



**CITY OF NOVI CITY COUNCIL
APRIL 13, 2026**

SUBJECT: Approval to enter into an Agreement with Carbyne, Inc. for the replacement of the Novi Police Department 911 Center phone system.

SUBMITTING DEPARTMENT: Public Safety – Police Department

KEY HIGHLIGHTS:

- Current phone vendor for the Novi Police Department 911 Center is Motorola Callworks. The phone system was installed in 2017
- Motorola Callworks is at end of life
- Oakland County has selected Carbyne to be the replacement vendor
- CLEMIS Crash-Citations funds were set aside for this project
- The County has moved up the timeline for PSAP Adoption Agreements to FY 2025-26 with initial payment due upon execution of the contract

FINANCIAL IMPACT

	FY 25/26	FY 26/27	FY 27/28	Total
EXPENDITURE REQUIRED	\$ 52,741.35	\$ 64,462.13	\$ 57,171.52	\$ 174,375.00
BUDGET				
1. Emergency Communication Service (218-326.00-851.200)	\$ 0	\$ 0	\$ 0	\$ 0
2. Emergency Comm Phone Maintenance (101-301.00-851.201)	\$ 0	\$ 0	\$ 57,500.00	\$ 57,500.00
APPROPRIATION REQUIRED	\$ 52,741.35	\$ 64,462.13	\$ N/A	\$ 117,203.48
FUND BALANCE IMPACT	\$ N/A	\$ N/A	\$ N/A	\$ N/A
<ul style="list-style-type: none"> • CLEMIS-Crash/Citation Funds used for this project in Year 1 • General Fund used for warranty in Years 2-5 and included in annual budgets 				

BACKGROUND INFORMATION:

The current phone vendor for the Novi Police Department 911 Center is Motorola Callworks. Motorola Callworks, formerly known as Emergency Callworks, processes all emergency and non-emergency calls in and out of the Communications Center. Additionally, Callworks maps the location of all emergency 911 calls, and provides for efficient transfer to ambulance services and other law enforcement agencies. Installed in 2017, Motorola Callworks is at end of life.

Through the RFP process, Oakland County has selected Carbyne to be the replacement for Motorola Callworks. Carbyne will perform all of the functions currently provided by Callworks. Carbyne is a cloud native solution based in AWS GovCloud.US (government cloud). Carbyne includes redundant and diverse network connectivity with multiple data centers located in east and west regions of the United States. Oakland County plans on beginning install of Carbyne by mid-2026 with the goal of having all 18 Oakland County Dispatch Centers online with Carbyne by the end of 2026.

The initial contract term with Carbyne was negotiated by Oakland County and is five years in length, beginning at install and continuing through January 31, 2032. The City of Novi install date will occur in FY 2026/27. Year 1 Costs (Subscription + One Time + Hardware) are \$117,203.48. Year 2-5 costs will be \$57,171.52 annually and have been included in future budgets. 1st payment of Year One invoiced upon contract execution.

In FY 2025-26 the City of Novi Police Department received \$183,298, which was the balance of the Novi Police Department's Crash-Citation Funds being held by Oakland County CLEMIS. The funds were held for the replacement of the 911 phone system. This revenue-sharing money is generated by the Novi Police Department's participation in the CLEMIS e-Commerce site for payment of CLEMIS Crash Reports and/or CLEMIS Citations. These funds are intended for use by the police agency for law enforcement costs at the discretion of the Chief of Police.

Legal counsel has reviewed this agreement and opines that there is no legal impediment that precludes the City from executing this agreement.

RECOMMENDED ACTION: Approval to enter into an Agreement with Carbyne, Inc. for the replacement of the Novi Police Department 911 Center phone system for \$117,203.48, the approved vendor for Oakland County for deployment in FY 2026/27 with annual costs/warranty in Years 2-5 of \$55,171.52 and amend the budget.

Novi PSAP Adoption Agreement

This PSAP Adoption Agreement (“PSAP Agreement”) is entered into between the City of Novi (“PSAP”) and Carbyne, Inc. (“Contractor”) as of the last date of signature below (“PSAP Agreement Effective Date”). PSAP and the Contractor may be referred to individually as a “Party” or collectively as the “Parties.”

By entering into this PSAP Agreement, PSAP agrees to the applicable terms of the Contract between County of Oakland and Contractor with Contract Number 011794, including any exhibits, appendices and attachments (collectively, “Contract”). This PSAP Agreement incorporates the Contract and forms an agreement only between PSAP and Contractor. The parties agree that the Contract contains Contractor Deliverables that are solely Contractor’s obligation to provide the County as well as payment obligations to Contractor that are solely financial obligations of County. For avoidance of doubt, County of Oakland is neither a party nor a third-party beneficiary to this PSAP Agreement.

This PSAP Agreement also specifies additional terms defined below and fees specific to PSAP. Such additional terms are consistent with Contract, however in the event of a conflict between the Contract and this PSAP Agreement, this PSAP Agreement will apply to the extent of such conflict. Any capitalized terms will have the same definition as set forth in the Contract, unless otherwise expressly set forth in this PSAP Agreement. The terms of the Contract will continue for the duration of the PSAP’s Subscription Term.

The Parties agree to the following additional terms which apply to PSAP:

1. Subscription Term: The Solution subscription start date will be the earliest of i) the date Carbyne delivers to Customer the license keys which provides Customer with access to the APEX platform, or ii) February 1, 2027 (“APEX Start Date”). The Solution subscription term will continue through January 31, 2032 (“APEX End Date”).
2. Fees:

City of Novi	
45175 W. 10 Mile Rd, Novi, MI 48375	
Concurrent Seats	3
Installed Positions	5
Year 1 Costs (Subscription + One-Time + Hardware)	\$117,203.48
Years 2-5 Annual Fee	\$57,171.52

Novi PD	
45125 10 Mile Rd, Novi, MI 48375	
Concurrent Seats	3
Installed Positions	5
Year 1 Costs (Subscription + One-Time + Hardware)	\$117,203.48
Years 2-5 Costs	\$57,171.52

CPI Adjustment: In Carbyne’s sole discretion, annual subscription fees may be subject to a fee adjustment on each anniversary date of the subscription start date to account for changes to the U.S. Department of Labor Consumer Price Index ("CPI"). Such fee adjustments are limited to the greater of 3% or the change in the CPI for the twelve month period preceding the anniversary date.

Payment terms are as set forth in the Contract.
All payments are due Net 30 days from the date of invoice.

The Parties by their duly-authorized representatives have caused this PSAP Agreement to be executed as of the PSAP Agreement Effective Date:

City of Novi Address: 45175 W. 10 Mile Rd, Novi, MI 48375	Carbyne, Inc. Address: 45 W. 27 th St., Floor 2, New York, NY 10001
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

MEMORANDUM



TO: ERICK ZINSER
DIRECTOR OF PUBLIC SAFETY / CHIEF OF POLICE

FROM: ALAN PATTERSON, COMMUNICATIONS MANAGER

SUBJECT: CARBYNE PHONE SYSTEM

DATE: MARCH 3, 2026

The current phone vendor for the Novi Police Department 911 Center is Motorola Callworks. Motorola Callworks, formerly known as Emergency Callworks, processes all emergency and non-emergency calls in and out of the Communications Center. Additionally, Callworks maps the location of all emergency 911 calls, and provides for efficient transfer to ambulance services and other law enforcement agencies. Installed in 2017, Motorola Callworks is at end of life. Through the RFP process, Oakland County has selected Carbyne to be the replacement for Motorola Callworks. Carbyne will perform all of the functions currently provided by Callworks. Carbyne is a cloud native solution based in AWS GovCloud.US (government cloud). Carbyne includes redundant and diverse network connectivity with multiple data centers located in east and west regions of the United States. Oakland County plans on beginning install of Carbyne by mid 2026 with the goal of having all 18 Oakland County Dispatch Centers online with Carbyne by the end of 2026. The City of Novi install date will occur in FY 2026/27.

The initial contract term with Carbyne was negotiated by Oakland County, and is five years in length beginning at install and continuing through January 31, 2032.

Base Cost: \$108,129.28

Optional Items with pricing:

Responder Connect: Cost \$2,025 annually

This feature allows dispatchers to send a link to callers to share live video with dispatch. The link can then be shared with officers to be able to view the live video. The video is then saved for evidentiary purposes.

Video Wallboard: Cost \$1,023.39 annually

This feature allows us to display up to 6 screens showing the live video provided through Responder Connect. These videos can be placed on any Police Department PC and would be useful for supervisors, or to have displayed on a large monitor in dispatch.

AI Triage: Cost \$5,400 annually

This feature works with CAD and can recognize surges of calls in a particular area. For example, we have a major car accident at 10 mile and Novi Road. The center would be flooded with calls. The system will recognize the surge of calls around that intersection and see that we have an accident there. It would then begin to pick up overflow calls and ask

if they are calling about the accident. If so, it would tell them help is on the way. If not, the system would forward them to a dispatcher for assistance.

Citizen Connect: Cost \$195.97 annually

This allows citizens to enroll and set up an account to link their phone number to our system to add important medical or other information. When those citizens call our center, the information they provided would be immediately available to our dispatchers. The system also sends automatic reminders every six months to those enrolled asking that they validate/update their information.

Phone Printer: Cost \$429.84 one time cost

This is necessary for printing phone reports/statistics needed for year end reporting

Total Cost including optional items:

Year One: \$117,203.48

Years 2-5: \$57,171.52 Yearly



Carbyne Inc.
45 W 27th St, Suite 200
2nd floor
New York NY 10001
United States
Tax ID: 814342238

Bill To:
Novi PD
45125 WEST TEN MILE RD
Novi MI 48375
United States

Ship To:
Novi PD
45125 WEST TEN MILE RD
Novi MI 48375
United States

Date: 01-Feb-2026
Terms: Net 30
Due Date: 03-Mar-2026
Account #: 10341

Invoice INVINC50679

Item	Description	Quantity	Rate	Amount
110	Apex Subscription Fees 3 Seats 45% due upon execution of the contract	0.45	31,050.00	13,972.50
170	Hardware 45% due upon execution of the contract	0.45	48,352.00	21,758.40
150	One -Time Deployment 45% due upon execution of the contract	0.45	37,801.00	17,010.45

Subtotal	52,741.35
Sales Tax (0%)	0.00
Total Amount	USD 52,741.35

Balance on account	USD 52,741.35
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Payment to:

Please remit ACH Payment to:

Name: Carbyne Inc
EIN: 81-4342238
Bank Name: Silicon Valley Bank, a division of First-Citizens Bank
Branch/ASA: 121140399
Account Number: 3303423900
Swift: SVBKUS6S

Please Mail CHECK Payment to:

Regular Mail:

Carbyne, Inc
Attn: P.O. Box # 358178
500 ROSS ST 154-0455
PITTSBURGH, PA 15262

JOELLEN SHORTLEY
jshortley@rsjalaw.com

2755 Executive Drive, Suite 250
Farmington Hills, Michigan 48331
P 248.489.4100 | F 248.489.1726
rsjalaw.com



ROSATI | SCHULTZ
JOPPICH | AMTSBUECHLER

April 9, 2026

Danielle Mahoney, Assistant City Manager
City of Novi
45125 Ten Mile Road
Novi, Michigan 48375

RE: PSAP Adoption Agreement with Carbyne Inc.

Dear Ms. Mahoney,

We have reviewed the proposed PSAP Adoption Agreement between the City of Novi and Carbyne. Carbyne agreed to make the favorable changes to the Agreement that we requested. We also reviewed the Agreement between Oakland County and Carbyne, which terms and conditions are incorporated into the PSAP Adoption Agreement. The County's Agreement with Carbyne contains the software license and support terms for the software subscription the City is purchasing from Carbyne.

With the changes made to the PSAP Adoption Agreement, we do not have any legal concerns with the Agreement, and it may be executed by the City and Carbyne, if approved by City Council.

Very truly yours,

ROSATI SCHULTZ JOPPICH
& AMTSBUECHLER PC

Joellen Shortley

Joellen Shortley

Cc: Cortney Hanson, City Clerk
Erick Zinser, Director of Public Safety
Scott Baetens, Assistant Police Chief
Thomas Schultz, City Attorney
Elizabeth Saarela, Assistant City Attorney