment. The master plan assesses all options and ensures timely deployment by incrementally upgrading technology and recommending policy, funding and governance modifications. Our offerings include, but are not limited to, master planning and design and procurement support for a wide variety of communications networks, including Internet Protocol (IP)-based networks, such as Emergency Services IP Networks (ESInets).

Wireless Communications Services



Our radio experts bring an average of 25 years of experience to every project and have supported large municipal radio system implementations in ten of the top Metropolitan Statistical Areas. One hundred percent of our experts have hands-on experience using two-way radios. MCP's leadership and support for your project means that your new system will boost coverage and capacity, exceed the needs of the user community and create maximum value.

Our team approaches your project with only one task in mind—helping you achieve your goals. This is accomplished through our unique approach that determines your operational requirements and designs a radio network around your needs and budget. Many agencies face constraints because of the design and operation of their radio network. The network should serve public safety users, as well as be another tool to keep our emergency responders and communities safe. The protection of life and property begins with a single dispatch. From there, the radio system is the link that connects and delivers your response and services to your citizens. It is far too important to trust to anyone other than your partner, your advocate, and your agent for innovative solutions—because the mission matters. Our professionals work tirelessly to provide the necessary guidance for our clients to evolve to a radio communications system that is capable, reliable and affordable—custom designed for their needs and budgets. Offerings include, but are not limited to, operational and technical assessments, procurement support, Federal Communications Commission (FCC) licensing, performance acceptance testing and First Responder Network Authority (FirstNet) support.

Operations and Facilities Services



When everything you do is considered mission-critical, you require reliable systems to meet the demands of your always-on operation. Our planning, designing and integration services improve the return on your technology investments, while delivering project success. And our project management expertise helps you complete your initiatives on time and on budget.

MCP is passionate about creating environments, processes and systems that enable our clients to experience greater success. We do this by bringing innovative ideas to every project with the end goal of improving your operations. Our applications expertise spans all aspects of public safety communications including emergency services studies, computer-aided dispatch (CAD), logging, records management systems (RMS), geographic information systems (GIS), mobile data and more. We believe that the way in which these applications combine with other systems and your agency's unique organization is fundamental to success. Our specialized team of experts work shoulder to shoulder with our clients to align requirements with their goals to implement the best possible solution.

Our operations and facilities services include operations consulting; technology procurement and implementation; shared services and consolidation; strategic and executive-level consulting; facility planning services; and professional development and mentoring.

Shared Services and Consolidation



In today's market, everyone is asking, "How can we do more with less?" Communications centers are impacted by this question as budgets become tighter, technology matures, operational demands become more complex and training needs increase. Many are finding that consolidation is a solution to consider. The MCP team has extensive experience with consolidation efforts in past public-sector roles and as consultants.

We recognize that elected and public safety leaders strive to provide the most effective and efficient emergency response system possible. Ultimately, the delivery of quality life-safety services is the achievable objective. We develop a collaborative approach with our clients to assess the opportunity for operational and administrative efficiencies through potential consolidation, colocation or organizational change. Our professionals use an impartial and even-handed approach that has a proven track record of success.

Today's economic realities require a thorough program analysis to define a future path to economizing, while effectively delivering service. Appropriately applied, consolidation or colocation can achieve operational efficiencies through systemic interoperability via staffing, scheduling, technology, training and reduction in system's costs.

We appreciate the necessary balance required of seemingly competing objectives with operations, organizational, technology, fiscal, human resources and governance issues. The variables and constraints associated with each are carefully weighed to develop an approach with a lasting solution. MCP is sensitive to the sense of ownership and loyalty each community and agency has with a local communications center. We honor the history of service while providing an independent view of how the community is best served by

advancing to the future. To ensure a comprehensive, yet smooth, transition, we provide migration assistance and help address the challenges inherent in combining organization, facility, technology and operational resources.

Facility and Technology Design and Integration

MCP is well-versed about the requirements of mission-critical facility architectural and engineering design and we are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction—including site selection and development, and implementation of electrical, mechanical, structural, security and other technology systems—to coordinate systems installation, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the space for operational integrity. We work closely with the client to develop technology solutions, migration schedules and a forward-looking operations floor layout that scales as each client's needs grow. Our team has a profound passion for results, an indefatigable work ethic, and a proven record of success; we utilize industry-leading intellectual capital to provide highly responsive, customized, solutions and strategies for our clients.

Network and IT Support Services



We help our clients increase the reliability of their network and IT environment long after implementation. Our holistic IT and network support solution helps our clients realize significant IT cost-savings, while remaining confident that their systems are running at peak performance, protected by unplanned network outages.

Clients partner with us so that they can focus on the strategic aspects of managing their public safety operations

while we provide expanded continuity, capacity, and capability. We provide solutions that achieve our clients' goals, not their vendors, by applying a technology-independent approach.

With MCP's help maintaining their network environment, our clients have greater confidence that their IT infrastructure and related systems are running smoothly. Our objective is to help our clients drive a greater return from their maintenance investments while reducing their operating expenses. We provide a broad portfolio of assessment, monitoring, and support solutions that improve network reliability and provide agencies with a greater pulse on their IP network and IT enterprise.

IT Network and Support Solutions	Network Management and Monitoring Solutions	Cybersecurity Solutions	Additional Offerings
Mission-Critical NetInform® NetInform Discover discovery and reporting NetInform Assessment enterprise IT network	Mission-Critical NetPulse® NetPulse Essential 24x7 network management NetPulse Advanced 24x7 network monitoring	NetInform Secure security assessments NetPulse Secure security monitoring	On-request services IT helpdesk services Integrated vendor support services

These support solutions can provide a holistic, end-to-end view into an agency’s entire network and supporting infrastructure with support available for the following networks and applications:

- CAD Systems
- Call-Handling Equipment (CHE)
- RMS
- Microwave and Fiber Optic Backhaul Systems
- ESInets
- Telephony
- 911 and Administrative Networks
- Environmental Site Networks

Data Integration Services

In the courts, justice and public safety arena, the business environment includes vendors, suppliers, partners, community, private organizations, and various government agencies. MCP’s Data Integration Services team specializes in the planning and implementation of complex data exchange and integration projects for the criminal justice market. Our successes include integration initiatives that span all major entities within the criminal justice community, including:

- Law Enforcement
- Courts
- State Bureaus of Investigation
- Social Services
- Prosecution
- Probation
- Human and Health Services
- Department of Motor Vehicles
- Public Defenders
- Adult/Juvenile Corrections
- Child Support

We’ve made it our business to help you facilitate, integrate, and improve your ability to work together—by focusing on workflow integration—to achieve real-time accessibility to information that is relevant to the business environment. This event-triggered information sharing has the benefit of reducing paper dependencies, cutting costs and uncovering innovative revenue opportunities that exist in your ecosystem.

MCP has implemented large-scale, multi-year workflow integration projects at the state, county and local level. The benefit to our clients is that our full range of system integration capabilities is augmented with real-world experiences, proven methodologies, industry standards, and best practices that are demonstrated in the breadth, depth, and realism of our strategic planning and implementation efforts.

Our court, justice, and public safety capabilities include, but are not limited to:

Services
<ul style="list-style-type: none">• Strategic Planning and Governance• Analysis• Exchange Architecture• Integration• Project Management• National Standards• Product Solutions

MCP uses national standards, modeling tools, and open technologies day in and day out, including:

- Justice Information Exchange Model (JIEM)
- Service-Oriented Architecture (SOA) and Global Reference Architecture (GRA)
- Web Services Standards
- eXtensible Markup Language (XML) Standards and National Information Exchange Model (NIEM)

Appendix C: Required Forms

The required forms included on the following pages are:

1. Certification of Compliance with Small, Disadvantaged, Minority, Women-Owned, And Historically Underutilized Business Policy
2. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion for Lower-Tier Covered Transactions
3. Certification Regarding Lobbying
4. Conflict of Interest Questionnaire -Chapter 176 of the Texas Local Government Code requires vendors and consultants contracting or seeking to contract with CAPCOG to file a conflict-of-interest questionnaire (CIQ) if they have an employment or other business relationship with an CAPCOG officer or an officer's close family member
5. Copy of Current Certificate of Commercial Liability Insurance Coverage
6. Copy of Current Certificate of Worker's Compensation Insurance Coverage

CERTIFICATION OF COMPLIANCE WITH SMALL, DISADVANTAGED, MINORITY, WOMEN-OWNED, AND HISTORICALLY UNDERUTILIZED BUSINESS POLICY

The undersigned certifies on behalf of the Contractor or Subcontractor that he or she has read Article VI of CAPCOG's Procurement Policy, "Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses: Federal Assistance or Contract Procurement Requirements," a copy of which is attached to this Exhibit. In addition, the Contractor or Subcontractor agrees to make and demonstrate a good faith effort to include small and minority businesses, women's business enterprises, and labor surplus area firms' participation under a contract in accordance with federal procurements requirements of 2 CFR §200.321. A good faith effort must include the following affirmative steps:

- 1) Placing qualified small and minority businesses and women's business enterprises on solicitation list;
- 2) Assuring that small and minority businesses and women's business enterprises are solicited whenever they are potential sources;
- 3) Dividing total requirements, when economically feasible, into smaller task or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
- 4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
- 5) Using the services and assistance as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Nothing in this provision will be construed to require the utilization of any firm that is either unqualified or unavailable. comply with that policy if it procures goods or services with funds made available under this contract.

Mission Critical Partners, LLC
Contractor or Subcontractor

By  _____

David F. Jones, Sr. Vice President
Name and Title

Date June 9, 2022

CAPCOG'S AFFIRMATIVE ACTION PROCUREMENT POLICY

Small, Disadvantaged, Minority, Women-owned and Historically Underutilized Businesses: Federal Assistance or Contract Procurement Requirements

PART A: POLICIES

6-101 Policy Statement:

It shall be the policy of CAPCOG to assist small, DBE, MBE, women-owned businesses and HUBs in learning how to do business with CAPCOG. It shall be the further policy of CAPCOG that these sources shall have the maximum feasible opportunity to compete.

6-102 Bidder/Offeror Statement:

Every solicitation for procurement must require that each bidder or offeror include a statement that the bidder or offeror will comply with this Policy.

6-103 To ensure that CAPCOG's policy to assure that small, MBEs, DBEs, women-owned businesses, and HUBs are utilized, CAPCOG and its contractors and subcontractors should take the following affirmative steps:

1. Include qualified small, MBEs, DBEs, women-owned businesses, and HUBs on the Bidders' List. State lists may be utilized to locate such businesses by contacting the General Services Commission;
2. Assure that small, MBEs, DBEs, women-owned businesses, and HUBs are solicited whenever they may be potential sources. In this regard, CAPCOG should investigate new sources and advertise when feasible in minority publications;
3. When economically feasible, and where not in contravention of competitive bidding requirements, CAPCOG should divide the total requirements into smaller tasks or quantities so as to permit maximum small, MBE, DBE, women-owned businesses and HUB participation;
4. Use the services and assistance of the Small Business Administration, the Office of Minority Business Enterprise of the Department of Commerce, the Minority Business Development Agency in the Department of Labor, the Texas General Services Commission and other similar agencies for locating such businesses;
5. Require that prime contractors take affirmative and meaningful steps towards retaining small, MBE, DBE, women-owned businesses and HUB subcontractors;
6. Procure goods and services from labor surplus areas;
7. If feasible, establish delivery schedules that encourage small, MBEs, DBEs, women-owned businesses, and HUBs to participate; and,
8. Advertise, at least annually, in a newspaper of general circulation for small, MBEs, DBEs, women-owned businesses and HUBs to be added to the Bidders' List.

6-104 For such affirmative steps to be meaningful, CAPCOG should review all solicitations, offers and bids to confirm that such affirmative action steps have been taken. In addition, steps should be

taken to ensure that once a contract is awarded to a small, MBE, DBE, women-owned business, and/or HUB, or that the award is given to a contractor with such a subcontractor, that such business is retained during the entire performance of the contract.

- 6-105 Failure of a contractor to take meaningful affirmative steps at soliciting and retaining small, MBEs, DBEs, women-owned businesses and HUBs may be considered as a factor in evaluating future bids under non-compliance with public policies; however, this factor may not be a consideration in procurements involving purely state or local funds as Texas law requires awards to be made to the lowest responsible bidder.
- 6-106 For procurements costing more than \$3,500 but less than \$50,000 the Division Director shall contact at least two HUBs on a rotating basis, based on information provided by the Texas General Services Commission. If the list fails to identify a historically underutilized business in the area, the CAPCOG is exempt from this section.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FOR LOWER-TIER COVERED TRANSACTIONS

Instructions for Certification

1. By signing and submitting this Certification, the lower-tier participant (the "Contractor" or "Subcontractor") is providing the certification set out below.
2. This certification is a material representation of fact upon which reliance was placed when the contract was signed. If it is later determined that the Contractor or Subcontractor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue all available remedies, including suspension and/or debarment.
3. The Contractor or Subcontractor shall provide immediate written notice to CAPCOG if at any time the Contractor or Subcontractor learns that its certification was erroneous when signed or has become erroneous because of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower-tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this Certification, have the meanings set out in the Definitions and Coverages sections of regulations implementing Executive Order 12549. You may contact CAPCOG for assistance in obtaining a copy of those regulations.
5. The Contractor or Subcontractor agrees not to knowingly enter into any lower-tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participating in this contract, unless authorized by the department or agency with which this transaction originated.
6. The Contractor or Subcontractor also agrees to include this Certification without modification in all lower-tier covered transactions and solicitations for lower-tier covered transactions.
7. The Contractor or Subcontractor may rely upon the certification of a prospective participant in a lower-tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. The Contractor or Subcontractor may decide the method and frequency by which it determines the eligibility of its principals. The Contractor or Subcontractor may, but is not required to, check the Nonprocurement List.
8. Paragraph 7 does not require establishment of a system of records in order to render in good faith the required Certification. The knowledge and information of the Contractor

or Subcontractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5, if the Contractor or Subcontractor knowingly enters into a lower-tier covered transaction with a person who is debarred, suspended, ineligible, or voluntarily excluded from participating in this contract, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue any available remedies, including suspension and/or debarment.

Certification

The Contractor or Subcontractor certifies, by participating in this contract, that neither it nor any of its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any federal department or agency.

If the Contractor or Subcontractor is unable to certify to any of the statements in this Certification, the Contractor or Subcontractor shall furnish CAPCOG a written explanation of its inability.

Mission Critical Partners, LLC
Contractor or Subcontractor

By  _____

David F. Jones, Sr. Vice President
Name and Title

Date June 9, 2022

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee or a member of Congress in connection with the award of any federal contract, the making of any federal grant or loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit to CAPCOG Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- The undersigned shall require that this Certification be included in all subcontracts under this contract, and that all subcontractors sign and submit to CAPCOG the Certification.

Mission Critical Partners, LLC

Contractor or Subcontractor

By  _____

David F. Jones, Sr. Vice President

Name and Title

Date June 9, 2022

PROHIBITION ON CONTRACTS WITH COMPANIES BOYCOTTING ISRAEL

Texas Local Government Code Section 1. Subtitle F, Title 10, Government Code, Chapter 2270 states that a governmental entity may not enter into a contract with a company for goods or services unless the contract contains a written verification from the company that it:

- 1) does not boycott Israel; and
- 2) will not boycott Israel during the term of the contract

Pursuant to Section 2270.001, Texas Government Code:

- “Boycott Israel” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and
- “Company” means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

I, (authorized official) David F. Jones, do hereby depose and verify the truthfulness and accuracy of the contents of the statements submitted on this certification under the provisions of Subtitle F, Title 10, Government Code Chapter 2270 and that the company named below:

- 1) does not boycott Israel currently; and
- 2) will not boycott Israel during the term of the contract; and
- 3) is not currently listed on the State of Texas Comptroller’s Companies that Boycott Israel List located at <https://comptroller.texas.gov/purchasing/publications/divestment.php>

Mission Critical Partners, LLC
Contractor or Subcontractor

By  _____

David F. Jones, Sr. Vice President
Name and Title

Date June 9, 2022

CONFLICT OF INTEREST QUESTIONNAIRE

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	OFFICE USE ONLY	
<p>1 Name of vendor who has a business relationship with local governmental entity.</p> <p style="margin-left: 40px;">Mission Critical Partners, LLC</p>	<p>Date Received</p> 	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p style="margin-left: 40px;">(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>		
<p>3 Name of local government officer about whom the information in this section is being disclosed.</p> <p style="text-align: center; margin-left: 100px;"> _____ N/A Name of Officer </p> <p>This section (item 3 including subparts A, B, C, & D) must be completed for each officer with whom the vendor has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.</p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="margin-left: 40px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?</p> <p style="margin-left: 40px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more?</p> <p style="margin-left: 40px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>D. Describe each employment or business and family relationship with the local government officer named in this section.</p>		
<p>4</p> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="width: 45%;"> <p style="text-align: center; margin-left: 20px;">  David F. Jones, Sr. Vice President _____ Signature of vendor doing business with the governmental entity </p> </div> <div style="width: 45%; text-align: right;"> <p style="margin-right: 20px;"> June 9, 2022 _____ Date </p> </div> </div>		

Adopted 8/7/2015

Mission Critical Partners meets the insurance requirements as identified in the RFP. The following Certificate of Insurance provides evidence of Commercial Liability and Worker's Compensation Insurance coverage.



COST PROPOSAL

PROJECT MANAGEMENT OF PROCUREMENT AND IMPLEMENTATION OF NEXT GENERATION 9-1-1 CALL HANDLING SYSTEM *REQUEST FOR PROPOSAL*



JUNE 9, 2022

M MissionCriticalPartners

Introduction Letter

June 9, 2022

Anwar Sophy
Deputy Executive Director
Capital Area Council of Governments
6800 Burleson Road, Bldg 310, Suite 165
Austin, TX 78744

Re: Proposal for Project Management of Procurement and Implementation of Next Generation 9-1-1 (NG911) Call Handling System

Dear Mr. Sophy:

Mission Critical Partners, LLC (MCP) appreciates the opportunity to provide this cost proposal to the Capital Area Council of Governments (CAPCOG) for project management of procurement and implementation of the next generation 9-1-1 (NG911) call handling system.

Submittal Format

As required, we are submitting the cost proposal via email to asophy@capcog.org under the subject line "Attention PROJECT MANAGEMENT OF NEXT GENERATION 9-1-1 (NG911) CALL HANDLING SYSTEM RFP."

Point of Contact

Mission Critical Partners has identified David F. Jones as the point of contact for this cost proposal response. His contact information follows:

David F. Jones, Sr. Vice President	Cell: 864.809.9911
Mission Critical Partners, LLC	Office: 817.213.6919
550 Reserve St., Suite 190 #87	Fax 814.217.6807
Southlake, TX 76092	Email: DavidJones@MissionCriticalPartners.com

Authorized Signatory

I am the authorized representative submitting this cost proposal on MCP's behalf and may be contacted at 864.809.9911 or DavidJones@MissionCriticalPartners.com.

On behalf of our entire team, we stand behind CAPCOG to serve as your partner and your advocate.

Sincerely,

Mission Critical Partners, LLC



David F. Jones
Senior Vice President

NAME OF CONTRACTOR: Mission Critical Partners, LLC

BASE BID	\$ 184,127 (two years of project management)
HOURLY RATE	\$ MCP's rate schedule is included on the following page
OVERTIME, WEEKEND and HOLIDAY RATE	\$ N/A
% MARKUP FOR EQUIPMENT OR PARTS	N/A %

Professional services outlined in the scope of work for two years of project management services will be provided for a **not-to-exceed fee of \$184,127**, the fee is inclusive of both labor and \$8,500 of expenses.

Mission Critical Partners proposes to deliver services on a per-hour basis based on Houston Galveston Area Council (H-GAC) Purchase Contract #HP08-21, with expenses defined at actual cost.

At the close of each month, MCP shall submit a properly executed invoice showing services rendered for that month. Each statement shall include labor and expenses for authorized activities based upon the approved scope of work. Reimbursable expenses on this project will be invoiced at the cost incurred.

Any additional services contracted in subsequent years will be performed at MCP's then-current fee schedule. Prior to initiating any such additional work, MCP would require a formal letter of authorization from CAPCOG.

Based on the current MCP understanding of what is to be accomplished, the pricing identified represents an estimate of the work anticipated for the project to be successful. MCP's priority is for this project to be successful for CAPCOG.

MISSION CRITICAL PARTNERS, LLC

**H-GAC All Hazards Preparedness, Planning, Consulting & Recovery Services
Contract No. HP08-21**

Title	Labor Rate Per Hour
Support Specialist I	\$63.00
Support Specialist II	\$105.00
Operations Specialist I	\$204.00
Operations Specialist II	\$218.00
Planner	\$178.00
Communications Specialist	\$160.00
Technology Specialist I	\$191.00
Technology Specialist II	\$204.00
Project Manager	\$198.00
Senior Technology Specialist	\$218.00
Senior Project Manager	\$224.00
Program Manager	\$237.00
Forensics Analyst	\$244.00
Senior Program Manager	\$264.00
Principal	\$224.00

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: July 13, 2022

AGENDA ITEM: #8 Consider Approving 9-1-1 GIS Contracts

GENERAL DESCRIPTION OF ITEM:

This agenda item is to approve the 9-1-1 GIS contracts with local governments for 10/1/2022 – 9/30/2023. CAPCOG relies on these contracts to obtain monthly updates to the address points and road centerlines used by 9-1-1 call-takers in mapping applications, as well as updates to city limits and emergency service zones (ESZs) when those change. When the region is ready to transition to Next Gen 9-1-1, these data will also be used as the basis for routing 9-1-1 calls to the appropriate Public Safety Answering Point (PSAP).

Funding for each local government’s contract is based on the size of its 9-1-1 GIS database and a funding formula approved by the CAECD Board in 2020, as is explained in the attached memo. CAPCOG is also making some minor changes to clarify a few points in the contract, which are also described in the memo. FY 2023 funding is \$58,583.70 higher than FY 2022 funding (a 3.09% increase), reflecting growth in the size of the GIS databases.

THIS ITEM REPRESENTS A:

- New issue, project, or purchase
- Routine, regularly scheduled item
- Follow-up to a previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: **Andrew Hoekzema, Director of Regional Planning & Services**

BUDGETARY IMPACT:

Total estimated cost: \$1,951,649.85

Source of Funds: CAECD revenue

- | | | |
|---|---|--|
| Is item already included in fiscal year budget? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Does item represent a new expenditure? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Does item represent a pass-through purchase? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

If so, for what city/county/etc.? Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties, and City of Austin.

PROCUREMENT: N/A

ACTION REQUESTED: Approve Amendments for FY 22-23 9-1-1 GIS Contracts

BACK-UP DOCUMENTS ATTACHED:

1. 9-1-1 GIS Local Government Contract Amendment Memo
2. FY 2023 ILA for 9-1-1 GIS Database Management (with changes relative to current contract)
3. FY 2023 ILA Attachment A: Scope of Work (with changes relative to current contract)
4. FY 2023 ILA Attachment B: CAPCOG NG9-1-1 GIS Data Requirements (with changes relative to current contract)

BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting): None



6800 Burleson Road, Building 310, Suite 165

Austin, Texas 78744-2306

Ph: 512-916-6000 Fax: 512-916-6001

www.capcog.org

BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

MEMORANDUM

June 24, 2022

TO: CAECD Board of Managers

FROM: Andrew Hoekzema, Director of Regional Planning and Services

RE: FY 2023 9-1-1 GIS Contracts

The Regional Planning and Services (RPS) division is requesting approval of 9-1-1 GIS contracts with City of Austin and Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties to support ongoing work to maintain and update GIS databases needed to ensure accurate and efficient routing of 9-1-1 calls and text messages and response to those calls. Funding amounts are based on a formula established by the board in February 2020¹ and the number of records in each local government's databases as of June 2021. The funding for each local government is shown below.

Local Government	FY 2022 Funding Amount	Database Records 6/1/2022	FY 2023 Funding Amount	Change in Funding)	% Change in Funding
Bastrop	\$141,198.95	63,799	\$145,368.85	\$4,169.90	2.95%
Blanco	\$46,906.25	10,268	\$48,773.00	\$1,866.75	3.98%
Burnet	\$121,073.95	44,429	\$123,093.35	\$2,019.40	1.67%
Caldwell	\$99,395.30	24,469	\$100,139.35	\$744.05	0.75%
Fayette	\$101,082.35	25,854	\$101,732.10	\$649.75	0.64%
Hays	\$193,725.20	112,365	\$201,219.75	\$7,494.55	3.87%
Lee	\$59,755.00	12,826	\$60,923.50	\$1,168.50	1.96%
Llano	\$95,680.80	20,610	\$95,701.50	\$20.70	0.02%
City of Austin	\$614,575.75	481,204	\$625,384.60	\$10,808.85	1.76%
Williamson	\$419,672.60	328,099	\$449,313.85	\$29,641.25	7.06%
Total	\$1,893,066.15	1,123,923	\$1,951,649.85	\$58,583.70	3.09%

¹ *\$4.75 per record for 1st 20,000 records, \$1.15 per record beyond the first 20,000. Includes address points, road centerlines, city limits, emergency service zones (ESZs), fire emergency service boundaries (ESB), law enforcement ESB, and emergency medical service ESB

Apart from updates to submission dates, there are a few relatively minor updates to the contract. In consultation with the GIS Planning Council (GISPC) and the Emergency Communications division, RPS staff are proposing the following changes to the Scope of Work (Attachment A) and Data Requirements (Attachment B):

1. **Added Requirement to Include Submission of Entire City Limit Extent in Monthly Submission:** In order to have a complete record of the full extent of the city limits for all cities wholly or partially located in the CAPCOG region, the scope of work will now clarify that the entire city limit boundary for any city partially located in a county's provisioning boundary will need to be submitted to CAPCOG. This addresses an inconsistency in the city limit data that is available for the portions of San Marcos and Luling, where the provisioning boundary extends beyond the CAPCOG boundaries, versus the data that is available for Bartlett and Thorndale, which is currently limited to only the Williamson County portion of those cities.
2. **Subtask Added to Scope of Work for Providing Information on Addressing Responsibility:** While all 10 local governments that CAPCOG is contracting with have the authority to assign 9-1-1 addresses within unincorporated areas of their "provisioning boundary" (i.e., their area of 9-1-1 GIS responsibility), some cities do their own addressing while others do not. With an addition to Subtask 1A and a new subtask 1F, CAPCOG will be able to have a comprehensive listing of which agency is responsible for 9-1-1 GIS address assignment in all parts of the region.
3. **Require Coordination on Submission of Road Centerlines that falls along two Local Governments' Provisioning Boundaries:** In a few situations, such as SH 21 which forms part of the border between Caldwell and Hays Counties, the current scope of work is ambiguous about which local government is responsible for maintaining and updating the 9-1-1 GIS data records for those road segments.
4. **Added Detail about CAPCOG's Payment of Invoices if a Monthly Update is Incomplete:** The contract includes a new reference to the basis upon which CAPCOG staff will pay quarterly invoices. Local governments submit quarterly invoices that cover three months of updates related to two types of data - street centerlines and address points. If a local government does not submit complete data for a particular month, CAPCOG must use the prior month's data. The contract is revised to adjust the quarterly payment to reflect an unusable submission. Specifically, payment will be prorated based on the two sets of data submitted monthly (six sets quarterly) based on how many were submitted with required updates.

It is also important to note that at this time, we are unsure what the exact date will be when the transitions to NG9-1-1 will occur for each local government, and there will still need to be testing that occurs prior to that which may necessitate some additional direction from CAPCOG to local governments. The existing "CAPCOG Guidance and Direction" is intended to provide staff with the flexibility to issue such direction and guidance in response to program needs as we move forward with this process.

Capital Area Council of Governments Interlocal Agreement for 9-1-1 Geographic Information System Database Management FY 2023

1. Parties and Purpose

- 1.1. The Capital Area Council of Governments ("CAPCOG") is a regional planning commission and political subdivision of the State of Texas organized and operating under the Texas Regional Planning Act of 1965, as amended, chapter 391 of the Local Government Code. One of CAPCOG's functions includes the operation of the Capital Area Emergency Communications District ("CAECD" or "the District") a regional emergency communications district of the State of Texas organized and operating under Chapter 772, Subchapter G of the Health and Safety Code, as amended. On behalf of the District, CAPCOG desires to ensure the highest quality in its 9-1-1 Geographic Information System (GIS) data in order to ensure the success of the region's transition to Next Generation 9-1-1 emergency communications service within the District.
- 1.2. «Local_Government_Name» ("PUBLIC AGENCY") is a Texas County that has agreed to participate in maintaining and updating the district's 9-1-1 GIS database and exercises its authority under Section 251.013 of the Texas Transportation Code to name public roads and assigning address numbers to property located in unincorporated areas of the county.[HA1]
- 1.3. This Interlocal Agreement (ILA) is entered into between CAPCOG and PUBLIC AGENCY under Chapter 791 of the Texas Government Code in order to compensate the PUBLIC AGENCY for the work required to maintain and update the district's 9-1-1 GIS database.
- 1.4. For the purpose of carrying out CAPCOG's duties and obligations under this agreement, the parties understand and agree that references to CAPCOG includes its employees, officers, directors, volunteers, agents (including the Capital Area Council of Governments – CAPCOG), and their representatives, individually, officially, and collectively.

2. Goods and Services

- 2.1. PUBLIC AGENCY agrees to carry out the scope of work in Attachment A in accordance with the data requirements in Attachment B.

3. Cooperative Purchasing

- 3.1. CAPCOG may periodically identify opportunities to cooperatively purchase goods or services for the 9-1-1 GIS data for participating organizations.
- 3.2. If PUBLIC AGENCY chooses to participate in a cooperative purchase of 9-1-1 GIS goods or services organized by CAPCOG, PUBLIC AGENCY agrees that CAPCOG may deduct the cost of PUBLIC AGENCY's share of those goods or services from the contract price otherwise payable to the PUBLIC AGENCY.

4. Effective Date and Term of Contract

- 4.1. This contract takes effect ~~January-October~~ 1, 2022, and terminates on September 30, ~~2022~~2023, unless terminated earlier under Section 10.

5. Contract Price and Payment Terms

- 5.1. For work performed under this agreement, CAPCOG agrees to compensate PUBLIC AGENCY an amount not to exceed «FY_ ~~2022~~2023_Contract_Amount».
- 5.2. PUBLIC AGENCY agrees to invoice CAPCOG as follows for ~~work performed~~deliverables as described in Attachment A ~~during~~ these quarters_:

October 1, 2022 – December 31, 2022: «Q1_Amount», invoice due by close of business, Tuesday, January 9, 2023

January 1, ~~2022-2023~~ – March 31, ~~2022~~2023: «Q2_Amount», invoice due by close of business, ~~Wednesday~~Friday, April 7, ~~2022~~2023;

April 1, ~~2022-2023~~ – June 30, ~~2022~~2023: «Q3_Amount», invoice due by close of business, ~~Thursday~~Monday, July ~~8~~10, ~~2021~~2023; and

July 1, ~~2022-2023~~ – September 30, ~~2022~~2023: «Q4_Amount», invoice due by close of business, ~~Thursday~~Friday, October ~~7~~6, ~~2021~~2023.

Timely submission of invoices will be considered in CAPCOG’s evaluation of PUBLIC AGENCY’s performance of this ILA, and CAPCOG reserves the right to reject any invoice submitted more than 90 days after the end of each quarter.

- 5.3. PUBLIC AGENCY agrees to submit a performance report along with each invoice in accordance with the scope of work in Attachment A. If CAPCOG determines that PUBLIC AGENCY has not meet performance expectations described in Attachment A, CAPCOG will provide a written explanation to PUBLIC AGENCY, and PUBLIC AGENCY agrees to provide, within five business days, a comprehensive explanation of the performance deficiency and a plan for achieving performance targets during the next quarter.
- 5.4. CAPCOG agrees to pay invoices within 30 days after receiving a correct invoice, after CAPCOG determines that the PUBLIC AGENCY has fulfilled its obligations for the quarter in accordance with Attachment A.
- 5.5. CAPCOG reserves the right to reject in whole or part a quarterly invoice in part or in whole if PUBLIC AGENCY has not adequately fulfilled its obligations under this ILA.

6. Compliance with Applicable Law and Policy

- 6.1. PUBLIC AGENCY agrees to comply with all applicable law and policy in carrying out this ILA.

7. Independent Contractor, Assignment, and Subcontracting

- 7.1. PUBLIC AGENCY is not an employee or agent of CAPCOG, but furnishes goods and services under this ILA solely as an independent contractor.

- 7.2. PUBLIC AGENCY may not assign its rights or subcontract its duties without the written consent of CAPCOG. An attempted assignment or subcontract in violation of this section is void.
- 7.3. If CAPCOG consents to PUBLIC AGENCY's subcontracting of duties, each subcontract is subject to all of the terms and conditions of this ILA, and PUBLIC AGENCY agrees to furnish a copy of this ILA to each subcontractor and furnish, upon request, a copy of PUBLIC AGENCY's contract with any subcontractor to CAPCOG.
- 7.4. If PUBLIC AGENCY wishes to assign the role of project representative to anyone other than a PUBLIC AGENCY employee to serve as its project representative for this ILA, it shall provide documentation to CAPCOG that the subcontractor consents to serve in this capacity.

8. Records and Monitoring

- 8.1. PUBLIC AGENCY agrees to maintain records adequate to document its performance and costs of carrying out this ILA at PUBLIC AGENCY's offices.
- 8.2. Subject to additional requirements of section 8.3, PUBLIC AGENCY agrees to preserve the records for three fiscal years after receiving final payment under this ILA.
- 8.3. If an audit or information in the records is disputed or the subject of litigation, PUBLIC AGENCY agrees to preserve the records until the dispute or litigation is finally concluded, regardless of the ending or early termination of this contract.
- 8.4. Upon advance and reasonable notice to the PUBLIC AGENCY, CAPCOG is entitled to inspect and copy, during normal business hours at PUBLIC AGENCY's offices where they are maintained, the records maintained under this contract for as long as they are preserved. CAPCOG is also entitled to visit PUBLIC AGENCY's offices, talk to its personnel, and audit its records, all during normal business hours, to assist in monitoring its performance under this contract.
- 8.5. CAPCOG reserves the right to visit PUBLIC AGENCY's offices to monitor performance of this contract at least during the performance period to ensure compliance with applicable law and policy. If CAPCOG exercises this option, it will provide PUBLIC AGENCY with a written monitoring report within 30 calendar days of the visit. The report will describe any compliance issues and schedule a follow-up visit if necessary.
- 8.6. CAPCOG agrees to notify PUBLIC AGENCY at least 24 hours in advance of any intended visit under this Section other than as described in Section 8.5. Upon receipt of CAPCOG's notice, PUBLIC AGENCY agrees to notify the appropriate department(s) specified in the notice of CAPCOG's intended visit.

9. Nondiscrimination and Equal Opportunity

- 9.1. PUBLIC AGENCY shall not exclude anyone or entity from participating in PUBLIC AGENCY's duties under this ILA, deny benefits under this ILA, or otherwise discriminate against anyone in carrying out this contract because of any protected category under CAPCOG's personnel policies, which include race, color, religion, sex, age, disability, handicap, veteran status, national origin, sexual orientation, or gender identity.

- 9.2. If PUBLIC AGENCY procures goods or services with funds made available under this ILA, PUBLIC AGENCY agrees to comply with CAPCOG's affirmative action procurement policy, which is set out in CAECD's 9-1-1 Policies and Procedures Manual.

10. Early Termination of Contract

- 10.1. If CAPCOG or PUBLIC AGENCY breaches a material provision of this ILA, the other may notify the breaching party describing the breach and demanding corrective action. The breaching party has five business days from its receipt of notice to correct the breach, or to begin and continue with reasonable diligence and in good faith to correct the breach. If the breach cannot be corrected within a reasonable time as agreed by the parties, despite the breaching party's reasonable diligence and good faith effort to do so, the non-breaching party may terminate the contract or may invoke the dispute resolution process of section 11.
- 10.2. If this ILA is terminated under this section, CAPCOG and PUBLIC AGENCY are entitled to compensation for goods and services provided the other before receiving notice of the suspension or termination. However, neither CAPCOG nor PUBLIC AGENCY is liable to the other for costs it paid or incurred under this contract made after or in anticipate of its receipt of notice of suspension or termination. The fraction of the maximum amount owed for each period described in sections 5.1 and 5.2 will be calculated based on the quarterly amount and fraction of CAPCOG business days during that quarter when the PUBLIC AGENCY carried out work pursuant to this ILA.
- 10.3. Termination for breach under Section 10.1 does not waive either party's claim for direct damages resulting from the breach, and both CAPCOG and PUBLIC AGENCY among other remedies may withhold from compensation owed the other an amount necessary to satisfy its claim against the other.
- 10.4. The termination of this contract does not affect PUBLIC AGENCY's duty to preserve its records and permit inspection, copying, and auditing of its records and visitation of its premises and personnel under section 8.

11. Dispute Resolution

- 11.1. The parties desire to resolve disputes arising under this ILA without litigation. Accordingly, if a dispute arises, the parties agree to attempt in good faith to resolve the dispute between themselves. To this end, the parties agree not to sue one another, except to enforce compliance with this section 11, toll the statute of limitations, or seek an injunction until they have exhausted the procedures set out in this Section 11.
- 11.2. At the written request of either party, each party shall promptly appoint one non-lawyer representative to negotiate informally and in good faith to resolve any dispute arising under this ILA. The representatives appointed shall promptly determine the location, format, frequency, and duration of the negotiations.
- 11.3. If the representatives cannot resolve the dispute within 30 calendar days after the first negotiation meeting, the parties agree to refer the dispute to the Dispute Resolution Center of Austin for mediation in accordance with the Center's mediation procedures by a single

mediator assigned by the Center. Each party agrees to pay half the cost of the Center's mediation services.

- 11.4. The parties agree to continue performing their duties under this contract, which are unaffected by the dispute, during the negotiation and mediation process.
- 11.5. If mediation does not resolve the parties' dispute, the parties may pursue their legal and equitable remedies.
- 11.6. A party's participation in or the results of any mediation or other non-binding dispute resolution process under this section or the provisions of this section shall not be construed as a waiver by party of: (1) any rights, privileges, defenses, remedies, or immunities available to a party; (2) a party's termination rights; or (3) other termination provisions or expiration dates of this ILA.
- 11.7. Nothing shall prevent either party from resorting to judicial proceedings if (a) good faith efforts to resolve a dispute under these procedures have been unsuccessful, or (b) interim resort to a court is necessary to prevent serious and irreparable injury to a party or to others.

12. Notice to Parties and Project Representatives

- 12.1. Notice to be effective under this ILA must be in writing and received by the party against whom it is to operate. Notice is received by a party: A) when it is delivered to the party personally; B) on the date shown on the return receipt if mailed or registered or certified mail, return receipt requested, to the party's address specified in 12.2 or 12.3 and signed for on behalf of the party; or C) three business days after its deposit in the United States mail, with first-class postage affixed, addressed to the party's address specified in Section 12.2 or 12.3.
- 12.2. CAPCOG's address is 6800 Burleson Road, Building 310, Suite 165, Austin, TX 78744, Attn: Executive Director
- 12.3. PUBLIC AGENCY's address is: «Representative_Address».
- 12.4. A party may change its address by providing notice of the change in accordance with Section 12.1
- 12.5. ~~Susan Cooper~~ Devon Humphrey, CAPCOG GIS Program Manager, is CAPCOG's Project Representative, who is authorized to give and receive communications and directions on behalf of CAPCOG. All communications including all payment requests must be addressed to the CAPCOG's Project Representative or his designee. CAPCOG's Project Representative may indicate a designee through an e-mail to PUBLIC AGENCY's project representative. CAPCOG's Project Representative's phone number is (512) 916-6034, and ~~her~~ his e-mail is dhumphrey@capcog.org.
- 12.6. «Project_Representative» is PUBLIC AGENCY's Project Representative, who is authorized to give and receive communications and directions on behalf of PUBLIC AGENCY. All communications including all payment requests must be addressed to the PUBLIC AGENCY's Project Representative or «HisHer» designee. The PUBLIC AGENCY's Project Representative may indicate a designee through an e-mail to CAPCOG's project representative. PUBLIC

AGENCY's Project Representative's phone number is «Representative_Phone_Number», and «HisHer» e-mail is «Project_Representative_email».

13. Miscellaneous

- 13.1. Each individual signing this contract on behalf of a party warrants that he or she is legally authorized to do so and that the party is legally authorized to perform the obligations undertaken. The undersigned warrants that he or she: A) has actual authority to execute this contract on behalf of the governing body identified in this agreement; and verifies the governing body, by either minute order, resolution, or ordinance approved this agreement as required by Texas Government Code Section 791, as amended
- 13.2. This ILA shall be construed and interpreted in accordance with the laws of the State of Texas. Venue for all disputes hereafter shall be solely in Travis County.
- 13.3. This ILA states the entire agreement of the parties, and may be amended only by a written amendment executed by both parties, except that any alterations, additions, or deletions to the terms of this ILA which are required by changes in Federal or State law or regulation are automatically incorporated into this contract without written amendment hereto and shall become effective on the date designated by such law or regulation.
- 13.4. The following Attachments are part of this ILA: A) Scope of Work; and B) Data Requirements.[A2]
- 13.5. This contract is executed in duplicate originals.

«Local_Government_Name»

CAPITAL AREA COUNCIL OF GOVERNMENTS

By: _____

By: _____

Name: _____

Betty Voights

Title _____

Executive Director

Date: _____

Date: _____

Date of County Governing Body Approval:

Attachment A: Scope of Work

Overview

The goal of this scope of work is to facilitate the exchange of geospatial information between PUBLIC AGENCY and CAPCOG to help ensure that efficient and accurate response to emergency calls and text messages in all areas of the Capital Area Emergency Communications District (CAECD). In order to accomplish this:

1. Calls and texts must be routed to the correct public safety answering point (PSAP);
2. The correct emergency service provider must be dispatched to the appropriate location; and
3. The emergency responders must be able to know the most efficient route to reach that location.

Definitions

Core 9-1-1 GIS data terminology:

1. **9-1-1 GIS Database:** The geospatial database maintained and updated by the PUBLIC AGENCY that includes, at a minimum, all address points (SSAPs), road centerlines (RCLs), PSAP boundaries, Emergency Service Boundaries (ESBs), Emergency Service Zone (ESZ) boundaries, and city limit (municipal) boundaries for the PUBLIC AGENCY's provisioning boundary
2. **Data Layer:** Also known as a Feature Class, is a group of geographic features that reside in a table of information with corresponding locations on the earth (map) represented as either points, lines, or polygons.
3. **Address Points (SSAPs):** A data layer of points identifying sites or structures associated with a street address, or the location of access to a site or structure, but may also represent landmarks.
4. **Road (Street) Centerlines (RCLs):** A data layer of lines estimating the centerline of a roadway that contains information such as road name, road classification, and address range
5. **City Limit (Municipal) Boundary:** A polygon data layer representing the geographic extent of a city's administrative boundary, not including any extra-territorial jurisdiction. Updates to City Limit boundaries are used to update PSAP, ESB, and ESZ boundaries.
6. **Automatic Location Information (ALI) Database:** A tabular database of landline telephone numbers with associated location information used to route 9-1-1 calls to a PSAP.
7. **Legacy Master Street Address Guide (MSAG) Database:** A tabular database of street names and house number ranges within their associated communities defining ESZs and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

Specialized NG9-1-1 GIS terminology:

1. **Provisioning Boundary:** The authoritative polygon data layer that defines the PUBLIC AGENCY's geographic area of 9-1-1 GIS responsibility. This should be the entire extent of the PUBLIC AGENCY's administrative boundary, plus any other adjacent areas or minus areas within its administrative boundaries as agreed to between the PUBLIC AGENCY and another city or county. Provisioning boundaries may only be modified with express written concurrence between the PUBLIC AGENCY, adjacent PUBLIC AGENCIES, and CAPCOG.

The provisioning boundary should include the area that the PUBLIC AGENCY assigns address points and road names under its own authority, plus any other areas that the PUBLIC AGENCY does not have such authority, but with which it has entered into an exclusive agreement to obtain this information for the 9-1-1 GIS database. Situations that may warrant a change to a provisioning boundary include (but are not limited to): municipal annexations, disannexations, consolidation of two or more municipalities, formation of new municipalities, changes in PSAP service areas, and changes in emergency responder service areas.

2. **PSAP boundary:** The authoritative polygon data layer representing the geographic area within a provisioning boundary served by a single 9-1-1 call center (a PSAP), to which all emergency requests are initially routed.
3. **Emergency Service Boundary (ESB):** A polygon data layer that represents the geographic area of responsibility for emergency response providers within the geographic extent of the provisioning boundary. Each 9-1-1 GIS database includes, at a minimum, a law ESB layer, a fire ESB layer, and an Emergency Medical Services (EMS) ESB layer.
4. **Emergency Service Zone (ESZ):** A polygon data layer representing the area within a provisioning boundary served by a unique combination of law, fire, and EMS responders. ESZs are optional for inclusion in the NG9-1-1 GIS database.
5. **Database Schema:** Also known as Data Model, is the database structure with regard to field properties, including data type, field value constraints, etc. Converting one database schema to another involves field-matching (field-mapping) and other compatibility considerations.
6. **Geo-MSAG:** A geospatially-based database that replaces the MSAG and is created and managed using a road centerline GIS dataset. A city or county must first transition from a traditional tabular MSAG to a Geo-MSAG before it can transition to NG9-1-1. In order to qualify to initiate the transition to a Geo-MSAG, a county must achieve at least 98% match between ALL to RCL records as described later in this document.
7. **Globally Unique IDs (GUIDs):** A unique identifier that is assigned to each record (feature) in an PUBLIC AGENCY's 9-1-1 GIS database; a GUID uniquely identifies a feature both within the PUBLIC AGENCY's 9-1-1 GIS database provisioning boundary and across all 9-1-1 GIS databases.

Quality Control terminology:

1. **Enterprise Geospatial Data Management System (EGDMS):** A cloud-based quality control platform provided by AT&T/Intrado used for identifying critical errors that affect call and dispatch routing that will be used by the PUBLIC AGENCY to provision (determines acceptable) data to CAPCOG's NG9-1-1 system for call routing. EGDMS does not assess "significant" errors that affect dispatch.
2. **DataHub:** a cloud-based quality control platform provided by GeoComm that, in addition to being able to identify critical errors, can also identify "significant" and "other" errors in a PUBLIC AGENCY's 9-1-1 GIS database. DataHub is the system that will provide data to a call taker's map display in the near future.
3. **New Error:** Any error present in the PUBLIC AGENCY's 9-1-1 GIS database update for the first time.
4. **Legacy Error:** Any error in the PUBLIC AGENCY's 9-1-1 GIS database update that was also present in a preceding update.

5. **Accuracy Rate:** The percentage of features that have been assessed by EGDMS, DataHub, or both, as being free of errors or matching a related database.
6. **Error Rate:** The percentage of features that have been assessed as having a critical error, significant error, or as not matching a related database.
7. **Critical Error:** Any error in the PUBLIC AGENCY's 9-1-1 GIS database assessed by EGDMS or DataHub that cause, or have a potential of causing, a critical fault in the routing of a 9-1-1 emergency service request call or text to the correct PSAP; the EGDMS system prevents data with critical errors from being uploaded to the NG9-1-1 system. Examples include (but are not limited to) gaps and overlaps between several of the data layers described above.
8. **Significant Error:** Any error in the PUBLIC AGENCY's 9-1-1 GIS database update found by GeoComm's Data Hub quality control software that cause, or have a potential of causing, a critical fault in Computer-Aided Dispatch (CAD) mapping platforms or other related systems.
9. **Other Error:** Any error in the PUBLIC AGENCY's 9-1-1 GIS database identified by GeoComm's Data Hub quality control software other than a "critical" or "significant" error.

Task 1: Basic Work

Task 1 involves information gathering and data preparation needed for the 9-1-1 GIS database but does NOT involve updating the 9-1-1 GIS database directly.

Task 1.A: PUBLIC AGENCY shall submit to CAPCOG, at least once a month, a comprehensive record of 9-1-1 related information needed for complete and updated 9-1-1 GIS database records for all areas within the PUBLIC AGENCY's Provisioning Boundary consisting of:

1. Street Addresses
2. Roads
3. City limit boundaries
4. Law ESB*
5. Fire ESB*
6. Emergency Medical Service ESB*
7. ESZs*
8. Other pertinent information

*Shall be submitted if changes are requested for CAPCOG approval, otherwise these data are not required to be submitted as part of monthly dataset (see Task 1D).

Data submitted by PUBLIC AGENCY must adhere to requirements laid out in Attachment B.

Task 1B: PUBLIC AGENCY shall enter into and maintain agreements with all other local governments with the authority to assign address points, assign road names and address ranges, alter municipal boundaries, or change the geographic coverage of emergency service providers in order to ensure that these entities provide such data to PUBLIC AGENCY in a timely manner. When such changes occur, PUBLIC AGENCY shall provide CAPCOG with adequate advance notice of any substantive changes that could or should affect PSAP boundaries, ESB boundaries, provisioning boundaries, or any sub-contracting in order for an orderly transition as a result of any pending new agreement, amendment, or agreement termination. PUBLIC AGENCY shall submit a copy of each of these agreements to CAPCOG no later than October 5, 2022.

Task 1C: PUBLIC AGENCY shall be responsible for conveying any relevant information from CAPCOG regarding 9-1-1 GIS database integrity to other local governments and governmental entities partially or wholly within its provisioning boundary.

Task 1D: PUBLIC AGENCY shall provide to CAPCOG information from any County Commissioners' Court meetings or City Council meetings that would affect PUBLIC AGENCY's performance of this contract, including (but not limited to) changes to PSAPs, ESBs/ESZs, annexation, or subcontracting. PUBLIC AGENCY's Project Representative is expected to keep track of County Commissioners Court and City Council meeting agendas to determine if an item may affect the performance of this contract, and notify CAPCOG's project representative of any such issues as soon as possible, but no later than 2 days prior to the Commissioners Court or City Council meeting. Such information includes, but is not limited to, annexation notices, disannexation notices, and interlocal agreements related to emergency services and coverage areas. To the extent possible, CAPCOG will use the ESB and ESZ data submitted by the PUBLIC AGENCY in the 9-1-1 system. However, CAPCOG reserves the right to make adjustments to these data and/or reinstate prior versions if the data submitted by PUBLIC AGENCY are found to have errors. Regardless of any such changes made by local governments within their provisioning boundary, those changes will not be made in the 9-1-1 system until this information is provided to CAPCOG, CAPCOG accepts the information, and makes the corresponding changes in the 9-1-1 system. CAPCOG shall make PUBLIC AGENCY aware of any required changes to these boundaries within three business days of being provided with the polygon data. Note that changes to these data may be sent to CAPCOG at any point during the month. PUBLIC AGENCY is responsible for downloading and using the latest authoritative version of the ESZ/ESB files used in the 9-1-1 system from CAPCOG at the beginning of each month to avoid repetition of errors if they have occurred.

Task 1.E: PUBLIC AGENCY shall send at least one representative to each scheduled 9-1-1 GIS User Group meetings (GMUG) and at least one training workshop hosted by CAPCOG during the performance period of this agreement.

Task 1.F: By October 7, 2022, PUBLIC AGENCY shall submit to CAPCOG a listing of which agencies are responsible for assigning 9-1-1 addresses within all areas of their provisioning boundary. Ideally, this should take the form of a polygon layer identifying each distinct area covered by an agency with addressing responsibility.

Task 2: GIS Work for PSAP Map Updates

Task 2 involves GIS work needed for directly maintaining and updating the 9-1-1 GIS database for use in monthly updates to PSAP mapping applications. This is work that CAPCOG would need to perform if the PUBLIC AGENCY did not do so. CAPCOG's expectation is that this work would be performed by a person, either on staff or subcontracted by the PUBLIC AGENCY, with responsibilities, knowledge, skills, education, and experience comparable to the state's "Geographic Information Specialist II" job description.¹ PUBLIC AGENCY must maintain at least one ESRI ArcGIS software license as specified in Attachment B in order to carry out this work. Task 2 includes the following sub-tasks:

¹ Available online at: <http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions/>

Task 2.A: PUBLIC AGENCY shall submit all information required under Task 1.A that corresponds to GIS data layers in the 9-1-1 GIS database at least once a month. This will be provided in ESRI File geodatabase format (.gdb) pursuant to Attachment B and any other CAPCOG guidance on the 1st business day of each month or up to five business days prior to the 1st business day of the month. PUBLIC AGENCY shall first submit road centerline, street address point, city limit boundary data and their respective ALI extract for that month to DataHub in order to identify and address any mismatches between the ALI database and PUBLIC AGENCY's RCL and address point data, "critical" errors, and "significant" errors. PUBLIC AGENCY shall submit city limit boundaries that include the entire extent of any city limits wholly or partially located within its provisioning boundary, including any part of a city limit boundary that extends outside of its provisioning boundary. ~~This-~~The quality control systems require the 9-1-1 GIS database to match the standardized database schema (data model) for these systems through field-matching (field-mapping) procedures and other standards.

Task 2.B: PUBLIC AGENCY shall address any errors identified by DataHub validation checks (reports) or CAPCOG Quality Control reports from those systems as soon as possible, but no later than the following conventional monthly submission to CAPCOG. This includes coordination with adjacent PUBLIC AGENCIES and CAPCOG where necessary.

Task 2.C: PUBLIC AGENCY shall address any other discrepancies identified by authorized stakeholders including, but not limited to, PSAP 9-1-1 call-takers.

Task 2.D: At least once a month, PUBLIC AGENCY shall back up the 9-1-1 GIS database and store it in a secure place. PUBLIC AGENCY shall include a record of the dates the database was backed up in the activity reports that are required to be submitted with quarterly invoices.

Task 2.E: In addition, PUBLIC AGENCY shall maintain the ALI database within the PUBLIC AGENCY's provisioning boundary. This includes, but is not limited to, correcting telephone number database errors, maintenance and quality-control of an accurate 9-1-1 call location map.

Task 2.F: If CAPCOG identifies any situations in which a road centerline is coincident with a provisioning boundary, PUBLIC AGENCY is responsible for coordinating with any adjacent agencies sharing responsibility for that road centerline to determine which agency will be responsible for maintaining which portions of the road centerline data prior to the next monthly data submission. Once CAPCOG confirms that both agencies have agreed on a division of responsibility, those road centerline features will be considered the exclusive responsibility of each agency in order to avoid duplication.

Task 3: Updates for Call-Routing

In a NG9-1-1 environment, the GIS database is used not only for PSAP mapping applications, but also to route both cell and landline phone calls to the proper PSAP. Whereas for the monthly PSAP map update, CAPCOG aggregates data submitted from PUBLIC AGENCY with all of the other local governments under contract with CAPCOG and the pushes these data out to the PSAPs, for call routing updates, PUBLIC AGENCY will submit data directly to EGDMS.

Task 3.A: PUBLIC AGENCY shall submit the most recent 9-1-1 road centerline and street address GIS data from Task 2 to EGDMS at least once a month on the first business day of the month or up to five

business days prior to that date. While PUBLIC AGENCY may submit updates to EGDMS more frequently than once a month, it will be expected to make at least one submission within this window each month and CAPCOG will only be assessing performance based on PUBLIC AGENCY’s submission during this window. RCL updates submitted by PUBLIC AGENCY to EGDMS will automatically update PUBLIC AGENCY’s GeoMSAG.

Task 3.B: To the extent EGDMS identifies any critical errors in the 9-1-1 databases submitted by PUBLIC AGENCY, PUBLIC AGENCY must work on correcting any such errors prior to the next monthly submission. Failure to make progress in correcting critical errors identified in the prior month’s submission will be noted in CAPCOG’s comprehensive performance reports and should be noted and explained in quarterly reports submitted by PUBLIC AGENCY when submitting an invoice to CAPCOG.

Content of Quarterly Reports

Along with each quarterly invoice, PUBLIC AGENCY will submit an activity report that contains all of the following information related to activities that occurred in the quarter:

- For each applicable governmental entity with administrative boundaries within PUBLIC AGENCY’s provisioning boundary, PUBLIC AGENCY shall provide a summary of actions taken each month relevant to the 9-1-1 GIS database, including any new records added since the last update and errors corrected.
- The date and time of the PUBLIC AGENCY’s last backup of its 9-1-1 GIS database each month of the quarter.
- Dates and basic summaries (such as total number of features) of data submissions to CAPCOG.
- A summary of any work that involved resolution of boundary issues with other entities, correction of errors and resolution of any other issues related to this contract
- An explanation for any performance issues during the quarter and corrective action that will be taken to address and prevent such issues in the future, including:
 - Late or incomplete data submissions;
 - Failure to meet performance expectations for ALI to RCL match accuracy rates, critical error accuracy rates, or significant error rates; and
 - Any other issue identified by CAPCOG in a performance report.

CAPCOG will provide PUBLIC AGENCY the template to use for activity reports.

Operational Timeline

The following timeline should be used by PUBLIC AGENCY in planning its submission of data to DataHub and CAPCOG for PSAP map updates (Task 2) and to EGDMS for and call-routing updates (Task 3):

<u>Month</u>	<u>Submission Window</u>	<u>Error Correction Window</u>	<u>CAPCOG Pushes out PSAP Map Update</u>
<u>October 2022</u>	<u>9/26/2022 – 10/3/2022</u>	<u>10/4/2022 – 10/7/2022</u>	<u>10/11/2022</u>
<u>November 2022</u>	<u>10/25/2022 – 11/1/2022</u>	<u>11/2/2022 – 11/7/2022</u>	<u>11/9/2022</u>
<u>December 2022</u>	<u>11/22/2022 – 12/1/2022</u>	<u>12/2/2022 – 12/7/2022</u>	<u>12/9/2022</u>
<u>January 2023</u>	<u>12/22/2022 – 1/3/2023</u>	<u>1/4/2023 – 1/9/2023</u>	<u>1/11/2023</u>
<u>February 2023</u>	<u>1/25/2023 – 2/1/2023</u>	<u>2/2/2023 – 2/7/2023</u>	<u>2/9/2023</u>
<u>March 2023</u>	<u>2/22/2023 – 3/1/2023</u>	<u>3/2/2023 – 3/7/2023</u>	<u>3/9/2023</u>

<u>Month</u>	<u>Submission Window</u>	<u>Error Correction Window</u>	<u>CAPCOG Pushes out PSAP Map Update</u>
<u>April 2023</u>	<u>3/27/2022 – 4/3/2022</u>	<u>4/4/2022 – 4/7/2023</u>	<u>4/11/2023</u>
<u>May 2023</u>	<u>4/24/2023 – 5/1/2023</u>	<u>5/2/2023 – 5/5/2023</u>	<u>5/9/2023</u>
<u>June 2023</u>	<u>5/24/2023 – 6/1/2023</u>	<u>6/2/2023 – 6/7/2023</u>	<u>6/9/2023</u>
<u>July 2023</u>	<u>6/26/2023 – 7/3/2023</u>	<u>7/5/2023 – 7/10/2023</u>	<u>7/12/2023</u>
<u>August 2023</u>	<u>6/25/2023 – 8/1/2023</u>	<u>8/2/2023 – 8/5/2023</u>	<u>8/9/2023</u>
<u>September 2023</u>	<u>8/25/2023 – 9/1/2023</u>	<u>9/2/2023 – 9/8/2023</u>	<u>9/12/2023</u>

January 2022:

Submission window: December 22, 2021 – January 3, 2022

Error correction window for PSAP map updates: January 4, 2022 – January 7, 2022

CAPCOG pushes out PSAP map update: January 11, 2022

February 2022:

Submission window: January 25, 2022 – February 1, 2022

Error correction window for PSAP map updates: February 2, 2022 – February 7, 2022

CAPCOG pushes out PSAP map update: February 9, 2022

March 2022:

Submission window: February 22, 2022 – March 1, 2022

Error correction window for PSAP map updates: March 2, 2022 – March 7, 2022

CAPCOG pushes out PSAP map update: March 9, 2022

April 2022:

Submission window: March 25, 2022 – April 1, 2022

Error correction window for PSAP map updates: April 2, 2022 – April 7, 2022

CAPCOG pushes out PSAP map update: April 11, 2022

May 2022:

Submission window: April 25, 2022 – May 2, 2022

Error correction window for PSAP map updates: May 3, 2022 – May 6, 2022

CAPCOG pushes out PSAP map update: May 10, 2022

June 2022:

Submission window: May 24, 2022 – June 1, 2022

Error correction window for PSAP map updates: June 2, 2022 – June 7, 2022

CAPCOG pushes out PSAP map update: June 9, 2022

July 2022:

~~Submission window: June 24, 2022—July 1, 2022~~

~~Error correction window for PSAP map updates: July 2, 2022—July 8, 2022~~

~~CAPCOG pushes out PSAP map update: July 12, 2022~~

~~August 2022:~~

~~Submission window: July 25, 2022—August 1, 2022~~

~~Error correction window for PSAP map updates: August 2, 2022—August 5, 2022~~

~~CAPCOG pushes out PSAP map update: August 9, 2022~~

~~September 2022:~~

~~Submission window: August 25, 2022—September 1, 2022~~

~~Error correction window for PSAP map updates: September 2, 2022—September 8, 2022~~

~~CAPCOG pushes out PSAP map update: September 12, 2022~~

Review of Deliverables and Invoices

Upon receipt of each quarterly invoice, CAPCOG will divide payment into sixths, reflecting the submission of a complete road centerline and address point database in each of the three months that is useable in that month's PSAP map update:

1. Month 1: complete, updated road centerline database provided usable for map update by 5th business day of the month: 1/6 of quarterly invoice
2. Month 1: complete, updated address point database provided usable for map update by 5th business day of the month: 1/6 of quarterly invoice
3. Month 2: complete, updated road centerline database provided usable for map update by 5th business day of the month: 1/6 of quarterly invoice
4. Month 2: complete, updated address point database provided usable for map update by 5th business day of the month: 1/6 of quarterly invoice
5. Month 3: complete, updated road centerline database provided usable for map update by 5th business day of the month: 1/6 of quarterly invoice
6. Month 3: complete, updated address point database provided usable for map update by 5th business day of the month: 1/6 of quarterly invoice

CAPCOG Guidance and Direction

In addition to the Performance Reports identified in Task 2.B, CAPCOG may issue technical guidance or direction to PUBLIC AGENCY's Project Representative that provides further clarification, interpretation, and details. Failure to follow any such guidance would constitute a performance deficiency for this agreement.

Attachment B: CAPCOG Next Generation 9-1-1 GIS Data Requirements Version 1 (October 2021)^[AH1]

1 Summary

The following geospatial data and corresponding attribute specifications are required to be regularly maintained by each county for Mapped Automated Location Information (ALI) and use in a Next Generation 9-1-1 system which relies on GIS for call and dispatch routing through the Location Validation Function (LVF) and Emergency Call Routing Function (ECRF).

This document is referenced in the Capital Area Council of Governments Interlocal Agreement for 9-1-1 Geographic Information System Database Management and is commonly called “Attachment B Requirements”.

The GIS Data requirements in this document are a condensed version of, and based upon, data standards created by NENA (National Emergency Number Association) as they are developed and evolve over time. These data model standards should be more thoroughly reviewed in the “NENA Standard for NG9-1-1 GIS Data Model” document. Specifics regarding address point placement methodologies should be reviewed in the “NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1” document. There are other useful resources and training, as well, that CAPCOG has created and can provide.

As per “Task 1.A and Task 2.A” in “Attachment A: Scope of Work”, please provide monthly updates of the 9-1-1 datasets referenced in this document in ESRI file geodatabase format to the GeoComm GIS Data Hub, Intrado EGDMS, and CAPCOG FTP location by close of business the 1st business day of each month. This ensures that data is available for the PSAPs by close of the 7th business day of that month. Submissions may be sent up to five business days before the 1st business day of the next month, but ideally would be sent on the 1st business day as CAPCOG wants to capture as many edits as possible that happen over the course of a given month. Incomplete datasets or other data abnormalities related to requirements may be returned to the county for correction, and must be returned by close of business on the 5th business day, however, this does not guarantee that the submission will be included in the dataset provided to the PSAPs. If there is a situation in which a submission is not possible by the end of the 1st business day of the month, CAPCOG must be made aware and will work with PUBLIC AGENCY to obtain that month’s data.

CAPCOG will update, create, and otherwise manage the PSAP and Provisioning Boundaries for each local jurisdiction and provide these data layers to jurisdiction for Task 2: GIS Work. CAPCOG will also provision these datasets to both quality-control systems for their use in call and dispatch routing as well as map display and reference. As described in Task 1B, PUBLIC AGENCY shall enter into and maintain agreements with all other local governments with the authority to assign address points, assign road names and address ranges, alter municipal boundaries, or change the geographic coverage of emergency service providers in order to ensure that these entities provide such data to county in a timely manner. When such changes occur, local jurisdiction shall provide CAPCOG with adequate

advance notice of any substantive changes that could or should affect PSAP boundaries, ESB/ESZ boundaries, provisioning boundaries, or any sub-contracting in order for an orderly transition as a result of any pending new agreement, amendment, or agreement termination.

PUBLIC AGENCY responsible for the creation and maintenance of the ESZ and ESB data within its provisioning boundary. To the extent possible, CAPCOG will use the ESB and ESZ data submitted by the local jurisdiction in the 9-1-1 system. However, CAPCOG reserves the right to make adjustments to these data and/or reinstate prior versions if the data submitted are found to have errors.. Regardless of any such changes made by local governments within their provisioning boundary, those changes will not be made in the 9-1-1 system until this information is provided to CAPCOG, CAPCOG accepts the information, and makes the corresponding changes in the 9-1-1 system. CAPCOG shall make PUBLIC AGENCY aware of any required changes to these boundaries within three business days of being provided with the polygon data. Note that changes to these data may be sent to CAPCOG at any point during the month. The local jurisdiction is responsible for downloading and using the latest authoritative version of the ESZ/ESB files used in the 9-1-1 system from CAPCOG at the beginning of each month to avoid repetition of errors if they have occurred.

Regarding database fields and data types, each is very specific and must follow the exact guidelines outlined below. Remember to keep the field names in your database the same as those listed, and in the same order, and that all entries for every field must be in UPPER CASE. The complete attribute definitions shown in the GIS data tables are described and defined in the “Database Format” sections for each dataset. The data fields shown as Mandatory and Conditional must be present in the data. In the tables below, the column M/C/O is to indicate whether the attribute values is Mandatory (M), Conditional (C), or Optional (O).

- **Mandatory (M)** signifies an attribute value must exist
- **Conditional (C)** signifies that if the attribute information exists in the real world, it must be included. If no value exists for the feature, the individual value is left blank without an empty space (if text), or 0 (if numeric)
- **Optional (O)** signifies an attribute value may or may not be included in the data field

In the GIS data tables below, the **TYPE** column indicates the data type used for the data field.

- **TEXT** – string of alphanumeric characters including any combination of alphabetical letters A-Z and numbers 0-9
- **DATE** – Date and time using ISO 8601 compliant formats which are in the format of YYYY-MM- DD HH:MM:SS
- **DOUBLE** – double precision floating point numeric values with decimals
- **LONG** – whole numeric values ranging from -2,147,483,648 to +2,147,483,647 without decimals in the GIS data tables below, the **WIDTH** column indicates the number of allowable characters within each field.

2 Road Centerlines (RCL)

This line data represents road networks in the CAPCOG region. This layer includes the street names and address ranges used to assign an address.

The performance standard for the Road Centerlines feature class is 98% accuracy. This means that 98% of the database records should be free of critical and significant errors.

2.1 Graphic (Spatial) Edits

Each named street needs to be represented in the GIS graphically and include attribution for all database fields listed below. All unnamed streets included in the street centerline layer are required to have the designation “DRVW” entered in the ‘street name (ST_NAME)’ field and have any other relevant attribute information completed, including the ‘CLASS’ field. When a street centerline is created or edited, several sources and methods can be used, including current aerial imagery, georeferenced survey plats, computer-aided design (CAD) files, parcels, mapping-grade GPS units in the field, or other authoritative sources or methods. The positional accuracy of addressed structures should be within +/- 5 feet of the center of the roadbed (the part on which vehicles travel) noting that when roadways are divided (i.e by a median) the roadbeds on each side should have a centerline drawn. In all cases each new street centerline will need to be split, or checked for gaps, at each jurisdiction and ESN line/boundary intersection. Street segment direction must be correct as well. These items and other geometric relationships are referred to as “topology”, and especially important for NG9-1-1 purposes.

2.2 Database Format

The following table details the data format requirements for the RCL database.

Table 2-1. RCL Database Format

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
SOURCE	M	TEXT	75	Agency that last updated the record, i.e. FAYETTE, TRAVIS
PROVIDER	M	TEXT	75	The name of the regional 911 authority <i>CAPCOG will populate</i>
LAST_MOD	M	DATE	26	Date of last update using ISO 8601 format
EFF_DATE	O	DATE	26	Date the new record information goes into effect in ISO 8601 format
SEGMENTID	O	LONG	DEFAULT	Unique segment ID <i>CAPCOG will populate prior to uploading to PSAP.</i> <i>May also serve as a placeholder field to populate SITEUNGID field</i>
RCL_UNIQID	M	TEXT	100	Globally Unique ID for each road segment. Ex. 894RCL@co.blanco.tx.us
COUNTRY	M	TEXT	2	Country name represented by two capital letters
L_STATE	M	TEXT	2	Left state name by two letters defined by USPS publication 28
R_STATE	M	TEXT	2	Right state name by two letters defined by USPS publication 28
L_COUNTY	M	TEXT	40	Fully spelled county name on the left side of the road
R_COUNTY	M	TEXT	40	Fully spelled county name on the right side of the road
L_MUNI	M	TEXT	100	Name of municipality on Left, if none populate with “UNINCORPORATED”
R_MUNI	M	TEXT	100	Name of municipality on Right, if none populate with “UNINCORPORATED”
L_MUNI_DIV	C	TEXT	100	Name of municipality division on Left, i.e. “WARD 5 FRIENDSHIP DISTRICT”

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
R_MUNI_DIV	C	TEXT	100	Name of municipality division on Right i.e. "WARD 5 FRIENDSHIP DISTRICT"
L_NBRHOOD	O	TEXT	100	Name of neighborhood or subdivision on Left
R_NBRHOOD	O	TEXT	100	Name of neighborhood or subdivision on Right
L_RNG_PRE	C	TEXT	15	Part of an address preceding the numeric address on Left
R_RNG_PRE	C	TEXT	15	Part of an address preceding the numeric address on Right
LF_ADDR	M	LONG	DEFAULT	Left address number at the FROM node
LT_ADDR	M	LONG	DEFAULT	Left address number at the TO node
RF_ADDR	M	LONG	DEFAULT	Right address number at the FROM node
RT_ADDR	M	LONG	DEFAULT	Right address number at the TO node
L_PARITY	M	TEXT	1	E, O, B, Z for Even, Odd, Both, or Zero (if the range is 0 to 0)
R_PARITY	M	TEXT	1	E, O, B, Z for Even, Odd, Both, or Zero (if the range is 0 to 0)
L_POST_COM	C	TEXT	40	City name for the ZIP of an address, as given in the USPS on Left
R_POST_COM	C	TEXT	40	City name for the ZIP of an address, as given in the USPS on Right
L_ZIP	C	TEXT	5	5-digit numeric postal code area on Left
R_ZIP	C	TEXT	5	5-digit numeric postal code area on Right
L_ESN	M	TEXT	5	5-digit Emergency Service Number as identified by ESN on Left. If the ESN number only has 2-3 digits, it must be preceded by zeros
R_ESN	M	TEXT	5	Emergency Service Number as identified by ESN on Right. Must be Preceded by zeros if less than 5 digits, i.e. "00088" for ESN 88
L_MSAG	M	TEXT	30	Valid service community as identified by MSAG on Left
R_MSAG	M	TEXT	30	Valid service community as identified by MSAG on Right
PRE_MOD	O	TEXT	15	Word or phrase separate from type and direction that precedes PRE_DIR i.e. Access, Alternate, Business, Connector, Extension, Scenic, Spur, Ramp Underpass, Overpass
PRE_DIR	C	TEXT	2	Leading directional prefix N, S, E, W, NE, NW, SE, SW
PRE_TYPE	C	TEXT	20	Spelled out word or phrase that precedes and identifies a type of thoroughfare
ST_NAME	M	TEXT	60	Legal street name as assigned by local addressing authority
ST_TYPE	C	TEXT	4	Type of street following the street name, valid entries on USPS Pub 28

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
POST_DIR	C	TEXT	2	Trailing directional suffix N, S, E, W, NE, NW, SE, SW
POST_MOD	C	TEXT	12	Word or phrase separate from type and direction that follows ST_NAME
FULL_NAME	M	TEXT	125	Full street name, should be a concatenation of 4 fields: PRE_DIR, ST_NAME, ST_TYPE and POST_DIR with no trailing or leading spaces
ST_ALIAS	C	TEXT	125	Entire alias street name assigned to street segment
ONE_WAY	O	TEXT	2	B, FT, TF for Both, FROM node to TO node, TO node to FROM node
SP_LIMIT	O	LONG	DEFAULT	Posted speed limit in MPH
CLASS	M	TEXT	4	Street type designation code (See Road Class Codes below)
RDCLS_TYP	O	TEXT	15	See valid Road Class Types below
NOTES	O	TEXT	75	Additional information

2.3 Road Class Codes ('Street Type') Designation

The following list of codes are used in the "Class" field in the RCL Database:

- IH – Interstate
- US – US highways SH – State highways
- FM – Farm to Market, Ranch Road, Ranch to Market
- LS – City Street, County Road, Park Road, Recreational, Frontage Road AC – Access Road, Crossover
- PVT- Private Road TR – Toll Road
- RAMP- On-ramp, Off-ramp
- DW – Driveways

2.4 Road Class I Types

The following list of codes are used in the "RDCLS_TYP" field in the RCL Database:

- Primary Secondary
- Local (City, Neighborhood, or Rural Road) Ramp
- Service (usually along a limited access highway) Vehicular Trail (4WD, snowmobiles)
- Walkway (Pedestrian Trail, Boardwalk) Alley
- Private (service vehicles, logging, oil fields, ranches, etc.) Parking Lot
- Trail (Ski, Bike, Walking / Hiking Trail)

3 Site / Structure Address Points (SSAP)

This point data represents addressable sites, structures, or property entrances that exist within the CAPCOG region.

3.1 Graphic (Spatial) Edits

All addressed site/structures must be represented in the address point layer. When a site/structure point is created or edited, several sources and methods can be used, including aerial imagery,

georeferenced survey plats, computer-aided design (CAD) files, parcels, mapping-grade GPS units in the field, or other authoritative sources and methods. When the actual structure location is known, the symbol should represent the general center of the structure. In other cases, please refer to the “NENA Information Document for Development of Site/Structure Address Point GIS Data for 9-1-1” document. In any case, the positional accuracy of structures or designated site locations should be within +/- 25 feet of their true location or intended designation.

The performance standard for the Site Structure Address Point feature class is 98% accuracy. This means that 98% of the database records should be free of critical and significant errors.

3.2 Database Format

The following table details the data format requirements for the SSAP database.

Table 3-1. SSAP Database Format

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
SOURCE	M	TEXT	75	Agency that last updated the record, i.e. HAYS, WILLIAMSON
PROVIDER	M	TEXT	75	The name of the regional 911 authority <i>CAPCOG will populate</i>
LAST_MOD	M	DATE	26	Date of last update using ISO 8601 format
EFF_DATE	O	DATE	26	Date the new record information goes into effect in ISO 8601 format
SITE_ID	O	LONG	DEFAULT	Unique site ID <i>CAPCOG will populate prior to uploading to PSAP. May also serve as a placeholder field to populate SITEUNGID field</i>
SITEUNQID	M	TEXT	100	Globally unique ID for each address site or structure. Ex. 2545AP@co.lee.tx.us
COUNTRY	M	TEXT	2	Country name represented by two capital letters
STATE	M	TEXT	2	State name by two letters defined by USPS publication 28
COUNTY	M	TEXT	40	County name or equivalent fully spelled out
MUNICIPAL	M	TEXT	100	Name of municipality, if none populate with “UNINCORPORATED”
MUNI_DIV	C	TEXT	100	Name of municipality division i.e. “WARD 5 FRIENDSHIP DISTRICT”
NBRHOOD	C	TEXT	100	Name of neighborhood or subdivision where the address is located
ADDNUM_P R E	O	TEXT	15	Part of an address leading the numeric address
ADDR_NUM	M	LONG	DEFAULT	Numeric identifier of a location along a thoroughfare
ADDNUM_S U F	C	TEXT	15	Part of an address following the address number i.e. ½, B
PRE_MOD	O	TEXT	15	Word or phrase separate from type and direction that precedes PRE_DIR i.e. Access, Alternate, Business, Connector, Extension, Scenic, Spur, Ramp Underpass, Overpass

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
PRE_DIR	C	TEXT	2	Leading directional prefix N, S, E, W, NE, NW, SE, SW
PRE_TYPE	O	TEXT	20	Spelled out word or phrase that precedes and identifies a type of thoroughfare
ST_NAME	M	TEXT	60	Legal street name as assigned by local addressing authority
ST_TYPE	C	TEXT	4	Type of street following the street name, valid entries on USPS Pub 28
POST_DIR	C	TEXT	2	Trailing directional suffix N, S, E, W, NE, NW, SE, SW
POST_MOD	O	TEXT	12	Word or phrase separate from type and direction that follows ST_NAME
FULL_NAME	M	TEXT	125	Full street name, must be identical to the site's related road FULL_NAME
ST_ALIAS	C	TEXT	125	Entire alias street name assigned to related street segment
FULL_ADDR	M	TEXT	170	Full address, should be a concatenation of ADDNUM_PRE + ADDR_NUM + ADDNUM_SUF + FULL_NAME with no extra, leading and trailing spaces
ESN	M	TEXT	5	Emergency Service Number associated with the address and community name Preceded by '0' if digits are less than 5
MSAG_COM	M	TEXT	30	Valid service community associated with the location of the address
POSTAL_COM	M	TEXT	40	City name for the ZIP of an address, as given in the USPS
ZIP	C	TEXT	5	5-digit numeric postal code area
ZIP4	O	TEXT	4	ZIP plus 4 code without the dash
BLDG	O	TEXT	75	One among a group of buildings that have the same address
FLOOR	O	TEXT	75	A floor, story or level within a building
UNIT	O	TEXT	75	A suite or group of rooms within a building that share the same entrance
ROOM	O	TEXT	75	A single room within a building
SEAT	O	TEXT	75	A place where a person sits within a building i.e. cubicle
LANDMARK	O	TEXT	150	The name by which a prominent feature is publicly known or Vanity address

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
MILEPOST	C	LONG	DEFAULT	A posted numeric measurement from a given beginning point
SITE_TYPE	C	TEXT	50	Type of feature identified by the address i.e. residential, office, store, school
POINT_X	O	DOUBLE	DEFAULT	Longitude of point in decimal degrees using EPSG: 4326
POINT_Y	O	DOUBLE	DEFAULT	Latitude of point in decimal degrees using EPSG: 4326
NOTES	O	TEXT	254	Additional location information, which is not a building, floor, unit, room or seat
ELEVATION	O	DOUBLE	DEFAULT	Height above Mean Sea Level in meters

4 Emergency Service Zones (ESZ)

This polygon data consists of the intersection of law enforcement, fire district, and emergency medical service and telephone exchange boundaries in the CAPCOG region.

The performance standard for the Site Emergency Service Zones feature class is 100% accuracy. This means all database records should be free of critical errors.

4.1 Graphic (Spatial) Edits

These areas need to accurately reflect the boundaries of each geographically unique combination of fire, law and EMS responder zones. This layer is created and maintained by overlaying with some combination of street centerlines, municipal (i.e. city limit) boundaries, parcels boundaries, or other data to determine each jurisdiction's emergency response service areas. As new emergency response services are added to, or change in an area, this boundary file will need to be modified accordingly.

Communications must be regularly preserved with all fire, law, and emergency medical responders to obtain the information required to maintain updated ESZ boundaries. These ESZ boundaries should adhere to the specifications of CAPCOG's QC systems and have no gaps or overlaps within a topology tolerance of +/- 3 feet. Topology and other geometric relationships between feature classes are especially important for NG9-1-1 purposes. **In addition, it is very important that all features with identical attribute information are merged into one multipart polygon.**

4.2 Database Format

The following table details the data format requirements for the ESZ database.

Table 4-1. ESZ Database Format

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
SOURCE	M	TEXT	75	Agency that last updated the record, i.e. BASTROP, BURNET
PROVIDER	M	TEXT	75	The name of the regional 911 authority <i>CAPCOG will populate</i>
LAST_MOD	M	DATE	26	Date of last update using ISO 8601 format

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
EFF_DATE	O	DATE	26	Date the new record information goes into effect in ISO 8601 format
ES_UNQID	M	TEXT	100	ID for each emergency service polygon - CAPCOG will populate
LAW	M	TEXT	60	Name of law service provider
FIRE	M	TEXT	60	Name of fire service provider
MEDICAL	M	TEXT	60	Name of medical service provider
COUNTRY	M	TEXT	2	Country name represented by two capital letters
STATE	M	TEXT	2	State name by two letters defined by USPS publication 28
COUNTY	M	TEXT	40	County name fully spelled out
URI	M	TEXT	254	URN/URL for routing. Example: sip:sos@ausxtxem1.travis.tx.us
URN	M	TEXT	50	The URN for the Emergency Service or other Well-Known Service (Example: "urn:service:sos" for a PSAP or "urn:service:sos.ambulance" for an ambulance service)
ESN	M	TEXT	5	ESN of the responding agency preceded by '0' if number of digits < 5
TANDEM	M	TEXT	3	911 Selected Router Code
TANDEM2	C	TEXT	3	911 Selected Router Code
ESSID	M	TEXT	2	Unique tandem routing code CAPCOG will populate
ESNGUID	M	TEXT	8	Concatenation of ESN and ESSID separated by a single forwardslash "/" CAPCOG will concatenate
AVCARDURI	C	TEXT	254	URI for the vCARD of contact information

5 Emergency Service Boundaries (ESB)

This polygon data consists of Emergency Service Boundary layers that define the geographic area for the primary providers of response services in the CAPCOG region.

5.1 The performance standard for the Site Emergency Service Boundaries feature class is 100% accuracy. This means all database records should be free of critical errors. Graphic (Spatial) Edits

Each of these layers is used by the ECRF to perform a geographic query to determine which Emergency Service Providers are responsible for providing service to a location in the event a selective transfer is desired, to direct an Emergency Incident Data Document to a secondary PSAP for dispatch, or to display the responsible agencies at the PSAP. In addition, Emergency Service Boundaries are used by PSAPs to identify the appropriate entities/first responders to be dispatched. Each Emergency Service Boundary layer may contain one or more polygon boundaries that define the primary emergency services for that geographic area. As new emergency response services are added to, or change in an area, this boundary file will need to be modified accordingly. Communications must be regularly preserved with all fire, law, and emergency medical responders to obtain the information required to maintain updated boundaries. These Emergency Service Boundaries should adhere to the specifications of CAPCOG's QC systems and have no gaps or overlaps within a topology tolerance of +/- 3 feet. The ESBs can be created by dissolving the Emergency Service Zones polygon data. These items and other geometric relationships are referred

to as “topology”, and especially important for NG9-1-1 purposes. **In addition, it is very important that all features with identical attribute information are merged into one multipart polygon**

There MUST be a separate Emergency Service Boundary layer for each type of service. The set of Emergency Service Boundaries MUST include, at a minimum, the following:

- Law Enforcement;
- Fire; and
- Emergency Medical Services (EMS).

Other Emergency Service Boundaries MAY include, but are not limited to:

- Poison Control;
- Forest Service; and
- Animal Control.

5.2 Database Format

The following table details the data format requirements for the ESB database.

Table 5-1. ESB Database Format

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
DISCRPAGID	M	TEXT	75	Agency that last updated the record, i.e. BASTROP, BURNET
DATEUPDATE	M	DATE	26	Date of last update using ISO 8601 format
EXPIRE	O	TEXT	26	Unique tandem routing code <i>CAPCOG will populate</i>
EFFECTIVE	O	TEXT	26	The date and time when the information in the record is no longer considered valid.
ES_NGUID	M	TEXT	254	Globally unique ID for each emergency service boundary polygon – Ex. 210EMS@blanco.co.tx.us
STATE	M	TEXT	2	State name by two letters defined by USPS publication 28
AGENCYID	M	TEXT	100	A Domain Name System (DNS) domain name which is used to uniquely identify an agency. Ex. austintexas.gov
SERVICEURI	M	TEXT	254	URN/URL for routing. Example: sip:sos@ausxtxem1.travis.tx.us
SERVICEURN	M	TEXT	50	The URN for the Emergency Service or other Well-Known Service*
SERVICENUM	M	TEXT	15	The numbers that would be dialed on a 12-digit keypad to reach the emergency service appropriate for the location. Ex: 911
AVCARDURI	C	TEXT	254	URI for the vCARD of contact information
DISPLAYNAME	M	TEXT	60	Name of the service provider that offers services within the area of an Emergency Service Boundary

6 Municipal Boundary

This polygon data represents municipal boundaries in the CAPCOG region.

The performance standard for the Site Emergency Service Boundaries feature class is 100% accuracy. This means all database records should be free of critical errors.

6.1 Graphic (Spatial) Edits

When city limits change due to annexations, metes and bounds surveys or other related information must be acquired to update the city limit boundaries. Coordinate geometry (COGO) – is one of the preferred methods for calculating coordinate points from surveys and can be used to update the city limit boundaries. These boundaries should adhere to the specifications of CAPCOG’s QC systems and have no gaps or overlaps within a topology tolerance of +/- 3 feet.

6.2 Database Format

The following table details the data format requirements for the Municipal Boundary database.

Table 6-1. Municipal Boundary Database Format

FIELD NAME	M/C/O	TYPE	WIDTH	DESCRIPTION/ VALID ENTRIES
SOURCE	M	TEXT	75	Agency that last updated the record, i.e. CALDWELL, LLANO
PROVIDER	M	TEXT	75	The name of the regional 911 authority <i>CAPCOG will populate</i>
LAST_MOD	M	DATE	26	Date of last update using ISO 8601 format
EFF_DATE	O	DATE	26	Date the new record information goes into effect in ISO 8601format
POLY_ID	O	LONG	DEFAULT	Numeric Polygon ID <i>CAPCOG will populate prior to uploading to PSAP. May also serve as a placeholder field to populate MUNIUNQID field</i>
MUNIUNQID	M	TEXT	100	Globally Unique ID for each municipality - . Ex. 9847INCM@austintexas.gov
COUNTRY	M	TEXT	2	Country name represented by two capital letters
STATE	M	TEXT	2	State Name (eg: TX)
COUNTY	M	TEXT	40	County name fully spelled out
MUNI_NM	M	TEXT	100	Name of municipality i.e. "AUSTIN"

7 Automatic Location Identification (ALI)

The ALI database consists of landline telephone numbers that have associated location information attributed to them. In order to have these call types route to the proper PSAP and plot to the correct location on a call taker’s map display, the attributes of the data must be correct and must match the road centerline (RCL) and address point feature classes (SSAP).

The performance standard for the ALI database is a 98% match rate between the ALI database and both the RCL and SSAP datasets. This means that 98% of a local jurisdiction’s ALI database should match to both a road centerline feature and address point feature.

7.1 Edits

Match errors between these datasets that are returned by the quality control systems should be reviewed and corrected accordingly. This could mean either by making corrections to the GIS data or by providing suggested changes to the ALI database. The ALI data are not owned by CAPCOG or PUBLIC

AGENCY, but instead by telephone service providers. Suggested edits to the ALI databases should be made by providing Change Requests (CR) via the Intrado 911Net or GIS Director applications

7.2 Database Format

The following fields in the ALI database are used by the Data Hub and EGDMS quality control systems to match the address point and road centerline feature classes to ensure a call routes and plots correctly.

Table 7-1. ALI Database Format

FIELD NAME	CORRESPONDING RCL OR AP FIELD
HOUSE_NUMBER	LT_ADDR, LF_ADDR, RT_ADDR, RF_ADDR, ADDR_NUM
HOUSE_NUMBER_SUFFIX	ADDRNUM_SUF
PREFIX_DIRECTIONAL	PRE_DIR
STREET_NAME	ST_NAME
COMMUNITY	L_MSAG_COM, R_MSAG_COM, MSAG_COM
ESN	ESN
STATE	STATE

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
BOARD OF MANAGERS MEETING**

MEETING DATE: July 13, 2022

AGENDA ITEM: #9 Consider Approval of the FY 2023 CAECD Budget

GENERAL DESCRIPTION OF ITEM:

This item provides for establishing the operating budget and expenditures for Fiscal Year 2023.

For FY 2023, revenues include \$15,484,203 in service fees and \$111,333 in non-service fee revenues for a total of \$15,596,136; while proposed expenditures total \$18,819,095. The expenditures require \$3,222,958 transferred from Unassigned Funds balance to meet required expenditures. FY23 will not include an equipment reserve deposit of \$500,000.

The attached memo and spreadsheet provide detail on the proposed changes for the FY 2023 budget. Also included is a projection of revenues and expenditures through FY 2024 for the district.

THIS ITEM REPRESENTS A:

- New issue, project or purchase
- Routine, regularly scheduled item
- Follow-up to previously discussed item
- Special item requested by board member
- Other

PRIMARY CONTACT/STAFF MEMBER: **Renee Bell, Assistant Director-Operations, Emergency Communications**

BUDGETARY IMPACT OF AGENDA ITEM:

Total estimated cost: \$18,819,095 in expenditures

Source of funds: 9-1-1 Fees

Is item already included in fiscal year budget? Yes No

Does item represent a new expenditure? Yes No

Does item represent a pass-through purchase? Yes No

If so, for what city/county/etc.? _____

PROCUREMENT: NA

ACTIONS REQUESTED:

Approval of the FY 2023 CAECD budget.

BACK-UP DOCUMENTS ATTACHED:

1. Memo
2. FY2023 Proposed Budget & Financial Projection through FY 2024

BACK-UP DOCUMENTS NOT ATTACHED (to be sent prior to meeting or will be a handout at the meeting): None



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BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

MEMORANDUM

June 28, 2022

TO: CAECD Board of Managers

FROM: Renee Bell – Assistant Director-Operations, Emergency Communications

RE: Proposed FY 2023 Emergency Communications Budget

Proposed FY 2023 expenditures comply with the CAECD Strategic Plan and the core functions of 9-1-1 Infrastructure, Operations, Training & Education, Voice and Data Interoperability and Support Systems levels 1-4. FY 2023 expenditures as proposed are about \$1.7 million more than the current year's amended budget. The largest differences in expenditures from the current year include planned completion of three (3) of our ongoing projects, host and PSAP uninterrupted power supply (UPS) replacement and planned 9-1-1 call taking equipment replacement.

The proposed budget has expenditures of \$3,222,958 over projected revenues of \$15,596,136. The Unassigned Fund Balance represents the difference between revenue and expenditures for each year; this balance may include unexpended balances when projects are not completed or under budget, or other non-expenditures in that fiscal year. This balance is used to offset expenditures over revenues in current and future budget years and is the source for possible transfers into reserve funds.

Revenues

9-1-1 Service Fees continue to show the decline in the number of traditional landline telephones, and pre-paid phone lines, while the overall wireless fees, continue to reflect an increase. Non-Service Fees have been adjusted to reflect the trending decrease in earned interest on deposits in both the Texas Local Government Investment Pool (TexPool) and in the district checking account.

Expenditures

Projected expenditures totaling \$18,819,095 are presented in the attached proposed budget under the following categories:

	<u>FY2023</u>
Program Management:	\$3,159,701

Network:	\$4,503,067
GIS Database Management:	\$2,546,074
Equipment Maintenance:	\$1,409,161
PSAP Operations:	\$1,023,395
Training and Education:	\$1,320,637
Other Emergency Communications Systems:	\$813,293
Equipment & Replacement:	\$4,043,767
TOTAL Expenditures:	\$18,819,095

In the attached handout on the FY 2023 proposed budget, the following items reflect an important change from the previous year.

1. Program Management: Increase from the current year due primarily to increased costs in the lease and utilities, maintenance related to the HVAC for the RBUC, and salary-fringe benefits annual increases. The FY23 budget also includes \$30,000 to replace the conference bridge equipment in the Live Oak conference room. This budget is generated each year as a component of the CAPCOG budget for all program divisions, which is projected to increase \$191,052 in FY23.
2. Network: There are no significant changes from FY22.
3. GIS Database Management: There are no significant changes from FY22.
4. Equipment Maintenance: FY23 includes \$50,000 for replacement of a Roof Top Unit (RTU), and a \$25,000 increase for generator parts and maintenance. The FY23 budget also includes \$68,000 for a Motorola maintenance contract. This maintenance contract is in conjunction with the City of Austin (COA) Motorola project, and CAECD will negotiate with the City of Austin to determine who is responsible for the continuing maintenance expense of this project.
5. PSAP Operations: Translation service expenses have increased as of May 2022. Trends also indicate an increased utilization of the language translation service, so we have increased this line item by \$20,000 accordingly.
6. Training & Education: There are no significant changes from FY22.
7. Other Emergency Communications Systems: There is a \$12,500 decrease in Advertising and Promotion for FY23. Increases for FY23 include \$20,000 for Everbridge and \$20,000 for ESI Acquisitions. Both are due to increases with the renewal of these contracts.
8. Equipment & Projects: These items comply with core functions.

- a. The BUC expansion (completed), Burnet County and Caldwell County radio projects are ongoing expenses of \$1,200,000 through FY2023 which were initiated with the Motorola contract in 2019. At the time of this memo previous years invoicing has not been received and it is anticipated the funding will be carried forward in October again.
- b. FY23 includes funds for replacement of the four host sites and remote PSAPs uninterrupted power supply (UPS) totaling \$890,00.
- c. FY23 also includes \$2,337,767 towards regional replacement of call handling equipment (CHE). The total CHE replacement project cost is estimated to be slightly over \$11.6 million. CAECD is currently working on a grant application to cover the project expenses.

The Capital Area Emergency Communications District 9-1-1 Strategic Advisory Committee met on May 11th and reviewed technical projects and technical network cost for incorporation in this budget.

CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
FY23 Projected Budget

Projected Revenue

	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
SERVICE FEES					
Emergency Service Fee	\$3,532,250	\$2,905,001	\$2,905,001	\$2,740,567	\$2,690,567
Wireless Service Fee	\$9,547,200	\$11,016,827	\$11,016,827	\$11,347,332	\$12,038,385
Prepaid Wireless Service Fee	\$1,656,400	\$1,466,119	\$1,466,119	\$1,396,304	\$1,346,304
Total Service Fee Revenue:	\$14,735,850	\$15,387,948	\$15,387,948	\$15,484,203	\$16,075,256
NON-SERVICE FEES					
Interest - Checking	\$1,000	\$100	\$100	\$100	\$100
Interest - Investment	\$149,000	\$20,000	\$20,000	\$20,000	\$20,000
Private Switch Agreements	\$43,350	\$69,692	\$69,692	\$71,783	\$73,936
Service Contracts	\$20,050	\$20,050	\$20,050	\$20,050	\$20,050
Training Revenue	\$0	\$0	\$0	\$0	\$0
Total Non-Service Fee Revenue:	\$213,400	\$109,842	\$109,842	\$111,933	\$114,086
TOTAL REVENUE:	\$14,949,250	\$15,497,790	\$15,497,790	\$15,596,136	\$16,189,342

CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT

FY23 Projected Budget

Proposed Expenditures

	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
PROGRAM MANAGEMENT					
Personnel Services	\$995,823	\$1,053,997	\$1,053,997	\$1,108,205	\$1,010,488
Contractual & Operating	\$193,490	\$183,099	\$183,099	\$189,948	\$194,696
Supplies & Material	\$69,690	\$67,000	\$67,000	\$138,816	\$142,286
Travel	\$52,100	\$41,450	\$41,450	\$57,800	\$59,245
Leases & Utilities	\$861,512	\$954,049	\$954,049	\$924,855	\$952,601
Internal Expense Allocation - CAPCOG	\$549,025	\$549,025	\$549,025	\$740,077	\$762,279
Total Program Management	\$2,721,640	\$2,848,620	\$2,848,620	\$3,159,701	\$3,121,596

CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
FY23 Projected Budget

Proposed Expenditures					
	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
9-1-1 SYSTEM					
Network					
AT&T	\$3,711,045	\$3,025,882	\$3,025,882	\$3,176,903	\$3,176,903
Century Link	\$10,776	\$10,924	\$10,924	\$11,252	\$11,477
Colorado Valley Communications	\$960	\$482	\$482	\$497	\$506
Colorado Valley Telephone	\$1,009	\$1,446	\$1,446	\$1,490	\$1,519
Contractual & Operating	\$40,000	\$0	\$0	\$0	\$0
DIR	\$1,043,764	\$753,225	\$753,225	\$787,965	\$803,724
Foremost Telecommunications	\$2,054	\$1,928	\$1,928	\$1,986	\$2,026
Frontier	\$250,275	\$245,701	\$245,701	\$255,046	\$260,147
Grande Communications	\$2,424	\$2,472	\$2,472	\$2,546	\$2,597
LCRA	\$0	\$10,140	\$10,140	\$10,444	\$10,653
Level 3	\$14,844	\$14,585	\$14,585	\$15,022	\$15,323
Logix	\$2,904	\$2,892	\$2,892	\$2,979	\$3,039
Suddenlink Communications	\$2,100	\$2,160	\$2,160	\$2,225	\$2,269
Telecommunications	\$62,316	\$64,445	\$64,445	\$66,378	\$67,706
Time Warner Cable/Spectrum	\$26,301	\$18,463	\$18,463	\$19,017	\$19,397
UMB Bank (Sprint Wireless Recovery)	\$166,344	\$142,899	\$142,899	\$147,186	\$150,129
XO Communication	\$2,652	\$0	\$0	\$0	\$0
Wireless Test Phones	\$1,320	\$1,655	\$1,655	\$2,132	\$2,175
Total Network	\$5,341,088	\$4,299,299	\$4,299,299	\$4,503,067	\$4,529,591
GIS Database Management					
Database Maintenance (Interlocal)	\$1,848,179	\$1,899,500	\$1,899,500	\$1,971,967	\$2,031,126
9-1-1 Database Maintenance	\$432,255	\$97,452	\$97,452	\$92,892	\$95,679
GIS Services	\$351,021	\$375,065	\$375,065	\$395,970	\$407,849
Software Subscription & Maintenance	\$98,450	\$86,750	\$86,750	\$85,245	\$87,802
Total GIS Database Management	\$2,729,905	\$2,458,767	\$2,458,767	\$2,546,074	\$2,622,456

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
FY23 Projected Budget**

Proposed Expenditures					
	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
9-1-1 SYSTEM (Continued)					
Equipment Maintenance					
Equipment Maintenance	\$1,936,355	\$1,083,613	\$1,083,613	\$1,186,371	\$1,233,826
Ancillary (Voice Recorders)	\$189,050	\$197,854	\$197,854	\$222,790	\$231,701
Total Equipment Maintenance	\$2,125,405	\$1,281,467	\$1,281,467	\$1,409,161	\$1,465,527
PSAP Operations					
PSAP Supplies	\$84,000	\$87,500	\$87,500	\$87,500	\$90,125
PSAP Services	\$120,178	\$132,158	\$132,158	\$347,800	\$358,234
MIS Reporting System (ECATS)	\$220,786	\$114,408	\$114,408	\$114,408	\$114,408
Contractual Services	\$102,237	\$242,193	\$242,193	\$202,237	\$2,237
Aerial Photo	\$255,000	\$215,000	\$215,000	\$221,450	\$221,450
PSAP Room Prep	\$140,000	\$100,000	\$100,000	\$50,000	\$51,500
Total PSAP Services	\$922,201	\$891,259	\$891,259	\$1,023,395	\$837,954
TRAINING AND EDUCATION					
Telecommunicator Training					
Priority Dispatch/Software Subscription	\$0	\$1,011,381	\$1,011,381	\$1,011,387	\$1,011,387
Educational Supplies	\$122,488	\$85,000	\$85,000	\$85,000	\$86,700
Contractual Services	\$206,000	\$230,000	\$224,000	\$224,250	\$228,735
Total Training and Education	\$328,488	\$1,326,381	\$1,320,381	\$1,320,637	\$1,326,822
OTHER EMERGENCY COMMUNICATIONS SYSTEMS					
Regional Notification System	\$577,042	\$591,412	\$591,412	\$615,768	\$615,768
WebEOC	\$179,011	\$186,645	\$186,645	\$197,525	\$201,476
Total Other Systems	\$756,053	\$778,057	\$778,057	\$813,293	\$817,244

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
FY23 Projected Budget**

Proposed Expenditures

	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
EQUIPMENT & PROJECTS					
Backup Center Expansion	\$167,500				
Dual Routers (host Sites)	\$0				
9-1-1 Host Refresh					
Backup Center Radio	\$1,277,000	\$0	\$0		
BUC/RBUC/DSR	\$1,479,029	\$810,585	\$952,726	\$810,585	
Burnet County Dispatch Consoles	\$0	\$121,728	\$365,184	\$121,728	
Caldwell County Tower Site	\$0	\$267,687	\$803,061	\$267,687	
Bastrop 9-1-1 Workstations	\$0				
PSAP Router Replacement	\$309,500	\$0	\$0		
Firewall Replacement	\$300,000	\$0	\$0		
UPS Replacement Host/PSAP	\$0	\$294,000	\$294,000	\$506,000	
Console Replacements and Integration				\$2,337,767	\$2,337,767
Hays County Secondary Connectivity	\$0	\$0	\$566,000		
Solacom Console Replacements & Spares	\$0	\$225,000	\$225,000		
Llano & Blanco					
Total Equipment & Projects	\$3,533,029	\$1,719,000	\$3,205,971	\$4,043,767	\$2,337,767
TOTAL EXPENSES:	\$18,457,809	\$15,602,849	\$17,083,820	\$18,819,095	\$17,058,956

**CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT
FY23 Projected Budget**

Projected Change in Fund Balance

	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
Fiscal Year Projected Revenue Over/(Under) Expense	-\$3,508,559	-\$105,060	-\$1,586,031	-\$3,222,958	-\$869,614

Components of Total Fund Balance

	FY 2021 Amended Budget 10/13/2021	FY 2022 Budget	FY 2022 Amended Budget 10/13/2021	FY 2023 Projected Budget	FY 2024 Projected Budget
Total Unassigned Fund Balance - Beginning	\$10,033,336	\$6,524,777	\$6,524,777	\$7,675,530	\$4,452,572
Fiscal Year Projected Revenue Over/(Under) Expense	-\$3,508,559	-\$105,060	-\$1,586,031	-\$3,222,958	-\$869,614
Transfer into Equipment Reserves		-\$500,000	-\$500,000		-\$500,000
Total Unassigned Fund Balance - Ending	\$6,524,777	\$5,919,717	\$4,438,746	\$4,452,572	\$3,082,958

Other Components of Fund Balance:

Prior Period Adjustment - AT&T CAECD Credit	\$3,236,784	\$3,236,784	\$3,236,784		
Equipment Reserve Balance	\$4,500,000	\$5,000,000	\$5,000,000	\$5,000,000	\$5,500,000
Operational Reserve Balance	\$11,500,000	\$11,500,000	\$11,500,000	\$11,500,000	\$11,500,000
Total Fund Balance - Unassigned & Reserves	\$25,761,561	\$25,656,501	\$24,175,530	\$20,952,572	\$20,082,958