



SCOTT EMERGENCY COMMUNICATIONS CENTER (SECC) BOARD  
EOC Scott Emergency Communications Center  
1100 E 46<sup>th</sup> St., Davenport, Iowa  
OCTOBER 18, 2018 at 3:30 p.m.

### **MEETING AGENDA**

1. Roll Call: Frieden, Gallagher, Klipsch, Knobbe, and O'Boyle  
Ex officio members: Frederiksen, Ploehn, Sharma, and Spiegel
2. Pledge of Allegiance
3. Approval of Minutes
4. Employee Recognition
5. Director's Report
6. Training Report
7. CAD Update
8. Consideration for approval of VIPER Upgrade proposal by CenturyLink
9. Discussion regarding ISICS System connectivity & implementation plan
10. Next meeting date – November 15, 2018 at 3:30 p.m.
11. Adjourn

For previous meeting Minutes, please visit our website at [www.secc911.com](http://www.secc911.com).



MINUTES  
SCOTT EMERGENCY COMMUNICATIONS CENTER (SECC) BOARD  
THURSDAY, SEPTEMBER 27, 2018, 3:30 P.M.

Board Members present: Rob Frieden, Bob Gallagher, Frank Klipsch, Tony Knobbe, and Marty O'Boyle.

Ex Officio members present: Linda Frederiksen, Mahesh Sharma, and Corri Spiegel.

Staff present: Mike Becker, Stacey Bollinger, Michelle Conklin, Denise Pavlik, and Tracey Sanders.

Others present: Jeff Yerkey, Kim Hankins, Stacey DePorter, Tom Nielsen, Nanette Anderson, Louisa Ewerr, Ken Maranda, Darren Hart, Ken Beck, Wayne Sharer, Lori Medina, Terry Brennan, David Farmer, Paul Andorf, Brian Payne, Sam Fleege, Ralph Beswick, Keith Kimball, David Gass, Mark VanKlarren, Steve Knorrek, Doris Moreno, and John W. Reynolds.

Moved by O'Boyle, seconded by Gallagher approval of the Minutes of the August 16, 2018 SECC meeting. All ayes.

Joint session of SECC Board and rock Island ETSB Board opened up and roll call taken: Anderson, Beswick, Hart, Moreno, Medina, Nielsen, Reynolds, Seiver, Sharer.

Moved by Gallagher, seconded by Klipsch approval of Racom as vendor for the radio project. All ayes.

Moved by Beswick, seconded by Sharer approval of Racom as vendor for the radio project. All ayes.

Motion by Klipsch to form an Iowa Contract Regulation Committee with team members to be the SECC Board Ex Officios, David Farmer, Rob Cusack, and Denise Pavlik; seconded by Frieden.

Moved by O'Boyle, seconded by Klipsch approval of Purchase of Two Multi-Faceted Copy Machines not to exceed \$10,180.00. All ayes.

The next meeting is scheduled for Thursday, October 18, 2018, at 3:30 p.m.

Moved by Klipsch, seconded by Gallagher adjournment of the meeting at 4:56 p.m. All ayes.

These minutes are subject to approval at the next regularly scheduled meeting.

Respectfully submitted by,

Annie Nugent  
Administrative Assistant

Attested by,

A handwritten signature in black ink, appearing to read "Rob Frieden".

Rob Frieden  
Secretary/Treasurer

R E S O L U T I O N

SCOTT COUNTY EMERGENCY COMMUNICATIONS CENTER BOARD

October 18, 2018

A RESOLUTION APPROVING THE UPGARDE OF THE VIPER PHONE SYSTEM BY CENTURYLINK IN THE AMOUNT OF \$390,629.13 WITH ANNUAL MAINTENANCE OF \$150,522.06 FOR FIVE YEARS

**BE IT RESOLVED BY** the Scott Emergency Communications Center Board as follows:

- Section 1. That the proposal for the upgrade of the VIPER Phone System by CenturyLink is hereby approved.
- Section 2. That the amount to be paid for this proposal by SECC is not to exceed \$390,629.13 for software, equipment and installation and will be paid via invoices as billed.
- Section 3. The annual maintenance of \$150,522.06 will be paid by SECC every year for five years via invoices as billed on a monthly basis.
- Section 4. This resolution shall take effect immediately.



To: Tony Knobbe SECC Board Chairman and SECC Board Members  
From: Director Denise Pavlik, ENP  
Date: October 10, 2018  
Subject: Executive Summary – CenturyLink Quote for VIPER Phone Upgrade

---

On Monday, August 20th, CenturyLink advised they analyzed our system, finalized Text to 9-1-1 solution and provided us with quotes for the pricing. The first two quotes were for the portion the State will be responsible for and the last quote was the amount SECC will be responsible for paying.

However, at the conclusion of CenturyLink's assessment of our system, we were advised our phone equipment and software needed to be updated to the newest version but more importantly, we were informed that our servers were not only at their end-of-life but had reached end-of-support on December 31, 2017. We were presented with an additional quote for the update of all equipment, servers, and software at SECC and the back-up site and I have attached a copy of their proposed upgrade plan and updated pricing for your consideration.

Given the assessment by Century Link it is clear that we find ourselves in a precarious position and are at risk should one of our existing servers go down. The magnitude of the outage could severely impact our ability to answer 9-1-1 calls as there is a chance a replacement part may no longer be in stock. In that case, we would have to wait until an upgrade could be completed or new system was installed. This is obviously not a favorable position for SECC.

Although there are always a set of options which might include a completely new phone system, the process we would have to go through would be very similar to that of the P25 Radio Project. Given all the changes which have been occurring e.g. CAD, implementation of Priority Dispatch, merging radio frequencies, a revision of the seating arrangement and dispatcher responsibilities, now is not the time for such a significant undertaking. I have looked seriously at all of our options and it is my professional opinion that SECC's most prudent action at this point is to move forward with CenturyLink's proposal.

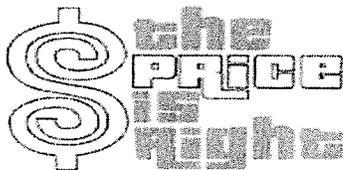
In order to effectively mitigate the situation, and in the interests of keeping disruptions to our center at a minimum all the while maintaining the continuity of our operations, I believe it is vital we move forward with this upgrade as it places SECC in the most favorable position. I believe the ExOfficio's agree, moving forward with this upgrade and implementation plan and keeping continuity of the current phone system in place is the correct course of action.

The attached Resolution outlines the financial obligations needed in approving this proposal. It is my hope the Board will approve this resolution during the Board Meeting.



## Updated Pricing Proposal For System Upgrade

- **Removed Firewalls**
- **Added Cisco Switches At Backup Location**
- **Added Customer Loyalty Discount**
- **Cabinets To Be Provided By County**
- **Upgrade of Hardware & MSRP TXT Must be Implemented At Same Time**
- Reduction of \$26,286.61 - Hardware
- Reduction of \$7,550.39 Per Year – Maintenance
  - \$37,751.95 (60 Month Contract Term)
- **TOTAL TERM Contract Reduction: \$64,038.56**



# Pricing

## ➤ Hardware Replacements / Software Upgrades

**\$390,629.13**

Materials Total	\$290,947.85
Implementation Total	\$124,681.22
Miscellaneous Fees	-\$29,999.94
Shipping and Handling Total	\$5,000.00
Grand Total Price to Customer	\$390,629.13

➤ (Includes Equipment / Installation, Project Management, Shipping)

## ➤ Centurion Maintenance / Vendor Support (24X7X365)

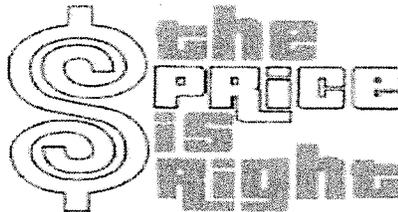
➤ Year 1: \$150,522.06\*

➤ Year 2 : \$150,522.06\*

➤ Year 3 : \$150,522.06\*

➤ Year 4 : \$150,522.06\*

➤ Year 5: \$150,522.06\*



\*Centurion: \$63,989.86  
\*Vendor Support: \$86,532.20

