

**MOUNTAIN BROOK EMERGENCY COMMUNICATIONS DISTRICT  
MEETING AGENDA**

**CITY HALL COUNCIL CHAMBER  
56 CHURCH STREET  
MOUNTAIN BROOK, AL 35213**

**JANUARY 26, 2015, 6:45 P.M.**

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1. Consideration: Motion electing the Chairman of the Mountain Brook Emergency Communications District (“District”).
2. Consideration: Motion electing the Vice-Chairman of the District.
3. Consideration: Motion adopting the rules of order and procedure.
4. Consideration: Motion appointing the Chief of Police of the City of Mountain Brook as the District Administrator.
5. Consideration: Motion appointing the City Clerk/Finance Director of the City of Mountain Brook as the District Clerk and Finance Director of the District.
6. Consideration: Resolution adopting the fiscal 2015 District operating budget as previously adopted by the Mountain Brook City Council upon its adoption of Ordinance No. 1915 on September 22, 2014.
7. Consideration: Resolution ratifying the transfer(s) of funds a) \$9,843.75 for fiscal 2014 and b) 14,822.64 for fiscal 2015 from the District’s E-911 (Regions Bank) checking account to the City of Mountain Brook’s Capital Projects Fund (441) to reimburse the City for its purchases on behalf of the District.
8. Consideration: Resolution authorizing the District Administrator to enter a Professional Services Agreement with 911Consult, Inc. with respect to consulting services for the replacement/upgrade of the District’s E911 computer servers and software systems, and other services.
9. Consideration: Resolution accepting the \$154,423 quotation of Ryan Public Safety Solutions (RPSS) for the District to purchase an upgraded E911 hardware purchase/software license/warranty agreement for the District, and, subject to the approval of District counsel and the District Administrator, authorize the Chairman to execute an agreement with RPSS for the supply, install and maintain that upgraded system.
10. Consideration: Resolution authorizing the transfer from the District’s E-911 (Regions Bank) checking account of funds in the amount of \$154,423 to reimburse the City of Mountain Brook’s Capital Projects Fund (441) for its purchase from RPSS of the E911 hardware and software as approved above.
11. Comments from residents.
12. Adjourn.

each council member thereafter elected to said seats shall hold office for a term of four years so that the mayor and all council members are elected for four-year terms of office with the terms to be staggered as provided herein.

(Code 1996, § 2-20.2; Ord. No. 1627, § 2, 4-19-2004)

**Sec. 2-25. Compensation of mayor.**

The mayor shall draw no salary or other compensation for his services to the city.

(Code 1996, § 2-1; Ord. No. 2)

State law reference—Compensation of mayor, Code of Ala. 1975, § 11-43-80.

**Sec. 2-26. Compensation of councilmembers.**

Councilmembers shall receive no salary for performing the duties of their offices.

(Code 1996, § 2-7; Ord. No. 547, § 3)

**Sec. 2-27. Electronic voting.**

For all elections held subsequent to the passage of this section, the use of ES&S Model 100a ballot tabulator (M100) electronic voting device that includes an ES&S AutoMark ballot marking device for Help America Vote Act ("HAVA") compliance, a system which complies with Code of Ala., § 17-2-4 and any regulations adopted pursuant thereto, is hereby authorized for the reporting, counting, and tabulating of any and all election results.

(Ord. No. 1774, § 1, 6-23-2008)

**Secs. 2-28—2-55. Reserved.**

**DIVISION 2. RULES OF ORDER AND PROCEDURE**

**Sec. 2-56. Meetings.**

(a) *Rules of procedure.* Meetings of the city council shall be conducted in accordance with the applicable statutes of the state, as implemented by the rules of procedure contained in this article.

(b) *Time and place of regular meetings; special meetings.* Meetings of the council shall be held at the city hall or such other places within the city limits as the council may determine.

(1) Regular meetings shall be at such times as determined by the council.

(2) Written or oral notice of the time of any special meeting of the council as authorized by Code of Ala. 1975, § 11-43-5 shall, unless such meeting is announced at a regular meeting of council, be given to the city manager and to each councilmember at least 12 hours in advance of the meeting. The failure of any of them to receive such notice shall not invalidate an action taken at such meetings if:

- a. Such person is present at the meeting or, either before or after the meeting, waives notice thereof; or
- b. Such action is ratified at a subsequent meeting of the council.

The business that may be transacted at a special meeting shall not be limited to the item indicated in the notice. To the extent practicable, notice of a special meeting shall also be given to the mayor and the clerk, but the failure of either or both of them to receive such notice shall not impair the validity and efficacy of the business transacted at the meeting.

(c) *Attendance and participation of mayor, city manager and other city officials; addressing council.*

(1) The mayor and the city manager shall have the privilege of participating in the council's discussions and deliberations, but the right to make motions and to vote is limited to councilmembers.

(2) Persons other than the councilmembers, mayor and city manager shall be allowed to address the council while in session only with the permission of and under the conditions and limitations prescribed by the council president. Any such person shall, when first recognized, state his name, address and, if applicable, the person or

group represented; he shall identify himself again by name each subsequent time he is recognized.

- (3) Meetings shall be attended by the city clerk, the city attorney and such other officers, agents or employees of the city as the council may from time to time determine.

(d) *Order of business.* The order of business shall be as directed by the council president, however, any councilmember may make additions to the agenda.

(Code 1996, §§ 2-8—2-11; Ord. No. 570, §§ 1—4; Ord. No. 890, § 1, 11-13-1984; Ord. No. 1564, 2-24-2003)

**State law references**—Provisions relative to meetings, Code of Ala. 1975, §§ 11-43-49, 11-43-50; city council authorized to enact rules of procedure, Code of Ala. 1975, § 11-43-52; attendance of the city clerk, Code of Ala. 1975, § 11-43-100.

**Sec. 2-57. Informal discussions.**

Unless objection is raised by a councilmember, it shall be in order to permit informal discussion on subject matters brought before the council in advance of the formal presentation of any motion with respect thereto.

(Code 1996, § 2-12; Ord. No. 570, § 5)

**Sec. 2-58. Ordinances to be in writing; when motions to be in writing.**

All ordinances shall be in writing. Other motions shall be reduced to writing if requested by any councilmember.

(Code 1996, § 2-13; Ord. No. 570, § 6)

**Sec. 2-59. Recording of vote.**

"Yeas" and "nays" shall be taken and recorded in the minutes whenever required by statute or requested by any councilmember.

(Code 1996, § 2-14; Ord. No. 570, § 7)

State law reference—Recording of vote, Code of Ala. 1975, § 11-45-2.

**Sec. 2-60. Motions to table.**

It shall be in order to lay on the table a proposed amendment to a pending measure and such motion to table, if adopted, shall not carry with it or prejudice the original measure unless explicitly so stated in the motion.

(Code 1996, § 2-15; Ord. No. 570, § 8)

**Sec. 2-61. Actions not requiring second.**

Motions to reconsider do not require a second nor do appeals to the council from rulings by the chair on questions of order.

(Code 1996, § 2-16; Ord. No. 570, § 9)

**Sec. 2-62. Participation of chair.**

The chair may address the council, make a motion and discuss any other matter at issue without any requirement that he first relinquish the chair.

(Code 1996, § 2-17; Ord. No. 570, § 10)

**Sec. 2-63. Absence of president of council, president pro tempore or clerk.**

During the absence of the council president or during his inability to serve, the duties, responsibilities and powers of the council president, including those relating to his being the presiding officer of the council, shall devolve upon and be discharged by the president pro tempore of the council. During the absence or inability of the president pro tempore, the functions of such office shall be exercised by a councilmember appointed by the council, which appointment shall be entered upon the council minutes. During the absence or inability of the clerk to serve, the council shall appoint some other person to perform the duties of the clerk, which appointment shall be entered upon the council minutes.

(Code 1996, § 2-18; Ord. No. 570, § 11)

State law reference—Absence of council president, president pro tempore and clerk, Code of Ala. 1975, §§ 11-43-42, 11-43-100.

**Sec. 2-64. Rules of order adopted.**

The rules contained in "Robert's Rules of Order, Newly Revised" shall govern the council in all cases to which they are applicable and in which they are not inconsistent with the statutes of the state or with the provisions of this article.

(Code 1996, § 2-19; Ord. No. 570, § 12)

**Sec. 2-65. Consent agenda.**

(a) At the meeting of the members of the city council held prior to each regular meeting of the city council ("preliminary meeting"), any member of the city council may request that a resolution or other item, other than an ordinance, which is on the agenda for such regular meeting ("meeting") be placed on the consent agenda for the meeting. No resolution or other item shall be placed on the consent agenda unless it is discussed by the members of the city council attending the preliminary meeting.

(b) Any resolution or other item which a member of the city council requests be placed on the consent agenda for a meeting (singular, "matter"; plural, "matters") shall be placed on the consent agenda unless one or more members of the city

council object, which objection may be made either during the preliminary meeting or during the meeting.

(c) As the first item on the agenda for each meeting, after the minutes of the prior meeting of the city council have been considered (unless the minutes have been placed on the consent agenda), the president of the city council, or other presiding member of the city council ("presiding officer"), shall announce the agenda item number of any matters on the agenda which have been assigned to the consent agenda or the presiding officer shall direct the city clerk to read from the agenda a brief description of each matter which has been assigned to the consent agenda.

(d) After the agenda number of each matter on the consent agenda has been read by the presiding officer or the city clerk has read a brief description of each matter on the consent agenda, the presiding officer shall ask if any member of the city council would like to have any of such matters discussed. If a member of the city council would like to have a matter on the consent agenda discussed, such matter shall be withdrawn from the consent agenda and it shall be discussed when it is reached on the agenda. If a member of the audience asks for an explanation of, or information about, a matter on the consent agenda, the presiding officer may give a brief explanation of such matter or may direct a member of the city's staff or another member of the city council to give a brief explanation of such matter, but it shall not be withdrawn from the consent agenda.

(e) The presiding officer shall then ask for a motion with respect to the matters on the consent agenda. All matters on the consent agenda shall be considered in the same motion. If a motion to adopt the matters on the consent agenda is made, seconded and approved by a majority of the members of the city council who are present at the meeting, all such matters shall be considered adopted and in full force and effect, just as they would have been had each such matter been considered and voted on separately and approved by a majority of the members of the city council who were present at the meeting.

(Code 1996, § 2-20.1; Ord. No. 1311, §§ 1-5, 5-26-1998; Ord. No. 1468, 4-9-2001)

**Secs. 2-66—2-88. Reserved.**

**ARTICLE III. OFFICERS AND EMPLOYEES**

**DIVISION 1. GENERALLY**

**Sec. 2-89. Surety bonds.**

(a) *City clerk.* The bond required of the city clerk for the faithful performance of his duties and the safe custody of the funds of the city shall be an amount approved by the city council. Such bond shall be signed by good and sufficient sureties to be approved by the mayor. The premium for such bond shall be paid by the city from its general fund.

(b) *City treasurer.* The bond required of the city treasurer for the faithful performance of his duties and the safe custody of the funds of the city shall be an amount approved by the city council. Such bond shall be signed by good and sufficient sureties to be approved by the mayor. The premium for such bond shall be paid by the city from its general fund.

(Code 1996, § 2-3; Ord. No. 7; Ord. No. 8)

~~State law reference—Similar provisions, Code of Ala. 1975, §§ 11-43-104, 11-43-120.~~

**Sec. 2-90. Assistant treasurer, office created; appointment; term of office; bond; compensation; duties.**

(a) There is hereby created the office of assistant treasurer for the city. There shall be no more than two assistant treasurers.

(b) The assistant treasurers shall be appointed by the city council. The city council shall appoint one or two assistant treasurers, as the city council, from time to time, shall consider to be in the best interest of the city. The term of office of the assistant treasurer or assistant treasurers shall be coextensive with the term of office of the city council; provided, that either or both of the assistant treasurers may be removed at any time by vote of a majority of the members of the city council. During the absence or disability of the assistant treasurer, or both assistant treasurers if there are two assistant treasurers, the city council

**RESOLUTION NO. 2015-014**

**A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE MOUNTAIN  
BROOK EMERGENCY COMMUNICATIONS DISTRICT ADOPTING THE  
BUDGET FOR THE FISCAL YEAR BEGINNING OCTOBER 1, 2014 AND ENDING  
SEPTEMBER 30, 2015**

**BE IT RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communication District ("District"), that the following is the adopted budget for the District for the fiscal year beginning October 1, 2014 and ending September 30, 2015 (as adopted by the City Council of the City of Mountain Brook upon its adoption of Ordinance No. 1915 on September 22, 2014):

		(For Reference Only)	
<u>Ledger No.</u>	<u>Account Description</u>	<u>9/30/2015</u>	<u>9/30/2014</u>
		<u>Budget</u>	<u>Actual</u>
531-3305-4500	Fines & Forfeitures (Act 03-289)	\$ (2,200.00)	\$ (2,204.56)
531-3404-4050-3401	E-911 Surcharge (Mobile)	\$ (313,800.00)	\$ (396,417.42)
531-3407-4400	Other Investment Earnings	<u>\$ (900.00)</u>	<u>\$ (1,503.43)</u>
<b>E911 Revenue</b>		<b>\$ (316,900.00)</b>	<b>\$ (400,125.41)</b>
531-1213-6307	Bank Fees	\$ 296.00	\$ 332.71
531-3510-6210	Development-Training	\$ 21,000.00	\$ 18,424.76
531-3510-6300	Supplies/Exp-General	\$ 1,000.00	\$ 1,590.77
531-3510-6464	Service Contr-Comm Equip	\$ 20,018.00	\$ 31,077.59
531-3510-6610	Utilities-Telephone	\$ 82,000.00	\$ 53,351.62
531-3516-6910	Transfers-City General Fund	\$ 200,000.00	\$ 200,000.00
531-3516-6941	Transfers-Capital Projects Fnd	\$ 0.00	\$ 9,843.75
531-3590-6941	Transfers-Capital Projects Fnd	<u>\$ 205,186.00</u>	<u>\$ 0.00</u>
<b>E911 Expenses</b>		<b><u>\$ 324,314.00</u></b>	<b><u>\$ 314,621.20</u></b>
<b>Excess of (Revenue) Over</b>			
<b>Expenditures</b>		<b>\$ 212,600.00</b>	<b>\$ (85,504.21)</b>
(Fund Balance), Beginning of Year		<u>\$ (547,884.70)</u>	<u>\$ (462,380.49)</u>
<b>(Fund Balance), End of Year</b>		<b><u>\$ (335,284.70)</u></b>	<b><u>\$ (547,884.70)</u></b>

**BE IT FURTHER RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communications District that the District Administrator is hereby authorized and directed, for and on behalf of the District, to disburse funds for the payment of budgeted expenditures including and not limited to salaries and benefits, payroll taxes, service and other contracts, debt service, utilities, supplies and such other obligations incurred by the District in the normal course of public safety operations.

**ADOPTED AND APPROVED:** The 26th of January, 2015.

\_\_\_\_\_  
Chairman

**CERTIFICATION**

I, Steven Boone, District Clerk of the Mountain Brook Emergency Communications District certify the above to be a true and correct copy of a resolution adopted by the Board of Commissioners of the Mountain Brook Emergency Communications District at its meeting held on January 26, 2015, as same appears in the minutes of record of said meeting.

\_\_\_\_\_  
District Clerk

2015-014

**RESOLUTION NO. 2015-015**

**BE IT RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communications District that the Board hereby ratifies and approves the May 21, 2014 transfer of funds (IVAP14819) from the District to the City of Mountain Brook Capital Projects Fund to reimburse the City for the following capital purchases made by the City on May 21, 2014 on behalf of the District:

<b>Vendor</b>	<b>Short Description #441-3490-6730-0801</b>	<b>Amount</b>
Net Motion Wireless, Inc.	(P. O. 5981) software license (25 seats) for the District's public safety mobile data terminals	\$9,843.75
	<b>Total</b>	<b><u>\$9,843.75</u></b>

**BE IT FURTHER RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communications District that the Board hereby ratifies and approves the December 30, 2014 transfer of funds (GJ 12-27) from the District to the City of Mountain Brook Capital Projects Fund to reimburse the City for the following capital purchases made by the City between October 1, 2013 and September 30, 2014 on behalf of the District:

<b>Vendor</b>	<b>Short Description #441-3590-6730-0709</b>	<b>Amount</b>
Bryan Lourcey	(P. O. 5927) labor to case and install custom door	\$1,300.00
Ryan Public Safety Solutions	(P. O. 5868) E911 dispatch equipment	1,730.00
Mullins Building Products	(IVAP14823) Custom door	1,933.00
Allcom Radio, Inc.	(P. O. 6025) E911 dispatch equipment	<u>9,859.64</u>
	<b>Total</b>	<b><u>\$14,822.64</u></b>

**ADOPTED AND APPROVED:** This 26th day of January, 2015

\_\_\_\_\_  
Chairman

**CERTIFICATION**

I, Steven Boone, District Clerk of the Mountain Brook Emergency Communications District, hereby certify the above to be a true and correct copy of a resolution adopted by the Board of Commissioners of the Mountain Brook Emergency Communications District at its meeting held on January 26, 2015, as same appears in the minutes of record of said meeting.

\_\_\_\_\_  
District Clerk

**RESOLUTION NO. 2015-016**

**BE IT RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communications District that the Board hereby authorizes the execution of a contract between the District and 911Consult, Inc., in the form as attached hereto as Exhibit A, with respect to consulting services for the replacement/upgrade of the District's E911 computer servers and software systems, and other services.

**ADOPTED AND APPROVED:** This 26th day of January, 2015.

\_\_\_\_\_  
Chairman

**CERTIFICATION**

I, Steven Boone, District Clerk of the Mountain Brook Emergency Communications District, hereby certify the above to be a true and correct copy of a resolution adopted by the Board of Commissioners of the District at its meeting held on January 26, 2015, as same appears in the minutes of record of said meeting.

\_\_\_\_\_  
District Clerk

# ***911Consult, Inc.***

*IT Services for the E9-1-1 Industry*

## **Professional Services Agreement**

This Professional Services Agreement (the "Agreement") is made between the **Mountain Brook Emergency Communication District** (the "Client"), and **911Consult, Inc.**, having its principal place of business at 2311 Fernway Dr. Montgomery, AL 36111 ("911Consult") effective as of the last date signed below by a party (the "Effective Date").

In consideration of the mutual covenants herein, and other good and valuable consideration, the receipt and sufficiency of which is acknowledged by the parties, the Client and 911Consult agree as follows:

### **1. Services, Compensation and Term**

The Client agrees to retain 911Consult, and 911 Consult agrees to perform, the following professional consulting services:

- (a) Text to 9-1-1 transition:** Oversee planning effort and provide advice for Text to 9-1-1 transition. This task will entail working with the Client to create a plan to evaluate the options available for receiving Text to 9-1-1 and assist in the implementation of its choice; and
- (b) 911 System Upgrade:** Services will entail creating a plan, advising on securing a vendor and pricing, creating a timeline, and providing advice for the replacement of the existing 9-1-1 hardware that is based on Windows XP and Windows Server 2003 with hardware and software that is compatible with the existing system. These services also will include assistance and advice to the Client on matters pertaining to the oversight, installation and implementation of the upgraded system in a manner that facilitates a seamless conversion and functionality of that system.

(collectively hereinafter, the "Services").

This Agreement shall commence on the Effective Date and thereafter continue in effect for one year.

Unless otherwise agreed in writing, the Client will pay 911Consult the sum of \$3600 for all Services it performs and expenses it incurs in connection therewith (including travel and lodging) (the "Fee"). In no event will the amount paid by the Client hereunder for all Services (inclusive of all expenses exceed

this amount. 911Consult may submit invoices monthly during the term of this Agreement and receive partial payment of the Fee as its work progresses. These invoices shall reflect the nature, time period and other summary level information about the Services performed. Client shall make full payment for all undisputed Services within thirty (30) days of invoice. The above-stated Fee includes compensation for anticipated travel between 911Consult's regular place of business in Montgomery, Alabama and the Client's business location in the City of Mountain Brook. Unless explicitly approved by the parties in advance, the Client will not reimburse 911Consult for the expense of travel to any vendor facility or existing 911 center other than that maintained by the Client for the purposes of investigating potential vendor solutions.

## **2. Warranties by 911Consult.**

911Consult represents and warrants to Client that (a) it has the experience and ability to perform the Services required by this Agreement; (b) it will perform said Services in a competent and timely manner that is consistent with professional skill and care that would be provided by other professionals under same or similar conditions; (c) it has the power to enter into and perform its obligation in this Agreement, and that its undersigned representative has been authorized to enter it on its behalf; (d) its performance of this Agreement shall not infringe upon or violate the rights of any third party or violate any federal, provincial and municipal laws; and (e) it, before commencing its work and at its own expense, will obtain all licenses, permits or other governmental authorizations needed to complete its Services, including without limitation, a business license issued by the City of Mountain Brook (collectively, "Licensing"), and will further will maintain that Licensing throughout the performance of its Services.

## **3. Insurance**

During the term of this Agreement 911Consult shall obtain and maintain the following insurance for limits not less than stated below with a company(ies) lawfully authorized to do business in Alabama and reasonably acceptable to the Client:

(a) Comprehensive General Liability: Two Hundred Fifty Thousand Dollars (\$250,000);

(b) Automobile Liability: Automobile Liability covering owned and rented vehicles operated by the 911Consult with policy limits of not less than Two Hundred Fifty Thousand Dollars (\$250,000) combined single limit and aggregate for bodily injury and property damage;

911Consult may use umbrella or excess liability insurance to achieve the required coverage for Comprehensive General Liability and Automobile Liability, provided that such umbrella or excess insurance results in the same type of coverage as required for the individual policies.

Before the execution of the contract, 911Consult shall provide the Client a certificate(s) of insurance evidencing compliance with the requirements in this section. The certificate(s) shall name the Client, and its officials and employees, as additional insured on the Comprehensive General Liability, Automobile Liability, and any applicable umbrella and excess policies, with respect to claims or liabilities arising out of 911Consult's operations.

#### **4. Independent Contractor**

911Consult is an independent contractor of the Client. This contract does not create any partnership, joint venture or principal-agent relationship between the Client and 911 Consult. Further, the Client retains no control or authority with respect to its means and methods in which 911Consult (or any of its employees or representatives) performs the Services. 911Consult further acknowledges that it shall not enter into any contract or commitment on behalf of Client, that it is not considered an affiliate or subsidiary of Client, and that none of its representatives is entitled to any employment rights or benefits provided to the Client's representatives.

#### **5. Confidentiality**

911Consult acknowledges that this Agreement creates a confidential relationship between it and the Client and that information concerning Client's business affairs, customers, vendors, finances, properties, methods of operation, computer programs, and documentation, and other such information, whether written, oral, or otherwise, is confidential in nature. All such information concerning Client is hereinafter collectively referred to as "Confidential Information."

#### **6. Non-Disclosure**

911Consult agrees that, except as directed by Client, it will not at any time during or after the term of this Agreement disclose any Confidential Information to any person whatsoever. Further, upon the termination or expiration of this Agreement it will turn over to Client all documents, papers, and other matter in its possession or control that relate to Client. 911Consult further agrees to bind its employees and subcontractors to the terms and conditions of this Agreement.

#### **7. Grant**

911Consult agrees that its work product produced in the performance of this Agreement shall remain the exclusive property of the Client, and that it will not sell, transfer, publish, disclose or otherwise make such work product available to third parties without Client's prior written consent. Any rights granted to 911Consult under this Agreement shall not affect Client's exclusive ownership of the work product.

## **8. Office Rules**

911Consult agrees that its representatives will comply with all commonly known office rules and regulations, including security requirements, when on the Client's premises.

## **9. No Improper Inducement**

911Consult warrants that it has not employed or retained any firm, entity or person to solicit or secure its selection to enter into this contract, that it has not paid or agreed to pay any fee, commission, percentage, gift or other consideration to any such firm, entity or person that is contingent upon or resulting from the award or making of this contract, and it has not offered or given a gratuity of any type to any Client employee or agent in connection with this Agreement.

## **10. Letter of Agency**

If requested, Client shall provide a Limited Letter of Agency, as required by potential vendors to discuss services for Client with 911Consult. The Letter of Agency to be in force only during the term of this contract.

## **11. Governing Law**

This Agreement shall be construed and enforced in accordance with the laws of the State of Alabama.

## **12. Entire Agreement**

This Agreement contains the entire understanding of the parties. It supersedes all prior negotiations, representations or agreements, either written or oral, concerning the matters herein, and any understandings not reflected herein are unenforceable.

## **13. Notice**

Any notice contemplated under this Agreement shall be in writing and shall be deemed delivered if sent by certified or registered mail to the principal business address of the other party.

## **14. Default**

If 911 Consult defaults on a material obligation to the Client under the Agreement (a "Default"), the Client may terminate it if, following the its provision of written notice of Default to 911 Consult, the 911 Consult fails to correct or remedy the Default within seven (7) days after receipt of notice. Failure of the

911 Consult to timely perform the Services shall be considered an event of Default. This remedy is in addition to any other provided in the contract or available by law.

#### **15. Exclusion of Consequential Damages**

911CONSULT AGREES AND ACKNOWLEDGES THAT, IN THE EVENT IT ASSERTS OR MAKES ANY CLAIM, DEMAND OR ACTION OF ANY TYPE AGAINST THE CLIENT ARISING FROM ITS ALLEGED BREACH OF THIS AGREEMENT OR ITS FAILURE TO PERFORM ANY OF ITS OBLIGATIONS HEREUNDER, THE MAXIMUM AMOUNT THAT 911CONSULT MAY RECOVER FROM THE CLIENT AS DAMAGES IN ANY SUCH ACTION IS LIMITED TO 911 CONSULT'S ACTUAL DAMAGES THAT DIRECTLY ARISE FROM THAT BREACH AND ARE PROVEN IN A COURT OF LAW. 911CONSULT AGREES AND ACKNOWLEDGES THAT THE COMMERCIAL TERMS HEREIN WERE PROPOSED AND BASED ON THE ASSUMPTION THAT THIS SPECIFIC LIMITATION IS APPLICABLE, AND THAT THE CLIENT WOULD NOT HAVE ENTERED INTO THIS AGREEMENT WITHOUT ITS INCLUSION. IN NO EVENT WILL THE CLIENT BE LIABLE TO 911CONSULT FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, RELIANCE OR OTHER SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST PROFITS, ADVANTAGE, SAVINGS OR REVENUES OR FOR INCREASED COST OF OPERATIONS.

#### **16. No Assignment.**

911Consult may not assign its rights, obligations or the benefits of this contract to any third party without the written consent of the Client, which consent may be withheld for any reason.

#### **17. No Third Party Beneficiary.**

This contract is made only for the benefit of the Client and 911Consult. It is not intended, nor shall it be construed, to grant or bestow any benefit, right or privilege to any third party.

#### **18. Indemnification.**

911Consult agrees to defend, indemnify, and hold harmless the Client, and its agents, representatives and officials (collectively hereinafter the "Indemnitees") from and against all demands, actions, damages, judgments, expenses (including but not limited to attorneys' fees, expert fees, court costs and other litigation costs), losses, damages, and claims (including those for bodily injury, sickness, disease or death, or to injury to, destruction or loss of use of tangible property, or those for financial loss or damages) (collectively herein "Claim(s)") asserted by any third parties (including any employee, subcontractor or representative of the 911Consult, hereafter a "Consultant Representative") that arise out of, relate to, result from, or are attributable to negligent act, omission or conduct by 911 Consult or any Consultant Representative that arises from or

relates to its (or their) performance or failure to perform its (or their) responsibilities under this Agreement; provided that 911Consult's indemnification obligation to the City under this provision shall not exceed the amount of the limits of the general liability and automobile insurance policies set forth herein. This indemnification obligation includes Claims by third parties that are caused in part by the negligence of an Indemnitee; provided, nothing herein shall obligate 911Consult to indemnify any of the Indemnitees for Claims resulting from the sole negligence or from the willful misconduct of the Indemnitees.

#### **19. Counterparts.**

This Agreement may be executed in counterparts each of which when executed by the parties shall be deemed to be a complete original. An electronic or facsimile copy of the executed contract or counterpart shall be deemed, and shall have the same legal force and effect as, an original document.

#### **20. No Waiver.**

Any forbearance or delay on the part of the Client in enforcing any of its rights under this contract shall not be construed as a waiver of such rights. No terms of this contract shall be waived unless expressly waived in writing.

#### **21. Partial Invalidity.**

If any provision of this contract is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, the remaining provisions of it shall remain in full force and effect.

#### **22. Amendment.**

This contract may be amended only by written instrument signed by both parties.

#### **23. Immigration Act Compliance.**

(a) 911 Consult represents and warrants that it does not knowingly employ, hire for employment, or continue to employ an "unauthorized alien," as defined by the *Beason-Hammon Alabama Taxpayer and Citizen Protection Act*, Act No. 2011-535 (H. B. 56), as amended from time to time (the "Act"), and that, during the performance of this Agreement, it shall participate in the E-Verify program as required under the terms of the Act.

(b) 911Consult agrees to comply with all applicable provisions of the Act with respect to its subcontractors by entering into an agreement with or by obtaining an affidavit from such subcontractors providing work for 911Consult that such subcontractors are in compliance with the Act with respect to their participation in the E-verify program. 911Consult represents and warrants that it shall not hire, retain or contract with any subcontractor which it knows is not in compliance with the Act.

(c) By signing this contract, 911Consult affirms, for the duration of this Agreement, that it will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama.

(d) A contracting party found to be in violation of this provision shall be deemed in breach of this Agreement and shall be responsible for all damages resulting therefrom.

IN WITNESS WHEREOF, the undersigned, duly authorized representatives of the parties executed this Agreement as of the dates reflected below.

**E911 Consult, Inc.**

**Mountain Brook Emergency  
Communication District**

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

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

Name: Lee Moore

Name: \_\_\_\_\_

Title: Principal

Title: Chairman, Board of Commissioners

Date: \_\_\_\_\_, 2015

Date: \_\_\_\_\_, 2015

**ADDENDUM TO AGREEMENT BETWEEN THE  
MOUNTAIN BROOK EMERGENCY COMMUNICATIONS DISTRICT  
AND 911 CONSULT, INC.  
DATED JANUARY 26, 2015**

**THIS ADDENDUM** (“the/this Addendum”) to the principal agreement between the **Mountain Brook Emergency Communications District** (“the District”) and **911 Consult, Inc.** (“the Contractor”) dated January 26, 2015.

**This Addendum is a part of the principal agreement, but supersedes and controls any conflicting or inconsistent terms or provisions in the principal agreement, particularly to the extent the conflicting or inconsistent terms or provisions purport either to (a) confer greater rights or remedies on the Contractor than are provided herein or under otherwise applicable law, or to (b) reduce, restrict, or eliminate rights or remedies that would be available to the District under otherwise applicable law. The addendum shall remain in full force and effect with respect to any amendment, extension, or supplement of or to the principal agreement, whether or not expressly acknowledged or incorporated therein. No agent, employee, or representative of the District is authorized to waive, modify, or suspend the operation of the Addendum or any of its terms or provisions without express approval of the Mountain Brook District Council.**

1. ***Definitions.*** For purposes of this Addendum, the terms below have the following meanings:
  - A. “*The District*” refers to and includes the Mountain Brook Emergency Communications District and its constituent departments, boards, and agencies.
  - B. “*The (this) Agreement*” refers to the principal contract, agreement, proposal, quotation, or other document that sets forth the basic terms and conditions under which the Contractor is engaged to provide goods, materials, or services to the District, including the payment or other consideration to be provided by the District in exchange therefor.
  - C. “*The Contractor*” refers to the person, firm, or other legal entity that enters into an agreement with the District to provide goods, materials, or services to the District, and includes vendors and suppliers providing goods, materials, and services to the District with or without a formal contract as well as the Contractor’s vendors, suppliers, and subcontractors.
  
2. ***Arbitration; Mediation; Alternate Dispute Resolution.*** The District agrees to arbitrate disputes or to engage in alternate dispute resolution (ADR) if arbitration or ADR is required by the agreement as a means of resolving disagreements arising thereunder or is a precondition to the pursuit of other legal remedies, but only to the extent (1) the rights and remedies available under such arbitration rules or processes do not afford the Contractor greater relief (e.g., attorney’s fees, damages, etc.) than would be available under otherwise applicable law, (2) the venue for the arbitration or mediation proceeding is in Jefferson County, Alabama, and (3) the costs of such proceedings (including the fees of the arbitrator or mediator) are divided evenly between the parties.

3. ***Attorney's Fees; Court Costs; Litigation Expenses.*** The District shall not be liable for attorney's fees, court costs, litigation expenses, and like charges except and to the extent such fees, costs, and charges would be assessed against the District under applicable law in the absence of any contractual provision imposing or assigning liability therefor.
4. ***Late Payment Charges; Fees; Interest.*** The District shall not be liable for any late payment charges, interest, or fees on any delinquent bill for goods, materials, or services at a rate higher than two-thirds of one percent per month (eight percent per annum), but bills rendered to the District shall not be considered delinquent any earlier than thirty (30) days after rendition of a complete and accurate bill by the Contractor. Contested bills shall not be subject to late payment charges pending resolution of the dispute.
5. ***Indemnification; Hold-Harmless; Release; Waiver; Limitations of Liability or Remedies.*** The District shall not and does not indemnify, hold harmless, or release the Contractor or any other person, firm, or legal entity for, from, or with respect to any claim, cause of action, cost, charge, fee, expense, or liability whatsoever arising out of or relating to the subject matter of the agreement or the performance or nonperformance thereof; nor shall or does the District waive its right to assert or pursue any remedy or claim for relief of any kind that it may have against the Contractor or any other person, firm, or entity for any actual or alleged default or other breach of legal duty on the part of the Contractor or any person, firm, or entity in privity therewith or acting on Contractor's behalf. Any limitation or restriction regarding the type, nature, form, amount, or extent of any right, remedy, relief, or recovery that would otherwise be available to the District is expressly disavowed, excluded from the terms of the agreement, and void.
6. ***Choice of Law; Choice of Venue or Forum.*** The meaning, legal effect, and enforcement of terms and provisions of the agreement and the resolution of any disputes arising thereunder or relating thereto shall be governed by the laws of the State of Alabama except to the extent otherwise required by applicable conflict-of-law principles. The venue of any suit, action, or legal proceeding brought to enforce or secure relief by reason of any asserted breach of duty arising out of or relating to the performance or nonperformance of the agreement shall be Jefferson County, Alabama except to the extent otherwise required by applicable principles of law.
7. ***Construction of Addendum.*** Nothing in this Addendum shall be construed to create or impose any duty or liability on the District, to create a right or remedy in favor of the Contractor against the District, or to restrict or abrogate any right or remedy that is available to the District against the Contractor or any other person, firm, or entity under either the principal agreement or as a matter of law.
8. ***Alabama Immigration Law Compliance Contract.*** Contractor agrees that it will fully comply with the Immigration Reform and Control Act of 1986, as amended by the Immigration Act of 1990, and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, which makes it unlawful for an employer in Alabama to knowingly hire or continue to employ an alien who is or has become unauthorized with respect to such employment or to fail to comply with the I-9 requirements or fails to use E-Verify to verify the eligibility to legally work in the United States for all of its new hires who are employed to work in the State of Alabama. Without limiting the foregoing, Contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien, and shall have an officer or other managerial employee who is personally

familiar with the Contractor's hiring practices to execute an affidavit to this effect on the form supplied by the Board and return the same to the District. Contractor shall also enroll in the E-Verify Program prior to performing any work, or continuing to perform any ongoing work, and shall remain enrolled throughout the entire course of its performance hereunder, and shall attach to its affidavit the E-Verify Program for Employment Verification and Memorandum of Understanding and such other documentation as the Board may require to confirm Contractor's enrollment in the E-Verify Program. Contractor agrees not to knowingly allow any of its subcontractors, or any other party with whom it has a contract, to employ in the State of Alabama any illegal or undocumented aliens to perform any work in connection with the Project, and shall include in all of its contracts a provision substantially similar to this paragraph. If Contractor receives actual knowledge of the unauthorized status of one of its employees in the State of Alabama, it will remove that employee from the project, jobsite or premises of the District and shall comply with the Immigration Reform and Control Act of 1986, as amended by the Immigration Act of 1990, and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act. Contractor shall require each of its subcontractors, or other parties with whom it has a contract, to act in a similar fashion. If Contractor violates any term of this provision, this Agreement will be subject to immediate termination by the District. To the fullest extent permitted by law, Contractor shall defend, indemnify and hold harmless the District from any and all losses, consequential damages, expenses (including, but not limited to, attorneys' fees), claims, suits, liabilities, fines, penalties, and any other costs arising out of or in any way related to Contractor's failure to fulfill its obligations contained in this paragraph.

**DATED** this 26th day of January, 2015.

**911 Consult, Inc.**

**Mountain Brook Emergency  
Communications District**

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

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

Its : \_\_\_\_\_

Its : \_\_\_\_\_

**RESOLUTION NO. 2015-017**

**WHEREAS** the Mountain Brook Emergency Communications District Administrator has determined that the District's E911 call taking system (hardware and related software) are in need of upgrade due to obsolescence; and

**WHEREAS** the District Administrator has also determined that said purchase is exempt from the Competitive Bid Law pursuant to Section 41-16-51(a)(15) of the Code of Alabama; now, therefore

**BE IT RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communications District that the District hereby accepts the \$154,423 quotation (Exhibit A attached hereto) of Ryan Public Safety Solutions (RPSS) for the District to purchase an upgraded E911 hardware purchase/software license/warranty agreement for the District, and, subject to the approval of District counsel and the District Administrator, authorize the Chairman to execute an agreement with RPSS for the supply, install and maintain that upgraded system

**ADOPTED AND APPROVED:** This 26th day of January 2015.

\_\_\_\_\_  
Chairman

**CERTIFICATION**

I, Steven Boone, District Clerk of the Mountain Brook Emergency Communications District, hereby certify the above to be a true and correct copy of a resolution adopted by the Board of Commissioners of the Mountain Brook Emergency Communications District at its meeting held on January 26, 2015, as same appears in the minutes of record of said meeting.

\_\_\_\_\_  
District Clerk



Mountain Brook Police Department  
Chief Ted Cook  
101 Tibbett Street  
Mountain Brook, Alabama 35213  
Phone: 205.802.3852  
Fax: 205.802.2415

---

To: Captain G. Hagood

From: Lieutenant M. Herren

Date: January 20, 2015

Subject: 9-1-1 Call Taking System Upgrade

The Police Department is in the process of completing an upgrade to the current Airbus Patriot 9-1-1 Call Taking System to the Vesta 4 Call taking System with Aurora LITE MIS Services. The funding for this project was included in the FY 2014-2015 budget for the Police Department.

We believe the purchase of a hardware refresh and software update for the City's existing Airbus Patriot 9-1-1 Call Taking System should be exempt from Alabama bid law 41-16-51 because of the custom hardware/software exemption as detailed in Title 41-16-51(a)(11):

**Section 41-16-51**

***Contracts for which competitive bidding not required.***

*(11) Purchases of computer and word processing hardware when the hardware is the only type that is compatible with hardware already owned by the entity taking bids and custom software.*

We further believe that Attorney General opinion 2014-047 issued in response to a request by Limestone County 911 for an exemption to the bid law related to Title 41-16-51(a)(15) applies to the purchase of this hardware/software upgrade. The complete opinion is attached and the code detail is below:

**Section 41-16-51**

***Contracts for which competitive bidding not required.***

*(15) Contractual services and purchases of products related to, or having an impact upon, security plans, procedures, assessments, measures, or systems, or the security or safety of persons, structures, facilities, or infrastructures.*

I have included all of the related documentation for your consideration. Thank you.



2014-047

STATE OF ALABAMA  
OFFICE OF THE ATTORNEY GENERAL

LUTHER STRANGE  
ATTORNEY GENERAL

March 10, 2014

501 WASHINGTON AVENUE  
P.O. BOX 300152  
MONTGOMERY, AL 36130-0152  
(334) 242-7300  
WWW.AGO.ALABAMA.GOV

Honorable E. Shane Black  
Attorney, Board of Commissioners  
Limestone County Communications District 911  
Hand Arendall, LLC  
102 South Jefferson Street  
Athens, Alabama 35611

Emergency Management Communications –  
Districts – Competitive Bid Law – Contracts  
– Exemptions

If the Limestone County Communications District 911 (“District”) determines that the purchase of a computer-aided dispatch (“CAD”) system with a mapping component would impact the safety or security of persons and structures within the E-911 system, then it is the opinion of this Office that such a purchase would be exempt from the Competitive Bid Law pursuant to section 41-16-51(a)(15) of the Code of Alabama.

Dear Mr. Black:

This opinion of the Attorney General is issued in response to your request on behalf of the Limestone County Communications District 911.

QUESTION

Does the District’s purchase of a new computer-aided dispatch software system (with mapping component) fall within the bid law exception set forth in section 41-16-51(a)(15) for the “purchases of products related to, or having an impact upon, . . . the security or safety of persons, structures, facilities or infrastructures?”

### FACTS AND ANALYSIS

The Limestone County Communications District 911 is an emergency communications district, typically referred to as an "E-911 district," created and operating pursuant to sections 11-98-1 through 11-98-15 of the Code of Alabama. ALA. CODE § 11-98-1 to § 11-98-15 (2008, Supp. 2013). In your letter of request, you informed this Office that part of the function of the District necessarily includes its ability to quickly and accurately track the precise location of a call, collect information about the call, and relay that information to emergency responders. The District's ability to quickly and effectively perform these tasks is frequently essential to the security and safety of the emergency caller. Currently, the District uses a computer-aided dispatch ("CAD") software system and a mapping software that works with the CAD software. In your letter of request, you credit the CAD and mapping software for giving the District the ability to effectively execute the key functions previously referenced.

The District seeks to purchase a new CAD system and questions whether the purchase of this software would fit within the bid law exception found in section 41-16-51(a)(15) of the Code. Section 41-16-51(a)(15) states as follows: "Contractual services and purchases of products related to, or having an impact upon, security plans, procedures, assessments, measures, or systems, *or the security or safety of persons, structures, facilities, or infrastructures.*" ALA. CODE § 41-16-51(a)(15) (Supp. 2013).

This particular exception was added pursuant to Act 2004-487. This act also added similar exceptions to the Public Records Law, Public Works Law, and the Open Meetings Act. Research reveals no case law interpreting these exceptions.

Under the established rules of statutory construction, words used in a statute must be given their natural, plain, ordinary, and commonly understood meaning, and where plain language is used, a court is bound to interpret that language to mean exactly what it says. *Ex parte Cove Properties, Inc.*, 796 So. 2d 331, 333-34 (Ala. 2000); *Ex parte T.B.*, 698 So. 2d 127, 130 (Ala. 1997). This provision exempts from competitive bidding contractual services and purchases of products that are related to or have an impact on the safety or security of persons or structures. The term "related" is defined as "having relationship: connected by reason of an established or discoverable relation: having similar properties." WEBSTER'S THIRD INTERNATIONAL DICTIONARY 1916 (2002). The term "impact" is defined as "an impelling or compelling effect." *Id.* at 1131.

Accordingly, although the routine purchase of office supplies by a public safety entity would not be related to or have an impact upon the safety of persons, the purchase of software that locates emergency callers with pinpoint accuracy may have an impact upon public safety. This, however, is a factual determination that the awarding authority must make. In doing so, the awarding authority should consider these definitions and be mindful that such a determination is reviewable

Honorable E. Shane Black  
Page 3

by the courts and may not be arbitrary, unreasonable, or capricious. *See Anderson v. Fayette Cnty. Bd. of Educ.*, 738 So. 2d 854, 857 (Ala. 1999), quoting *Union Springs Tel. Co. v. Rowell*, 623 So. 2d 732 (Ala. 1993).

The foregoing notwithstanding, the purchase of the software may also be exempt from the bid law requirements if such software is considered custom as expressed in section 41-16-51(a)(11) of the Code of Alabama. *See, generally*, opinion to Honorable R.L. Campbell, Chairman, Morgan County Emergency Management Communications District, dated December 6, 1994, A.G. No. 95-00046. This provision states the following: "*Purchases of computer and word processing hardware when the hardware is the only type that is compatible with hardware already owned by the entity taking bids and custom software.*" ALA. CODE § 41-16-51(a)(11) (Supp. 2013).

Although these provisions may provide a method by which the Limestone County E-911 System may avoid the competitive bidding process, this Office has historically taken the position that it is better to follow the competitive bidding process in acquiring goods and services, even if the acquisition can be found to fall within the purview of one of the exemptions. *Campbell* at 4.

#### CONCLUSION

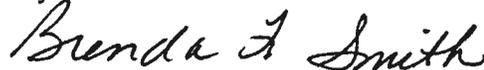
If the District determines that the purchase of a CAD system with a mapping component would impact the safety or security of persons and structures within the E-911 system, then it is the opinion of this Office that such a purchase would be exempt from the Competitive Bid Law pursuant to section 41-16-51(a)(15) of the Code.

I hope this opinion answers your question. If this Office can be of further assistance, please contact Monet Gaines of my staff.

Sincerely,

LUTHER STRANGE  
Attorney General

By:



BRENDA F. SMITH  
Chief, Opinions Division

LS/MMG  
1708101/176218



## Quotation

### Upgrade to VESTA 4 with Aurora LITE

<b>Customer Information</b>	
<b>Customer:</b> City of Mountain Brook, AL	<b>Products:</b> VESTA 4 Call Taking Aurora LITE MIS Services
<b>Quotation Number:</b> RPSS_MtnBrook012015	
<b>Date:</b> January 20, 2015	

Site No.	Description	No. of Pos	TOTAL
106170	Mountain Brook AL - A	3	\$101,635.00
107285	Mountain Brook FD - B	2	\$44,652.00
<b>QUOTATION SUB-TOTAL</b>		<b>5</b>	<b>\$146,287.00</b>
<i>Includes all installation, training and first year of support services.</i>			
<b>This upgrade does include re-using the following items:</b>			
All current printers (Admin & CDR)			
Touchscreen Monitors at Side A			
Aastra IP Telephone Sets			
Cisco ASA Firewalls			
Gateway Devices (FXO & FXS)			
Remote ALI Database Modems (Verilink)			
Rack/Cabinet for Backroom Equipment			
Time Sync solution			
<b>Extend Hewlett Packard Computer Hardware Warranty</b>		<b>Server &amp; Workstation</b>	<b>\$8,136.00</b>
<i>Upgrade/uplift to 5 year, 24x7 response from manufacturer</i>			
<b>QUOTATION GRAND TOTAL</b>			<b>\$154,423.00</b>

### Additional Comments

**Pricing valid for 45 days from quotation date.**

**Lead Time: 4 - 12 Weeks ARO on all Cassidian Communications standard products.**

## Mountain Brook AL - Side A

### Cassidian Communications VESTA 4 System

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Cassidian Communications VESTA 4 System</b>					
1	870899-00104.2U	VESTA 4 R2 LIC/MED UPG	\$0.00	EA	\$0.00
1	873099-03002U	R4 CAD INTF LIC UPGD	\$0.00	EA	\$0.00
1	SA-000-00SL-C	GEO-DIV/MULTI-SITE CFG FEE	\$1,250.00	EA	\$1,250.00
1	04000-01584	BLKBX TL158A-R4 DATACAST	\$440.00	EA	\$440.00
1	04000-01010	CBL DB25M/DB25M 10FT	\$10.00	EA	\$10.00
<b>VM Medium Server Bundle</b>					
1	853031-DLSVRGD-1	V-DL SVR BNDL GEO	\$16,530.00	EA	\$16,530.00
1	06500-00201	2-POST RELAY RACK MNT KIT	\$214.00	EA	\$214.00
1	04000-68005	V-SVR BASIC SPT 1YR	\$105.00	EA	\$105.00
1	04000-68009	V-SVR BASIC SPT 5YR	\$524.00	EA	OPTIONAL
<b>Cassidian Communications VESTA 4 Licenses</b>					
<b>VESTA Prime - Standard Operations</b>					
3	PS-0PR-VSML-M	VPRIME MLTP PER SEAT LIC MIG	\$0.00	EA	\$0.00
3	SS-0PR-VSML-1Y	SPT VPRIME MLTP 1YR	\$940.00	EA	\$2,820.00
3	SS-0PR-VSML-5Y	SPT VPRIME MLTP 5YR	\$3,658.00	EA	OPTIONAL
3	809800-35130	R4 SW SPT TRNSFR	\$0.00	EA	\$0.00
<b>Geo Diverse/Multi Site Add On License</b>					
3	PA-MGD-VSSL-M	GEO-DIV/MLTI-SITE LIC MIG	\$0.00	EA	\$0.00
3	SA-MGD-VSSL-1Y	SPT GEO/MULTI SITE 1YR	\$148.00	EA	\$444.00
3	SA-MGD-VSSL-5Y	SPT GEO/MULTI SITE 5YR	\$578.00	EA	OPTIONAL
<b>VESTA Workstation Equipment</b>					
3	61000-409603SFF	WKST HP Z220 SFF	\$1,985.00	EA	\$5,955.00
3	65000-47001	TWR STAND SFF Z220	\$52.00	EA	\$156.00
<i>Note: Customer to re-use existing touchscreen monitors</i>					
3	64007-50016	KEYPAD 24KEY 12FT CBL	\$138.00	EA	\$414.00
3	853004-00401	SAM EXT SPKR KIT	\$210.00	EA	\$630.00
3	853030-00302	R4 SAM HDWR KIT	\$2,065.00	EA	\$6,195.00
3	809800-35109	R4 IWS CFG	\$220.00	EA	\$660.00
3	809800-35108	R4 IWS STG FEE	\$330.00	EA	\$990.00
1	870890-07501	CPR/SYSPREP IMAGING	\$0.00	EA	\$0.00
<b>Cassidian Communications VESTA 4 Modules</b>					
<b>Cassidian Communications VESTA 4 IRR Module</b>					
3	873099-00502U	R4 IRR LIC UPGD	\$0.00	EA	\$0.00
3	809800-35110	R4 IRR SW SPT 1YR	\$196.00	EA	\$588.00
3	809800-35114	R4 IRR SW SPT 5YR	\$656.00	EA	OPTIONAL
3	809800-35130	R4 SW SPT TRNSFR	\$0.00	EA	\$0.00
<b>Cassidian Communications VESTA 4 CDR Module</b>					
<i>Note: Customer to re-use existing CDR printer.</i>					
1	873099-00602U	R4 CDR SVR LIC UPGD	\$0.00	EA	\$0.00
3	873099-01102U	R4 CDR PER SEAT LIC UPGD	\$0.00	EA	\$0.00
<b>Cassidian Communications VESTA 4 Admin Printer</b>					
<i>Note: Customer to re-use existing admin printer.</i>					

## Mountain Brook AL - Side A

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Cassidian Communications VESTA 4 Phones/Voice Mail Option</b>					
2	873010-00202	IP PHN LIC ENH	\$1,000.00	EA	\$2,000.00
7	873010-00102U	IP PHN LIC STD UPGD	\$800.00	EA	\$5,600.00
7	RP-AASTRA	AASTRA IP PHONE 6757I	\$350.00	EA	\$2,450.00
<b>Cisco Switch/Router Equipment</b>					
2	04000-29616	SWITCH 2960 + CBL 24-PORT	\$1,200.00	EA	\$2,400.00
2	04000-02963	WAR 2960 24-P 2T 1YR 24X7	\$258.00	EA	\$516.00
2	04000-02971	WAR 2960 24P 2T 5YR 24X7	\$1,445.00	EA	OPTIONAL
<b>Peripherals &amp; Gateways</b>					
<i>Note: Customer to re-use existing gateways and firewall.</i>					
1	RP-MISCMAT	MISCELLANEOUS MATERIAL/CABLES	\$1,600.00	EA	\$1,600.00
1	RP-FREIGHT	SHIPPING COST FROM MANUFACTURER	\$1,800.00	EA	\$1,800.00
<b>Peripherals &amp; Equipment Racks</b>					
<i>Note: Customer to re-use existing equipment rack and peripherals.</i>					
1	04000-004B4	KVM 4-PORT SWITCH	\$552.00	EA	\$552.00
1	04000-00607	CBL KVM USB CONSOLE	\$172.00	EA	\$172.00
4	04000-60611	CBL KVM USB 10FT	\$104.00	EA	\$416.00
1	04000-RMM19	BRKT 19IN RACK MTG/ARBTR	\$40.00	EA	\$40.00
<b>Time Synchronization Equipment</b>					
<i>Note: Customer to provide time sync equipment.</i>					
<b>Cassidian Communications VESTA 4 System Subtotal</b>					<b>\$54,947.00</b>

### Aurora - MIS System

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Aurora 2.2 - LITE MIS System Multi-Product Purchase</b>					
3	PA-SSG-ALSL	AURORA LITE PER SEAT LIC	\$688.00	EA	\$2,064.00
3	SA-SSG-ALSL-1Y	SPT AURORA LITE 1YR	\$108.00	EA	\$324.00
3	SA-SSG-ALSL-5Y	SPT AURORA LITE 5YR	\$424.00	EA	OPTIONAL
<b>Aurora - MIS System Subtotal</b>					<b>\$2,388.00</b>

### Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total
1	04000-01526	<b>Server Extended Warranty</b> WARR 24X7 DL380 5YR <i>Note: Upgrade &amp; uplift from 3 yr warranty 9x5 NBD to 5 yrs, 24x7 response time.</i> <i>Qty-1 system server</i>	\$2,325.00	EA	\$2,325.00
4	04000-01586	<b>Workstation Extended Warranty</b> WARR 24X7 Z220 5YR <i>Note: Warranty upgrade from 3 yrs warranty 9x5 NBD to 5 yrs 24x7, 4 hour response.</i> <i>Qty-3 calltaker workstations; Qty-1 management console</i>	\$498.00	EA	\$1,992.00
<b>Optional Extended Warranties Subtotal</b>					<b>\$4,317.00</b>

## Mountain Brook AL - Side A

### Field Engineering Services

Qty.	Part No.	Description	Unit Price	U/M	Total
1	RP-INSTALLVESTA	ENGINEERING AND INSTALLATION	\$21,000.00	EA	<b>\$21,000.00</b>
1	RP-PROJMGMT	PROJECT MANAGEMENT	\$3,000.00	EA	<b>\$3,000.00</b>
1	RP-REMOTELARM	REMOTE ALARM MONITORING	\$1,800.00	EA	<b>\$1,800.00</b>
1	RP-OSSVESTA	RPSS SUPPORT SERVICES, 1ST YEAR	\$13,000.00	EA	<b>\$13,000.00</b>
		<i>Training</i>			
1	RP-VESTATRNR	VESTA TRAINING PACKAGE	\$5,500.00	EA	<b>\$5,500.00</b>
Field Engineering Services Subtotal					<b>\$44,300.00</b>

### Quote Summary

PRODUCT	TOTAL
Cassidian Communications VESTA 4 System	<b>\$54,947.00</b>
Aurora - MIS System	<b>\$2,388.00</b>
Extended Warranties	Optional
Field Engineering Services	<b>\$44,300.00</b>
<b>TOTAL QUOTE</b>	<b>\$101,635.00</b>
<b>GRAND TOTAL</b>	<b>\$101,635.00</b>

### Power Draw Information

Product	Total Amps
Cassidian Communications VESTA 4 System	15.32
Aurora - MIS System	0
<b>Total Amps</b>	<b>15.32</b>
<b>Total Watts/VA</b>	<b>1838.4</b>
<b>Total KVA</b>	<b>1.8384</b>
<b>BTU's</b>	<b>5020.6704</b>

## Mountain Brook FD - Side B

### Cassidian Communications VESTA 4 System

Qty.	Part No.	Description	Unit Price	U/M	Total
1	870899-00104.2U	<b>Cassidian Communications VESTA 4 System</b> VESTA 4 R2 LIC/MED UPG	\$0.00	EA	\$0.00
1	873099-03002U	R4 CAD INTF LIC UPGD	\$0.00	EA	\$0.00
1	04000-01584	BLKBX TL158A-R4 DATACAST	\$440.00	EA	\$440.00
1	04000-01010	CBL DB25M/DB25M 10FT	\$10.00	EA	\$10.00
<b>VM Medium Server Bundle</b>					
1	853031-DLSVRGD-1	V-DL SVR BNDL GEO	\$16,530.00	EA	\$16,530.00
1	06500-00201	2-POST RELAY RACK MNT KIT	\$214.00	EA	\$214.00
1	04000-68005	V-SVR BASIC SPT 1YR	\$105.00	EA	\$105.00
1	04000-68009	V-SVR BASIC SPT 5YR	\$524.00	EA	OPTIONAL
<b>Cassidian Communications VESTA 4 Licenses</b>					
<b>VESTA Prime - Standard Operations</b>					
2	PS-0PR-VSML-M	VPRIME MLTP PER SEAT LIC MIG	\$0.00	EA	\$0.00
2	SS-0PR-VSML-1Y	SPT VPRIME MLTP 1YR	\$940.00	EA	\$1,880.00
2	SS-0PR-VSML-5Y	SPT VPRIME MLTP 5YR	\$3,658.00	EA	OPTIONAL
2	809800-35130	R4 SW SPT TRNSFR	\$0.00	EA	\$0.00
<b>Geo Diverse/Multi Site Add On License</b>					
2	PA-MGD-VSSL-M	GEO-DIV/MLTI-SITE LIC MIG	\$0.00	EA	\$0.00
2	SA-MGD-VSSL-1Y	SPT GEO/MULTI SITE 1YR	\$148.00	EA	\$296.00
2	SA-MGD-VSSL-5Y	SPT GEO/MULTI SITE 5YR	\$578.00	EA	OPTIONAL
<b>VESTA Workstation Equipment</b>					
2	61000-409603SFF	WKST HP Z220 SFF	\$1,985.00	EA	\$3,970.00
2	65000-47001	TWR STAND SFF Z220	\$52.00	EA	\$104.00
2	RP-MON22WS	MON 22" WIDE SCREEN	\$250.00	EA	\$500.00
2	64007-50016	KEYPAD 24KEY 12FT CBL	\$138.00	EA	\$276.00
2	853004-00401	SAM EXT SPKR KIT	\$210.00	EA	\$420.00
2	853030-00302	R4 SAM HDWR KIT	\$2,065.00	EA	\$4,130.00
2	809800-35109	R4 IWS CFG	\$220.00	EA	\$440.00
2	809800-35108	R4 IWS STG FEE	\$330.00	EA	\$660.00
1	870890-07501	CPR/SYSPREP IMAGING	\$0.00	EA	\$0.00
<b>Cassidian Communications VESTA 4 Modules</b>					
<b>Cassidian Communications VESTA 4 IRR Module</b>					
2	873099-00502U	R4 IRR LIC UPGD	\$0.00	EA	\$0.00
2	809800-35110	R4 IRR SW SPT 1YR	\$196.00	EA	\$392.00
2	809800-35114	R4 IRR SW SPT 5YR	\$656.00	EA	OPTIONAL
2	809800-35130	R4 SW SPT TRNSFR	\$0.00	EA	\$0.00
<b>Cassidian Communications VESTA 4 CDR Module</b>					
<i>Note: Customer to re-use existing CDR printer.</i>					
1	873099-00602U	R4 CDR SVR LIC UPGD	\$0.00	EA	\$0.00
2	873099-01102U	R4 CDR PER SEAT LIC UPGD	\$0.00	EA	\$0.00
<b>Cassidian Communications VESTA 4 Admin Printer</b>					
<i>Note: Customer to re-use existing admin printer.</i>					

## Mountain Brook FD - Side B

		<b>Cassidian Communications VESTA 4 Phones/Voice Mail Option</b>			
8	873010-00102U	IP PHN LIC STD UPGD	\$800.00	EA	\$6,400.00
2	RP-AASTRA	AASTRA IP PHONE 6757I	\$350.00	EA	\$700.00
<b>Cisco Switch/Router Equipment</b>					
2	04000-29616	SWITCH 2960 + CBL 24-PORT	\$1,200.00	EA	\$2,400.00
2	04000-02963	WAR 2960 24-P 2T 1YR 24X7	\$258.00	EA	\$516.00
2	04000-02971	WAR 2960 24P 2T 5YR 24X7	\$1,445.00	EA	OPTIONAL
<b>Peripherals &amp; Equipment Racks</b>					
<i>Note: Customer to re-use existing equipment rack and peripherals.</i>					
1	04000-004B4	KVM 4-PORT SWITCH	\$442.00	EA	\$442.00
1	04000-00607	CBL KVM USB CONSOLE	\$138.00	EA	\$138.00
4	04000-60611	CBL KVM USB 10FT	\$83.00	EA	\$332.00
1	04000-RMM19	BRKT 19IN RACK MTG/ARBTR	\$32.00	EA	\$32.00
<b>Time Synchronization Equipment</b>					
<i>Note: Customer to provide time sync equipment.</i>					
<b>Cassidian Communications VESTA 4 System Subtotal</b>					<b>\$41,327.00</b>

### Aurora - MIS System

Qty.	Part No.	Description	Unit Price	U/M	Total
<b>Aurora 2.2 - LITE MIS System Multi-Product Purchase</b>					
1	873399-00102.2	AURORA 2.2 DOC/MED	\$0.00	EA	\$0.00
1	873391-04003	AURORA LITE LIC	\$0.00	EA	\$0.00
1	873391-04002	AURORA LITE USER LIC	\$468.00	EA	\$468.00
1	04000-00339	SQL 2008R2 CAL RUN ENT	\$194.00	EA	\$194.00
2	PA-SSG-ALSL	AURORA LITE PER SEAT LIC	\$688.00	EA	\$1,376.00
2	SA-SSG-ALSL-1Y	SPT AURORA LITE 1YR	\$108.00	EA	\$216.00
2	SA-SSG-ALSL-5Y	SPT AURORA LITE 5YR	\$424.00	EA	OPTIONAL
<b>Aurora LITE Server Equipment for Virtualized Server Bundle - ML350p/G8 and DL380p/G8</b>					
<i>Note: Additional Hardware to be installed in DDS-B Server.</i>					
1	BA-M00-ALA0	V-AUR LITE MED ADD-ON	\$1,071.00	EA	\$1,071.00
<b>Aurora - MIS System Subtotal</b>					<b>\$3,325.00</b>

### Extended Warranties

Qty.	Part No.	Description	Unit Price	U/M	Total
1	04000-01526	<b>Server Extended Warranty</b> WARR 24X7 DL380 5YR <i>Note: Upgrade &amp; uplift from 3 yr warranty 9x5 NBD to 5 yrs, 24x7 response time.</i> <i>Qty-1 system server</i>	\$2,325.00	EA	\$2,325.00
3	04000-01586	<b>Workstation Extended Warranty</b> WARR 24X7 Z220 5YR <i>Note: Warranty upgrade from 3 yrs warranty 9x5 NBD to 5 yrs 24x7, 4 hour response.</i> <i>Qty-2 calltaker workstations; Qty-1 management console</i>	\$498.00	EA	\$1,494.00
<b>Optional Extended Warranties Subtotal</b>					<b>\$3,819.00</b>

## Mountain Brook FD - Side B

### Field Engineering Services

Qty.	Part No.	Description	Unit Price	U/M	Total
		<b>Field Engineering Services</b> <i>All Services noted on Side A</i>			
Field Engineering Services Subtotal					\$0.00

### Quote Summary

PRODUCT	TOTAL
Cassidian Communications VESTA 4 System	\$41,327.00
Aurora - MIS System	\$3,325.00
Extended Warranties	Optional
Field Engineering Services	\$0.00
<b>TOTAL QUOTE</b>	<b>\$44,652.00</b>
<b>GRAND TOTAL</b>	<b>\$44,652.00</b>

### Power Draw Information

Product	Total Amps
Cassidian Communications VESTA 4 System	13.72
Aurora - MIS System	0
<b>Total Amps</b>	<b>13.72</b>
<b>Total Watts/VA</b>	<b>1646.4</b>
<b>Total KVA</b>	<b>1.6464</b>
<b>BTU's</b>	<b>4496.3184</b>

DEFENDING WORLD SECURITY



# Aurora<sup>®</sup> LITE

## Product Brief

853364-02801  
September 2013



AN EADS NORTH AMERICA COMPANY



# User Information

## Technical and customer support

We welcome your questions and comments.

For technical support, contact us at:

- ✓ North America: 800.491.1734
- ✓ International: 951.719.2895
- ✓ E-mail: [tsupport@CassidianCommunications.com](mailto:tsupport@CassidianCommunications.com)
- ✓ Internet: <http://www.CassidianCommunications.com>

For product inquiries, contact us at:

- ✓ North America: 800.491.1734
- ✓ International: 951.719.2895
- ✓ E-mail: [info@CassidianCommunications.com](mailto:info@CassidianCommunications.com)

For documentation feedback, contact us at:

- ✓ E-mail: [docs@CassidianCommunications.com](mailto:docs@CassidianCommunications.com)

## When you call or e-mail

To help us serve you quickly and efficiently, please have the following information available:

- ✓ If this problem is not new, the date of the first occurrence and the Cassidian Communications case number, if applicable
- ✓ A list of the:
  - ◆ Cassidian Communications hardware on site
  - ◆ Cassidian Communications software, including version numbers, upgrades installed, and service packs installed
  - ◆ Services that are affected by the problem
  - ◆ Sequence of events that led up to the problem
  - ◆ Changes that have been done recently to:
    - ◆ Hardware
    - ◆ Software (including network element operating systems)
- ✓ The precise wording of any error messages on the screen
- ✓ A description of any efforts made to correct a situation and the number of systems or workstations affected
- ✓ The frequency of the problem, including whether it is intermittent or constant and whether it occurs once a day, once a week, every few hours, or every few minutes
- ✓ The computer supplier (Cassidian Communications or other)  
*If your supplier is not Cassidian Communications, make note of the computer type, operating system (for example, Windows 7 or Windows Server® 2008 R2), hard disk size, hard disk available space, RAM, and processing speed.*

## Using third-party products

Cassidian Communications cannot guarantee that its products will operate in concert with other Windows applications. If you plan to install a third-party product, please contact Cassidian Communications Technical Support. Unauthorized installation of third-party applications may impact your support agreement with Cassidian Communications.

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Aurora, Aurora Support Manager, Backup ALI Retrieval System, CERES, CERES AudioRegister, CERES AudioRegister Elite, CERES AudioRegister Premier, ComCentrex, CommandPOST, ECS-1000, ECS-1000 Controller, ECS-1000 Selective Router, ECS-1000 SS7 Gateway, Electrokey, ERStat, Frontware, Frontware Indevor, Geocast, Geocast Web, Geonotify, InVision2 NDT, InVision2 Synapse, iPSAP, Linegrabber, MAARS APU, MAARS-View, MagIC, MagIC Enterprise, MagIC Ex, MassCall, Mobilization Plus, NDT, NetNotify, ORION, ORION ARIES, ORION AVLAssistant, ORION AVLServer, ORION CADStar, ORION DataSync, ORION Field Reporting, ORION MapManager, ORION MapMobile, ORION MapStar, ORION MobileData, ORION RMS, ORION Vela, Palladium, Patriot Stats, PCS Configurator, PEABody, PEI-DB, PEOPLE MOVER, PYXIS, R112, R911, R999, Reciprix, Rescue-STAR, RescueSTAR, REVERSE 112, REVERSE 911, REVERSE 999, REVERSE112.NET, REVERSE911.NET, REVERSE999.NET, Sentinel 9-1-1, Sentinel 9-1-1 Configurator, Sentinel Activity Tracker, Sentinel ALI/DBMS, Sentinel CM, Sentinel ECS-1000, Sentinel ECS-1000 CommandPOST, Sentinel Enhanced ALI, Sentinel Monitor, Sentinel Patriot, Sentinel Patriot BOOST, Sentinel Patriot CommandPOST, Sentinel Stats, Sound Arbitration Module, Synapse, The Communicator!, The Communicator NXT, VESTA, VESTA CS, VESTA DMS-100, VESTA iPallas, VESTA M-1, VESTA Pallas, VESTA Satellite CTI, VESTA SL-100, VESTA Standard, VESTA View, VisualGIS Admin, Closing the Communications Loop, Life on the Line, Managed Services, and The Power of Sharing are either trademarks or registered trademarks of Cassidian Communications, Inc. Avaya and Aura are trademarks of Avaya Inc. ArcView and ESRI are registered trademarks of Environmental Systems Research Institute, Inc. Adobe, Acrobat, Acrobat Reader, Distiller, FrameMaker, and Postscript are trademarks of Adobe Systems, Inc. Business Communication Manager (BCM), Meridian SL-100, and Meridian 1 are trademarks of Avaya, Inc. Crystal Reports is a registered trademark of Business Objects. ProQA is a registered trademark of Priority Dispatch Corporation. MadCap Flare is a trademark of MadCap Software. Secure Computing, Secure Firewall, Secure Mail, and Secure SnapGear are either registered trademarks or trademarks of McAfee, Inc. Panorama NovaView is a registered trademark of Panorama Software Inc. SoundPoint and SoundStation are registered trademarks of Polycom, Inc. Catalyst, Cisco, and PIX are registered trademarks of Cisco Systems, Inc. AudioCodes, Media, and MediaPack are trademarks or registered trademarks of AudioCodes, Limited. D Link is a trademark or registered trademark of D Link Corporation. Dell is a trademark of Dell Inc. HP is a trademark of Hewlett-Packard Development Company, L.P. Microsoft, Exchange Server 2003, MS-DOS, SQL Server 2000, SQL 2000, SQL Server 2005, SQL Server 2008, Windows Explorer, Windows NT Server, Windows NT Workstation, Windows NT, Windows 2000, Windows 7, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Windows XP, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. WinZip is a registered trademark of WinZip International LLC. All other products are either trademarks or registered trademarks of their respective owners.

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# Aurora LITE Product Brief

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## List of topics

- ✓ Getting to know Cassidian Communications, 2
- ✓ Introducing Aurora LITE, 2
- ✓ Aurora LITE system components, 3
- ✓ Aurora LITE system requirements, 5
- ✓ Aurora LITE architecture, 6
- ✓ Touring Aurora LITE, 8
- ✓ App Manager, 13
- ✓ Frequently asked questions, 15

## Getting to know Cassidian Communications

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As the largest and most trusted source of mission critical communications in North America and globally, Cassidian Communications, an EADS North America company, is leading the way in standards-based 9-1-1 call center applications, notification solutions and services, and P25 land mobile radio networks. Cassidian Communications solutions are resident in 27 of the top 30 most populous U.S. cities and largest first responder operations.

We offer proven next generation applications for 9-1-1 call processing, incident and records management, Computer-Aided Dispatch (CAD), data management, interactive voice response, notification solutions and services including on-premise, hosted and hybrid implementations, P25 land mobile radio, industry leading training, technical support, and a full suite of managed services and professional services.

The company is an ISO 9001:2008 certified organization and is headquartered in Temecula, CA with other major operations in Franklin, TN; Frisco, TX; and Gatineau, Quebec.

## Introducing Aurora LITE

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Cassidian Communications Aurora LITE edition is a cost-effective Management Information System (MIS) solution that is designed for small sites that require basic reporting. Aurora LITE includes the ability to search for a call, export a call details record (CDR), and run a small number of reports. Data is automatically purged after 14 months.

Aurora LITE improves the ability to report near real-time information quickly for sites that have five or fewer call-taking positions and handle fewer than 100,000 calls each year. For larger sites, Cassidian Communications offers Aurora Standard, a more feature-rich Management Information System.

This product brief describes the features that comprise the second release of Aurora LITE.

## Aurora LITE system components

The Aurora LITE system consists of the following components.

Component	Description
<b>Aurora LITE</b>	<p>Is a basic management information system with the following key components:</p> <ul style="list-style-type: none"> <li>◆ Near real-time call display</li> <li>◆ Pre-defined reports</li> <li>◆ Automatic data purge after 14 months</li> <li>◆ Co-existence on a VESTA<sup>®</sup> Pallas<sup>™</sup>, Sentinel<sup>®</sup> Patriot<sup>®</sup>, or VESTA/Sentinel 4 x server</li> <li>◆ Part of an Enterprise system (optional)</li> </ul>
<b>PEI-DB</b>	<p>Is a state-of-the-art database that uses the following components:</p> <ul style="list-style-type: none"> <li>◆ Microsoft<sup>®</sup> SQL Server<sup>®</sup> for transactional data</li> <li>◆ Microsoft SQL Server Analysis Services (SSAS) data warehouse for statistical reporting</li> <li>◆ Microsoft SQL Server Reporting Services (SSRS) for reporting and ad hoc reports</li> </ul>
<b>Aurora App Manager</b>	<p>Is a utility for configuring Aurora LITE. It consists of several management applications, one of which is described below. To view the list of the management applications, see “App Manager” on page 13.</p>
<b>Aurora Migration Utility (AMU)</b>	<p>Is a management application that consists of the following migration utilities:</p> <ul style="list-style-type: none"> <li>◆ <b>MagIC<sup>®</sup> Data Migration Utility</b> – Migrates data from MagIC EX to Aurora LITE.</li> <li>◆ <b>Sentinel Data Migration Utility</b> – Migrates data from Sentinel Patriot to Aurora LITE.</li> </ul>
<b>Aurora Support Manager (ASM Web Site)</b>	<p>Is a Web site that provides the following services:</p> <ul style="list-style-type: none"> <li>◆ Timely download of updates</li> <li>◆ Web-based training</li> </ul>

## ***Aurora LITE provides the following key features***

- ◆ **Call Display** – Aurora LITE’s Call List pane displays call data that Aurora LITE captures from integrated systems on a near real-time basis. A simple calling party number (CPN) or date/time search can be applied to quickly find calls.
- ◆ **Pre-defined Reports** – Aurora LITE provides one-click access to the following duration and call count reports:
  - ◆ Last Month Agent Ring Count by Ring Time Range per Trunk Line
  - ◆ Last Month Call Duration per Agent
  - ◆ Last Month Call Duration per Class of Service
  - ◆ Last Week Call Count by Hour per Trunk Line
  - ◆ Previous 30 Days Call Count by Call Category per Day of Week
  - ◆ Previous 365 Days Agent Transfer Average by Month per Speed Dial
  - ◆ Previous 365 Days Call Count by Call Category per Day of Month
  - ◆ Yesterday Call Count by Call Category per Hour
- ◆ **Browser-based Application** – Because Aurora LITE is not installed on remote workstations, possible disruptions to call takers is eliminated. It is a server-based application that is accessed from a browser on local or remote computers.
- ◆ **Microsoft SQL Server Analysis Services (SSAS)** – A database structure has been implemented that enables more efficient reporting.
- ◆ **Automatic Data Purging** – Aurora LITE automatically removes data after 14 months to reduce the size of the database. This ensures that sites will always have access to a 14-month sliding window for running historical reports, comparing trends, and maintaining performance.
- ◆ **Centralized Management of Aurora LITE Security** – Groups/users/permissions are automatically created when Aurora LITE is installed.

## ***Aurora LITE’s new features***

Aurora LITE now provides:

- ◆ **Support for VESTA/Sentinel 4 R2** – Aurora receives, processes, and reports on data from the new VESTA/Sentinel 4 R2 call-taking application.
- ◆ **Role-based login** – Aurora supports the ability to accept an agent’s role from the Computer Telephony Integration (CTI) and assign activities to the specific role (call taker, dispatcher, and so on). This information is then available for reporting and analysis.

## Optional enhancement

Cassidian Communications offers the following fee-based enhancement to Aurora LITE.

- ◆ **Enterprise Deployment** – Remote Aurora LITE servers can transmit data to an Aurora Enterprise server. Enterprise functionality is the ability for a single Aurora Enterprise server to collect call records from several small Aurora LITE enterprise servers that operate as “staging servers,” and then aggregate the data into a single database for Enterprise-wide reporting, thereby improving performance and reducing costs. This functionality is similar to that found in MagIC Data Repository (MDR), with the added ability to segment the data by site.



### Note

For purchasing information, call 800.491.1734 and select Sales Support.

## Aurora LITE system requirements

Aurora LITE is a server-based application, that is accessed from a network-attached Windows computer that is running Internet Explorer (version 6.0 Service Pack 3, 7.0, or 8.0). When deploying Aurora LITE, consider including backup power for the server and security solutions such as antivirus software. In addition, the Aurora App Manager utility has provisions for making backups and archives for enhanced performance.

If you are upgrading your server, you must apply a special upgrade to your operating system—**Windows Server 2008 R2**.

Cassidian Communications has developed the following server recommendations, based on annual call volume. Enterprise servers should include the annual call volume for all collected sites.



### Caution

If installing Aurora LITE in a Sentinel Patriot or VESTA/Sentinel 4 or later environment, it must be installed on the “B” server, not the “A” server.

Server Recommendations		
Annual Call Volume	New Deployments	Upgrades
<b>Less than 100K</b>	RAM: 8 GB min	RAM: 8 GB min
	HD: 2x146 GB R1	HD: 3x72 GB R5 or 2x146 GB R1
	BU: 1x300 GB	BU: 1x300, 1 or 2 TB NAS
	Disk: 1 DVD w/burner:	Disk: 1 DVD w/burner



### Note

- ◆ Each drive cage holds eight drives.
- ◆ Each logical drive should consist of physical drives of the same capacity.

## Aurora LITE architecture

Aurora LITE supports the following site configurations:

- ◆ VESTA Pallas 3.0
- ◆ VESTA/Sentinel 4 or later
- ◆ Sentinel Patriot 3.1 or later

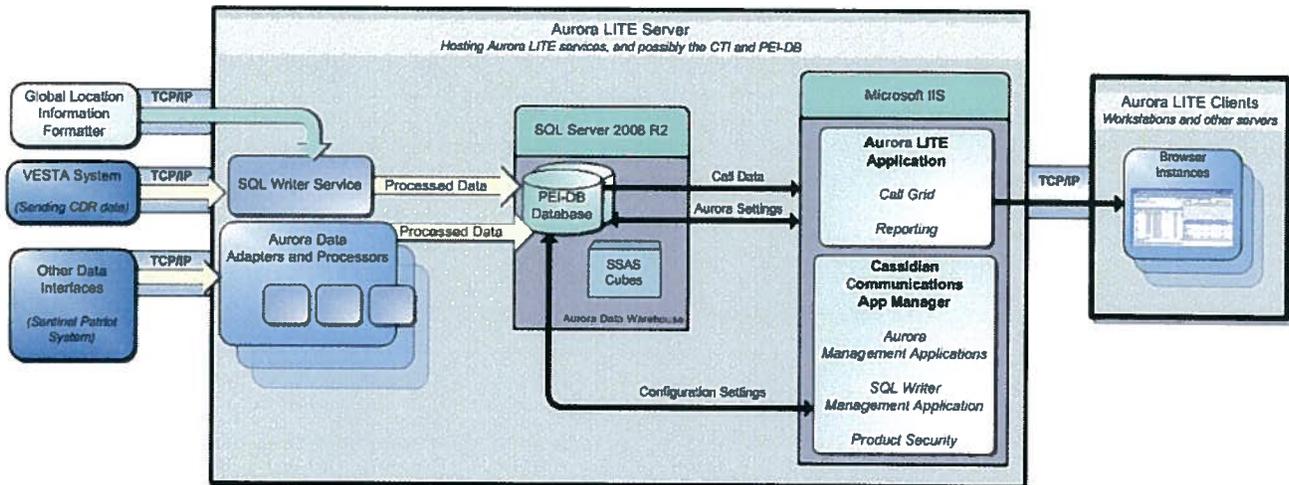
The server operating system must be Windows Server 2008 R2.

### Reviewing the Aurora LITE system

The Aurora LITE core architecture includes the following main components:

- ✓ SQL Writer and the Aurora data adaptors and processors capture call data from various sources and normalize it for storage in the database.
- ✓ The Aurora Data Warehouse (hosted by Microsoft SQL Server) retains the call data by using the PEI-DB database and SQL Service Analysis Services (SSAS) cubes.
- ✓ Front-end services (hosted by Microsoft Internet Information Services [IIS]) access and transform the call data in Aurora Data Warehouse to provide a browser-based user interface for monitoring and reporting.

The following diagram depicts how Aurora LITE captures, processes, and accesses call information in the Aurora Data Warehouse.



The Aurora LITE system architecture provides several benefits:

- ◆ The browser-based nature of the application eliminates the need to install application components on client computers, minimizing disruptions at call-taking and dispatch positions.
- ◆ All reports are rendered on the server where Aurora LITE is installed and are sent to each client through their Web browser. From the client's browser, reports can be printed, exported, sent as e-mail attachments, or saved to a file.

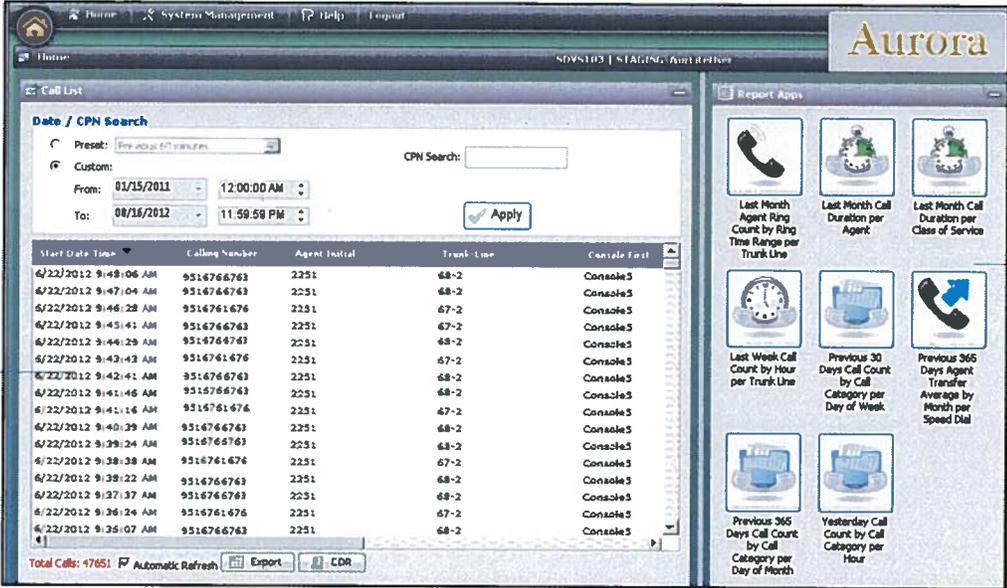
The Cassidian Communications App Manager allows you to access several configuration settings and functions from a centralized, browser-based application.

## Touring Aurora LITE

Aurora LITE provides an easy-to-use interface for displaying calls and producing reports. This section describes some of the main interface components in the Aurora LITE system.

### Aurora LITE's Home page

The Aurora LITE Home page displays call data for your site or sites. From this page, users can perform a quick search for a specific telephone number, view a report with one click of the mouse, display the details of a specific call record, and export the displayed call list to Excel.



**Call List**

Start Date / Time	Calling Number	Agent Initial	Trunk / Line	Console First
6/22/2012 9:49:06 AM	9516766763	2251	68-2	Console3
6/22/2012 9:47:04 AM	9516766763	2251	68-2	Console3
6/22/2012 9:46:28 AM	9516761676	2251	67-2	Console3
6/22/2012 9:45:41 AM	9516766763	2251	67-2	Console3
6/22/2012 9:44:29 AM	9516766763	2251	68-2	Console3
6/22/2012 9:43:43 AM	9516761676	2251	67-2	Console3
6/22/2012 9:42:41 AM	9516766763	2251	68-2	Console3
6/22/2012 9:41:46 AM	9516766763	2251	68-2	Console3
6/22/2012 9:41:16 AM	9516761676	2251	67-2	Console3
6/22/2012 9:40:39 AM	9516766763	2251	68-2	Console3
6/22/2012 9:39:24 AM	9516766763	2251	68-2	Console3
6/22/2012 9:38:38 AM	9516761676	2251	67-2	Console3
6/22/2012 9:38:22 AM	9516766763	2251	68-2	Console3
6/22/2012 9:37:37 AM	9516766763	2251	68-2	Console3
6/22/2012 9:36:24 AM	9516761676	2251	67-2	Console3
6/22/2012 9:35:07 AM	9516766763	2251	68-2	Console3

**Report Apps**

- Last Month Agent Ring Count by Ring Time Range per Trunk Line
- Last Month Call Duration per Agent
- Last Month Call Duration per Class of Service
- Last Week Call Count by Hour per Trunk Line
- Previous 30 Days Agent Transfer Average by Month per Speed Dial
- Previous 365 Days Call Count by Call Category per Day of Week
- Yesterday Call Count by Call Category per Hour

The Home page includes the following panes:

- ◆ **Call List** – Contains a scrolling list of the most recent call activity. It also provides a filter for displaying a specific date/time range of calls. In addition, it includes a CPN search field for quickly locating a specific call. Call data can be viewed, saved, and printed.
- ◆ **Report Apps** – Provides the following reports for one-click access to pertinent site statistics:
  - ◆ **Last Month Agent Ring Count by Ring Time Range per Trunk Line** – For each trunk or line, presents the total ring segments that occurred during each ring time range for the last month's incoming emergency calls.
  - ◆ **Last Month Call Duration per Agent** – For each agent, presents the average duration of each call segment for the last month's incoming calls.
  - ◆ **Last Month Call Duration per Class of Service** – For each class of service that is included in the parsed automatic location information (ALI), this report presents the average duration of each call segment for the last month's incoming calls.
  - ◆ **Last Week Call Count by Hour per Trunk Line** – For each trunk or line, presents the total number of processed calls for each hour (00 through 23) during the last week.

- ◆ **Previous 30 Days Call Count by Call Category per Day of Week** – For each day of the week, presents the previous 30 days’ total number of processed calls by category and type.
- ◆ **Previous 365 Days Agent Transfer Average by Month per Speed Dial** – For each speed dial entry, presents the monthly average number of transfers initiated each month for the past 365 days.
- ◆ **Previous 365 Days Call Count by Call Category per Day of Month** – For each day of the month, presents the past 365 days’ total number of processed calls by category and type.
- ◆ **Yesterday Call Count by Call Category per Hour** – For each hour of the day, presents yesterday’s total number of processed calls by category and type.

Below is a sample previous 30 Days Call Count by Call Category per Day of Week report.

Report Viewer - Windows Internet Explorer

**Aurora** Call Count by Call Category per Day of Week **CASSIDIAN**  
For (Day of Week)

Creation Date: 10/15/2012 05:48:23 PM Grouping: Day of Week  
Date Range: 09/15/2012 05:48:23 PM - 10/15/2012 05:48:23 PM Filter Criteria:

Day of Week	Total Calls	Call Category			Call Service (Emergency Incoming)				Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)
		Emergency	Non-Emergency	Other	Wire-line	Wireless	VoIP	Unknown		
Total	259,289	259,289	0	0	232,594	0	0	26,695	0	

Summary Information

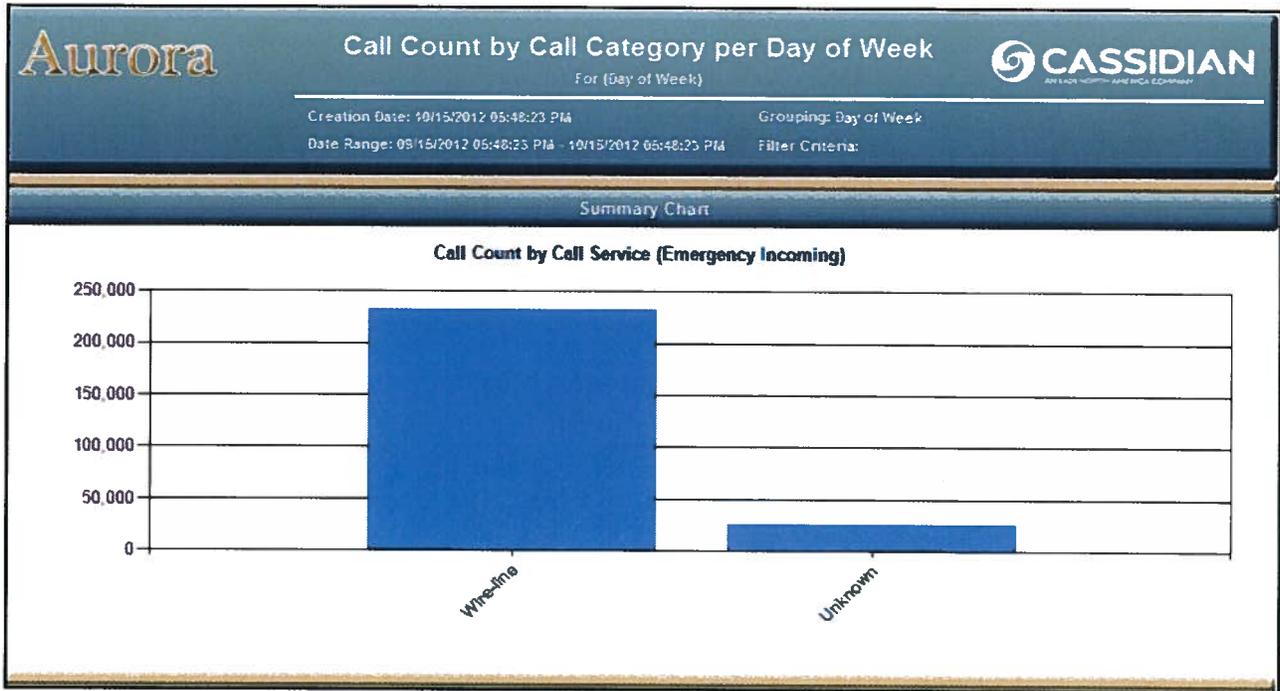
**Aurora** Call Count by Call Category per Day of Week **CASSIDIAN**  
For (Day of Week)

Creation Date: 10/15/2012 05:48:23 PM Grouping: Day of Week  
Date Range: 09/15/2012 05:48:23 PM - 10/15/2012 05:48:23 PM Filter Criteria:

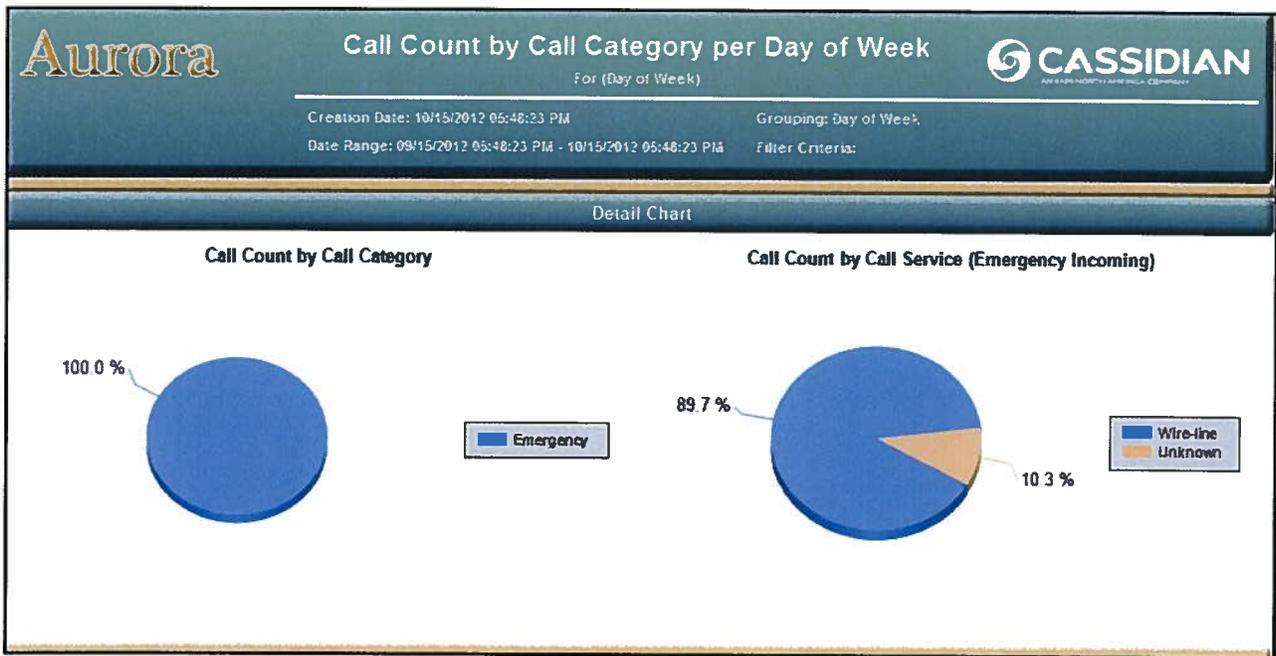
Detail Information

Day of Week	Total Calls	Call Category			Call Service (Emergency Incoming)				Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)
		Emergency	Non-Emergency	Other	Wire-line	Wireless	VoIP	Unknown		
Sum	44,408	44,408	0	0	37,715	0	0	6,693	0	
Mon	40,024	40,024	0	0	30,341	0	0	9,683	0	
Tue	30,025	30,025	0	0	23,441	0	0	6,584	0	
Wed	32,356	32,356	0	0	31,449	0	0	907	0	
Thu	36,832	36,832	0	0	35,967	0	0	965	0	
Fri	36,525	36,525	0	0	35,049	0	0	876	0	
Sat	39,119	39,119	0	0	38,132	0	0	987	0	
Total	259,289	259,289	0	0	232,594	0	0	26,695	0	

Detail Information



Summary Chart



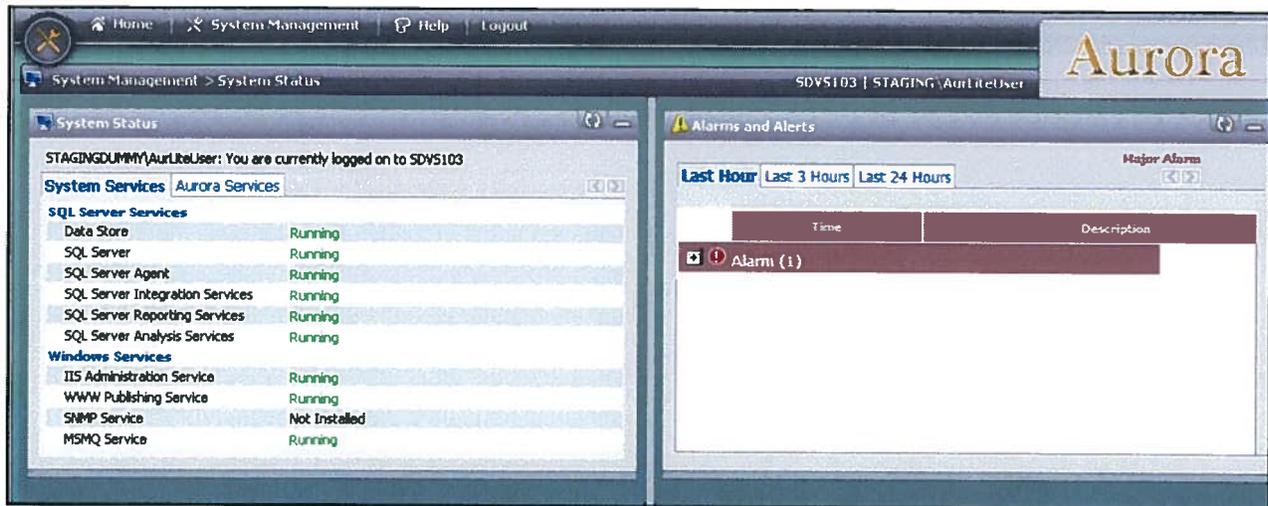
Detail Chart

**Call Details Report (CDR)**

From the Home page, you can also obtain a CDR report. This report provides additional call information for the selected call such as last location information and the ring duration.

## System Status page

From this page, administrators can review the status of the various SQL Server, Windows, and Aurora services, as well as view any system alerts.



- ◆ **System Status** – Identifies who is logged onto the system and the condition of the following types of services:
  - ◆ SQL Server Services
  - ◆ Window Services
  - ◆ Aurora Services
- ◆ **Alarms and Alerts** – For the previous 1, 3, and 24 hours, displays:
  - ◆ Warnings and errors from the Windows Application event log
  - ◆ Thresholds that pertain to call volumes and agent activities

## Aurora Migration Utility

The Aurora Migration Utility (AMU) is a management application that consists of the following migration utilities:

- ◆ **MagIC Data Migration** – Performs a one-time migration of data from MagIC (PEI-DB) to Aurora (PEI-DB) upon installation of Aurora LITE.
- ◆ **Sentinel Data Migration** – Copies data from Sentinel Patriot to Aurora LITE. It consists of an App Manager application, the server components—Data Migration Engine and Data Publisher, and a Sentinel Data Migration Utility database schema that will be deployed within PEI-DB.



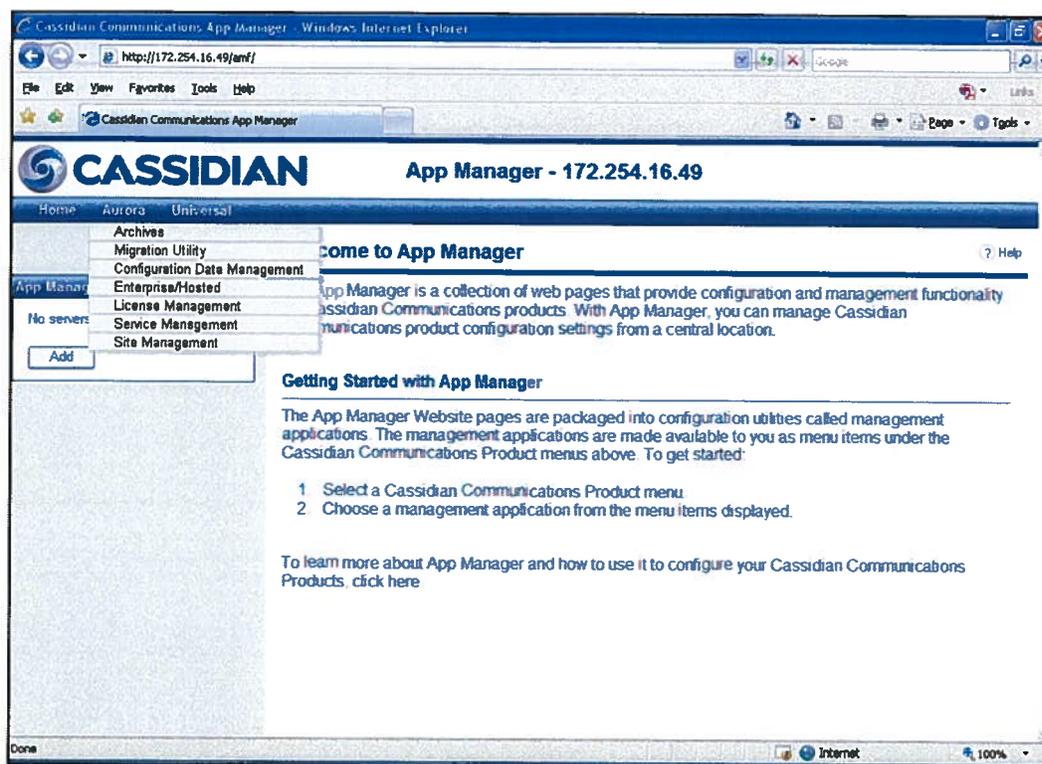
## ***Aurora Support Manager Web site***

The Aurora Support Manager (ASM) Web site provides free access to timely product updates and Web-based training for the Aurora LITE solution. The training videos address such topics as:

- ◆ Aurora LITE Overview
- ◆ The Home Page
- ◆ Aurora Call Flow
- ◆ Call Categories – Emergency versus Non-emergency

## App Manager

The App Manager is a browser-based Cassidian Communications framework that provides configuration and management functionality for multiple Cassidian Communications products.



The App Manager framework contains a number of product configuration utilities, called management applications. The App Manager applications that apply to Aurora LITE include:

- ◆ **Archives** – Archives and manages events.
- ◆ **Migration Utility** – Migrates data from the MagIC or Sentinel Patriot database to Aurora LITE.
- ◆ **Configuration Data Management (CDM)** – Configures the Agents, Consoles, Lines (includes Trunks), Buttons, Audio Recorders, Automatic Call Distribution (ACD) queues, and Private Branch Exchange (PBX) sets for the designated site. It also designates which parsed location information is invalid and must be excluded from Aurora LITE. In addition, it assigns consoles to the Hosted sites and re-processes their associated calls and messages.<sup>1</sup>
- ◆ **Enterprise/Hosted** – Configures the Enterprise data collection server connection endpoints, the Enterprise and remote sites' server routes, the certificate exchange between servers, the data collection schedule, the data's processed date that is used for the next collection, and the network connection type. It also monitors the status of the data being transmitted to the Enterprise server.

1. Using the App Manager to assign consoles applies to pre-VESTA/Sentinel 4 R2 applications only. VESTA/Sentinel 4 R2 provides this function automatically.



- ◆ **License Management** – Records and displays Aurora LITE license information and status.
- ◆ **Service Management** – Monitors the operation of the Aurora LITE services, such as the Aurora CAD Data Processor, and configures incorrect location information messages for Sentinel and VESTA/Sentinel 4 x computer telephony integration (CTI) platforms.
- ◆ **Site Management** – Records site information and integration settings.

The App Manager applications in the Universal menu include:

- ◆ **Global LI Formatter** – Defines and deploys location information parsing rules, wireless field and keywords (wireless indicator codes). This information is used to display location information in the MIS and defines how that information is formatted.
- ◆ **Product Security** – Defines who is authorized to access the various Aurora LITE and App Manager functions, and organizes the authorized users into security groups.
- ◆ **SQL Writer** – Manages the SQL Writer service and configures incorrect location information messages for VESTA (non-VESTA/Sentinel 4 x) CTI platforms.

## Frequently asked questions

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**Q: What benefits does Aurora LITE provide?**

Aurora LITE includes the following benefits (among others):

- ◆ Easily accessible call information
- ◆ One-click access to reports
- ◆ Streamlined deployment using a browser-based architecture
- ◆ Web-based training and timely updates

**Q: Can Aurora LITE be accessed from an off-site computer?**

*Yes*, as long as network access can be obtained to the Aurora LITE domain through a firewall. (Access has been configured properly.)

**Q: Can I sort data by column in the Call List pane?**

*Yes*. You can click a column heading to sort by that column. Aurora LITE sorts in ascending or descending order.

**Q: Can I export a report to Excel?**

*Yes*. On the Report Viewer page, you can click the **Export** icon and select **Excel** to export your reports to a Microsoft Excel file, even if you do not have Excel installed.

You must have Excel (or Excel viewer) installed to view Excel files.

**Q: Can I export a report to PDF?**

*Yes*. Click the **Export** icon and select **PDF** to export your reports to a PDF file. Exporting the report to a PDF file creates an exact copy of the report that is created in Aurora LITE.

**Q: Does Cassidian Communications offer training for Aurora LITE?**

*Yes*. Cassidian Communications offers Web-based training classes for Aurora LITE.

**Q: Can all Aurora LITE sites access the Aurora Support Manager Web site?**

*Yes*. All Aurora LITE sites have access to the ASM Web site. End-users can access product information and Web-based training. Support providers have access to updates and fixes from the Web site. User access must be set up when Aurora LITE is first installed at each site.



**RESOLUTION NO. 2015-018**

**BE IT RESOLVED** by the Board of Commissioners of the Mountain Brook Emergency Communications District that the Board hereby authorizes the transfer of funds in the amount of \$154,423 from the District to the City of Mountain Brook Capital Projects Fund to reimburse the City for the following capital purchase(s) to be made by the City on behalf of the District:

<b>Vendor</b>	<b>Short Description #441-3490-6730-0502</b>	<b>Amount</b>
Ryan Public Safety Solutions (RPSS)	Resolution No. 2015-017, E-911 hardware, software license, and warranty	\$154,423.00
	<b>Total</b>	<b><u>\$154,423.00</u></b>

**ADOPTED AND APPROVED:** This 26th day of January, 2015

\_\_\_\_\_  
Chairman

**CERTIFICATION**

I, Steven Boone, District Clerk of the Mountain Brook Emergency Communications District, hereby certify the above to be a true and correct copy of a resolution adopted by the Board of Commissioners of the Mountain Brook Emergency Communications District at its meeting held on January 26, 2015, as same appears in the minutes of record of said meeting.

\_\_\_\_\_  
District Clerk