



CITY of NOVI CITY COUNCIL

**Agenda Item C
January 10, 2011**

SUBJECT: Approval to renew emergency notification hosting and technical/support services with Dialogic Communications, Inc. for \$16,495 for the period December 1, 2010 through November 30, 2011.

SUBMITTING DEPARTMENT: Public Safety Administration *DEM*

CITY MANAGER APPROVAL: *[Signature]*

EXPENDITURE REQUIRED	\$16,495
AMOUNT BUDGETED	\$16,495
APPROPRIATION REQUIRED	N/A
LINE ITEM NUMBER	101-301.00-851.200

BACKGROUND INFORMATION:

In June, 2009 the Novi Police Department entered into a three year agreement with Dialogic Communications, Inc. to provide an internet based community emergency notification system utilizing the same mapping information which is verified by the City of Novi's GIS Department. This technology provides the ability to quickly identify and begin mass emergency notification to select areas of the City ranging from a single street, the entire City, or anything in between.

The renewal of this hosting agreement will provide complete technical and support services. The services are available 24 hours a day, 7 days a week. We are pleased with our existing relationship with Dialogic, their knowledge of Novi and the fact that they can utilize the same mapping information used by the City's GIS Department. Over the past year, the response and service by Dialogic has been excellent.

RECOMMENDED ACTION: Approval to renew emergency notification hosting and technical/support services with Dialogic Communications, Inc. for \$16,495 for the period December 1, 2010 through November 30, 2011.

	1	2	Y	N
Mayor Landry				
Mayor Pro Tem Gatt				
Council Member Fischer				
Council Member Margolis				

	1	2	Y	N
Council Member Mutch				
Council Member Staudt				
Council Member Wrobel				



DIALOGIC COMMUNICATIONS CORPORATION (DCC)
 dba PlantCML, a Tennessee Corporation
 117 Seaboard Lane; Suite D-100
 Franklin, TN 37067
 PH. 1.800.723.3207 Accounts Receivable Department
 Fax 615.790.1329
victoria.sears@dccusa.com

INVOICE

Invoice Date 12/15/2010
 Invoice No. 6553
 Customer No. 3767
 Sales Person Randy Bozeman
 Page 1 of 1

****OUR ADDRESS HAS CHANGED****

SO# 5432

BILL TO:
 Richard Mitchell
 Communications Manager
 Novi PD
 45125 W. Ten Mile Rd.
 Novi, MI 48375

SHIPPED TO:
 Service only

CUSTOMER PURCHASE ORDER #	TERMS
Signed Contract Agreement	NET 30

DCC now accepts VISA, Mastercard, Discover, American Express, and Gov't P-Cards

ITEM NO/SERIAL NO.	UNIT	QUANTITY			UNIT PRICE	EXTENDED PRICE
		ORDERED	BACKORDERED	SHIPPED		
001 Emergency Notification GCW Shared Hosting Annual Renewal- Dates of service 12/1/10-11/30/11	EA	1.00			\$ 16,495.00	\$ 16,495.00

OUR BANK INFORMATION HAS CHANGED as of 4/1/10

Instructions for processing electronic payments to DCC
 Bank: Wachovia
 Address: 2030 Mallory Lane
 Franklin, TN 37067
 Contact: Reggie Smith-Service Manager Ph.615.771.6061
 DUNS # 107063141
 DCC's Federal Tax ID # 62-1152478
 DCC's Bank Account # 2000046043016
 ACH Routing # 064003768

WIRES:
 For Domestic Wires, please use Routing # 111025013
 For International Wire transfers, please use Swift Code: PNBUS33

Questions regarding your invoice?
 Contact Victoria Sears @ 1.800.723.3207

Shipping	0.00
Sales Tax	N/A
TOTAL	\$ 16,495.00



Dialogic Communications Corporation
 730 Cool Springs Blvd., Suite 300
 Franklin, TN 37067
 800.723.3207
 www.dccusa.com

THE GLOBAL LEADER IN CRITICAL COMMUNICATIONS
 TECHNOLOGY

hosted rev 03.22.09

**Emergency Notification Proposal For:
 Novi PD**

Customer Information

Name: Joe Burchell
 Address: 45125 W 10 Mile Rd
 City: Novi State MI ZIP 48375
 Email: 248-347-0564

Proposal Information

Date: 27-May-2009
 Proposal No.: DIR17785
 Quoted by: Daphne Glover / Shalene Myers
 Phone: 773-348-8835

Qty	Description	Item Number	Unit Price	Year 1	Year 2 and 3
System					
1	GCW SHARED Hosted Mapping Service - 5 Concurrent Users (No NXT)	HST-00170	\$ 12,895.00	\$ 12,995.00	\$ 12,995.00
Subtotal				\$ 12,995.00	\$ 12,995.00
Software Options:					
INCLUDED	Text to Speech Module Per Port - US English	HW-NFCTTS-ENG	\$ 1,000.00		
OPT	Text to Speech Module Per Port - Spanish	HW-NFCTTS-SPH	\$ 1,000.00		
OPT	10,000 Minutes (.10 / minute)	CP00002	\$ 1,000.00		
OPT	50,000 Minutes (.07 / minute)	CP00003	\$ 3,500.00	3,500	
OPT	100,000 Minutes (.05 / minute)	CP00004	\$ 5,000.00		
OPT	GIS: Geocoding Services (Semi-Annual)	SW55251	\$ 3,500.00		3,500
NOTE: Client will provide data					
OPT	GCW Mass Call Service (Shared - 500 Lines)	HST-00955	\$ 5,000.00		
Subtotal				\$ -	\$ -
Hardware & Third Party Software					
Subtotal				\$ -	\$ -
Services (Training, Field Services, Support)					
1	Project Coordination - Per Unit	IN48001	\$ 2,500.00	\$ 2,500.00	\$ -
1	Installation - Hosting Center Setup	IN49027	\$ 2,500.00	\$ 2,500.00	\$ -
1	GeoCast Web Web-Based Training Program (Comprehensive) - 6 Seats per	TR-WEB-C	\$ 500.00	\$ 500.00	\$ -
Subtotal				\$ 5,500.00	\$ -
DISCOUNT				\$ (1,700.00)	
Subtotal				\$ 16,795.00	\$ 12,995.00
Shipping					
TOTAL				\$ 16,795.00	\$ 12,995.00

TERM: Prices and configurations of proposal for HOSTED solutions are based on a contract term reflected in "term" field below.
 Contract Term: 3 Years
 Total Contract Value: \$ 42,785.00

3,500 - 3,500
 20,295 - 16,495

MEMORANDUM



TO: KATHY SMITH-ROY, FINANCE DIRECTOR
FROM: DAVID E. MOLLOY, CHIEF OF POLICE *DCM*
SUBJECT: BUDGET AMENDMENT - DIALOGIC LEASE
DATE: JUNE 24, 2009

In the late 1990's a need was identified to have the means to quickly deliver emergency messages to the City's population.

On July 26, 2000, located within the Novi Police Department, a geographically based computerized community emergency notification system became operational. Dialogic Communications Inc. (Franklin, Tennessee) was the selected vendor for this project. Using a dedicated computer, a bank of ten (10) dedicated phone lines, the City of Novi map, and 911 telephone records, this technology provided the ability to quickly identify and begin mass notification to selected areas of the City ranging from a single street, the entire City, or anything in between.

In addition, should a need arise requiring calls to be made at a faster rate than the existing eight (10) dedicated phone lines were capable of, the "Dialogic Hosting Center" could be utilized having the capability to deliver thousands of phone calls per hour. The system has been utilized several times in Novi to communicate lost children, boil water advisories and other public safety needs.

On May 7, 2009 a fatal failure of the software was experienced leaving the current system **non-operational**. Although the current system, based on NT technology is beyond its production life and no longer supported, Dialogic Communications Inc. made several attempts to correct the failure without success. **At this point, the City is unable to deliver emergency messages to its citizens.** As such, Dialogic is recommending the City upgrade to an internet based system, via a three year lease, that will utilize the same mapping information that is verified by the City of Novi GIS manager. A quote for the upgrade is attached.

The first year for the lease is \$23,795 and we are recommending that this cost be absorbed through Federal Forfeiture funds. Future years expense will be included as part of the operating budget. Please note that \$6,000 for the hosting service and \$3,500 for the semi-annual geocoding services is already included in our annual budget each year to maintain the current outdated system and is not an incremental cost. Additionally, the quote includes a \$1,700 prorated discount of monies already paid for support service through October 2009.

Due to the emergency nature of the situation and the fact that Dialogic is the vendor of the current product, our existing relationship with them, their knowledge of Novi and the fact that they can utilize the same mapping information used by our GIS Department, we are recommending that we proceed immediately with the lease for the upgrade and consider Dialogic a sole source. The vendor has committed to immediate deployment upon verbal commitment.

We are seeking approval to proceed with a Budget Amendment for this emergency upgrade.

CC: Clay Pearson, City Manager
Pam Antil, Assistant City Manager