

911 Board Special Meeting Minutes April 21, 2011

Call to order by Secretary Schiliro at 2:00 pm

Members present:

Secretary Schiliro, Secretary Sills, Tucker Kokjohn, Michael Vincent, Michael Metcalf, Jamie Turner, and Art Lewis.

Secretary Sills reviewed the status of the proposal for the 9-1-1 Upgrade from the March Meeting and provided an overview of meetings with Verizon and research done over the last few weeks.

The Proposal is to upgrade 17 positions at the Sussex County EOC and Suscom and add five new phone positions. The goal is to implement the project in late June/July time frame. The upgrade will replace hardware and resolve operational/upgradeability issues.,

Discussion on our current managed service model lease and maintenance and the benefits of lease vs. purchase 9-1-1 systems. The current model allows the Dispatch Centers a single point of contact for issues and it was noted that the State does not have the Staff for the same level of in-house maintenance/service.

Costs were obtained from Verizon and Positron and Verizon did provide a lower bid.

The proposal presented today is \$59,000 less than the March proposal and has been reviewed line by line to ensure all the components are correct and there is no duplication. The largest portion of the cost is the three year maintenance.

Discussion on a breakdown of the various costs – hardware; software; maintenance; and installation.

Questions and discussions about future expandability without another full upgrade; end of life value of equipment; discussions with vendors on extending equipment life so that we don't incur such high costs to replace all equipment on such a short time frame; and are we upgrading due to equipment obsolescence or improved functionality. It was noted that the proposal includes ACD as part of the system instead of being a separate system and expense as we have seen with New Castle County.

Discussion on need to develop a refresh schedule based on Verizon maintenance allowances from the Vendors and Budgetary operations.

Discussion on length of maintenance contract. The proposal is for 3 years with an option to extend for 2 additional years. We should look at cost/benefits of a full 5 year contract (maintenance equal to anticipated life cycle of equipment) on future proposals.

Discussion on New Castle System. Sussex is actually the older equipment, but New Castle is not on the IP platform for NextGen. Discussions are underway for planning for New Castle.

Discussion on potential savings options included having 3rd party support over Verizon as is seen in other States and reduce installation costs by reducing overtime by having more work done during business hours.

Motion by Jamie Turner to accept the recommendation of Secretary Sills for the upgrade/installation of the Sussex County EOC at a total cost of \$1,294,610.16 and that a proposal for extending the maintenance to four years (warranty plus four for five year total). Second by Tucker Kokjohn. Motion carried with Mr. Lewis recusing himself.

Other business

Mr. Metcalf noted that we need to see similar business case presentations for any future capital projects so that the members can consider all sides of their decisions.

Terry will research why we changed from 5 year maintenance contracts with initial purchases to the 3 year contract.

Mr. Vincent asked about the Sub-Committees. Terry is still working on getting committee membership and will have lists out by the June meeting.

Meeting adjourned at 2:35 pm.