



AGENDA

NORCOM Governing Board
Kirkland PD Totem Lake Room - March 8, 2019

1. Call to Order
2. Roll Call
3. Open Communications from the Public
4. NORCOM Recognition
5. Consent Agenda
 - A. Approval of minutes of February 8, 2019 Governing Board meeting
 - B. January 2019 Accounts Payable
 - C. February 2019 Accounts Payable Report
 - D. Motion to authorize Executive Director to sign RAADAR MOUs with Snohomish County 911, KCSO, and Seattle Fire
 - E. Resolution 159: Multi-Year VmWare Software Support and Maintenance Agreement
 - F. Resolution 160: Audio Logging Recorder - Equipment Replacement
6. For Board Decision
 - A. Resolution 161: Phase II Disaster Recovery Software Purchases
7. For Briefing to Board
8. Staff Updates
 - A. Paging System Discussion - Purchase/ Upgrade Current Solution vs. Alternative Solutions
 - B. Joint Integrated Project Technology List - 2019-2021
 - C. Current Status of Labor Negotiations
 - D. Update on meeting requested by Renton Regional Fire Authority.

- E. Update on RAADAR Grant Application
9. Committee Reports
10. Upcoming Agenda Items
11. Executive Session
The Governing Board may hold an Executive Session pursuant to one or more of the following:
 - *RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;*
 - *RCW 42.30.110(1)(g) to review the performance of an employee; and*
 - *RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.*
12. Adjournment

The next Governing Board meeting is scheduled for April 12, 2019.



MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date:
Subject: Approval of minutes of February 8, 2019 Governing Board meeting

Executive Summary:

NA

Background:

NANA

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

NA

NORCOM Staff Recommendation:

NORCOM Staff recommends approval.

Staff Comments:

None

Options

NA

Risks

NA

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: N
Fiscal Year: 2019
Account (s):
Fiscal Note:
Fiscal Impact:
NA

Attachments

Februay 8., 2019 Governing Board Draft Minutes



MEMBERS

Nathan McCommon	City of Bellevue
Bruce Kroon	City of Bothell
Marilynne Beard	City of Kirkland
Steve Burns	City of Medina
Jeff Magnan	City of Mercer Island
Dan Yourkoski	City of Normandy Park
David Burke	Duvall Fire District #45
Jon Parkinson	Eastside Fire & Rescue
Chris Connor	Fire District #27
Jim Torpin	Northshore Fire
Joe McGrath	Redmond Fire
Matt Cowan	Shoreline Fire
Greg Ahearn (Chair)	Woodinville Fire

ABSENT

Kyle Kolling	City of Clyde Hill
Bob Larson	City of Snoqualmie
Jay Wiseman	Snoqualmie Pass Fire
James Knisley	Skykomish Fire District #50

VISITORS

Deanna Gregory	Pacifica Law Group
Steve Kent	The Results Group

NORCOM STAFF

Thomas Orr	Executive Director
Scott Sotebeer	Deputy Director, Strategic Initiatives
Roky Louie	Deputy Director, Operations & HR
Jami Hoppen	Training Coordinator
J. R. Lieuallen	Finance Manager
Ron Tiedeman	IT Director
Bill Hamilton	Police Liaison
Kirsty Jones	Quality Assurance & Public Records Specialist



- **Call to Order**

Greg Ahearn, Governing Board Chair, called the NORCOM Governing Board to order at 7:50 a.m.

- **Roll Call**

Chair Ahearn requested a roll call of present Governing Board members. Kirsty Jones, Clerk to the Board, reported there was a quorum.

- **Open Communications from the Public**

There were no requests for communication from the public.

- **Executive Session¹**

An executive session was commenced at 7:50 am and finished at 8:49 am. No action was taken.

¹ The Governing Board may hold an Executive Session pursuant to one or more of the following:

- *RCW 42.30.110(1)(i) to discuss with legal counsel representing the agency matters relating to agency enforcement actions, or to discuss with legal counsel representing the agency litigation or potential litigation to which the agency, the governing body, or a member acting in an official capacity is, or is likely to become, a party, when public knowledge regarding the discussion is likely to result in an adverse legal or financial consequence to the agency;*
- *RCW 42.30.110(1)(g) to review the performance of an employee; and*
- *RCW 42.30.110(1)(f) to receive and evaluate complaints brought against an employee.*

A brief recess was called at 8:49 a.m. and the meeting was reconvened at 9:00 a.m.

- **Consent Agenda**

There were no consent agenda items.

- **For Board Decision**

- **Resolution 158: Approval of NORCOM Strategic Mission, Vision, & Policy Level Strategic Objectives**

Director Orr briefed the Board on NORCOM's mission, vision, and strategic objectives. See attached Powerpoint.

Nathan McCommon made a motion to approve Resolution 158. Rich Burke seconded the motion.

Motion carried.

- **For Briefing to the Board**

There were no Board briefings.

- **Staff Updates**

There were no staff updates.

- **Committee Reports**

There were no committee reports.

- **Upcoming Agenda Items**

There were no upcoming agenda items.



Meeting Minutes
NORCOM Governing Board
Kirkland Police Totem Lake Room
February 8, 2019

The Governing Board meeting was adjourned at 09:45 a.m.

Approved by:

Chair

Attest:

Secretary



MEMORANDUM

To: Governing Board
From: J.R. Lieuallen, Finance Manager
Date: 03/08/2019
Subject: January 2019 Accounts Payable

Executive Summary:

N/A

Background:

N/A

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval to

Staff Comments:

N/A

Options

N/A

Risks

N/A

Finance Committee Review: Yes

The January 2019 accounts payable report was submitted to the finance committee for their review. The finance manager responded to questions related to the report. No objections were raised.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Fiscal Impact

Budgeted Y/N: Y
Fiscal Year: 2019
Account (s):
Fiscal Note:
Fiscal Impact:
Net zero fiscal impact.

Attachments

January 2019 Accounts Payable

NORCOM
ACTIVITY JANUARY 1, 2019 THROUGH JANUARY 31, 2019

Accounts Payable, Payroll, Electronic and Manual Payments Totalling: **\$ 1,117,566.08**
Checks by Date - Detail by Check Date Report attached

I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein, that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation and that the claim is a just, due and unpaid obligation against NORCOM, and that I am authorized to authenticate and certify said claim.

Michael Olson, Treasurer

Date

We, the undersigned NORCOM Board Members, do hereby certify that claims in the amount detailed above are approved.

Governing Board Chair

Date

Governing Board Vice Chair

Date

Accounts Payable

Checks by Date - Detail by Check Date

User: jrlieuallen
Printed: 1/30/2019 2:31 PM



Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
ACH	120	PAYCHEX	01/09/2019	
	PPE 123018	PPE 123018 Parking Payable		759.04
	PPE 123018	PPE 123018 Union Dues Payable		2,254.96
	PPE 123018	PPE 123018 Medicare Payable		9,242.80
	PPE 123018	PPE 123018 Deferred Comp Payable (EE)		2,064.38
	PPE 123018	PPE 123018 Federal Taxes Payable		37,033.69
	PPE 123018	PPE 123018 Accrued Wages Payable		228,633.38
	PPE 123018	PPE 123018 Accrued Employ Security		2,310.88
	PPE 123018	PPE 123018 Accrued Wages Payable		1,283.71
Total for this ACH Check for Vendor 120:				283,582.84
Total for 1/9/2019:				283,582.84
ACH	120	PAYCHEX	01/11/2019	
		Time and Labor Admin Fee		70.00
		PPE Payroll Processing Fee		2,305.20
Total for this ACH Check for Vendor 120:				2,375.20
ACH	131	HEALTH EQUITY	01/11/2019	
		PPE HSA Contributions Payable		942.14
		HSA Admin Fee		71.10
Total for this ACH Check for Vendor 131:				1,013.24
ACH	132	WILMINGTON TRUST	01/11/2019	
		PPE MEBT Contributions Payable		40,855.31
Total for this ACH Check for Vendor 132:				40,855.31
ACH	133	DEPT OF RETIREMENT SYSTEMS	01/11/2019	
		PERS Contributions		111,586.10
Total for this ACH Check for Vendor 133:				111,586.10
ACH	120	PAYCHEX	01/11/2019	
		Time and Labor Admin Fee		70.00
		PPE Payroll Processing Fee		2,253.20
Total for this ACH Check for Vendor 120:				2,323.20
ACH	131	HEALTH EQUITY	01/11/2019	
		PPE HSA Contributions Payable		890.06
Total for this ACH Check for Vendor 131:				890.06
ACH	132	WILMINGTON TRUST	01/11/2019	
		PPE MEBT Contributions Payable		34,449.53

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for this ACH Check for Vendor 132:				34,449.53
ACH	134	COLONIAL LIFE Supplemental Ins Premiums	01/11/2019	1,024.22
Total for this ACH Check for Vendor 134:				1,024.22
ACH	140	RELIANCE STANDARD Life/LTD Premiums	01/11/2019	1,267.13
Total for this ACH Check for Vendor 140:				1,267.13
ACH	327	ASSOCIATION OF WASHINGTON CITIZENS Vision Premiums Dental Premiums Medical Premiums	01/11/2019	1,057.64 7,751.53 85,303.54
Total for this ACH Check for Vendor 327:				94,112.71
17799	75	US BANK CORPORATE PAYMENT SYSTEMS 11132018 IT - Business cards 11142018 Postage Stamps 11142018-2 FBINAA Chapter Conference & Training 11162018 Lunch Gov Board Refund 11272018 Stamps.com Membership 11292018-2 IT - Office Supplies 11292018-3 office supplies - operations 114-0224320 Office Supplies 114-1455270 Admin - office supplies 114-1455270 Finance Office Supplies 114-5575877 Office Supplies 12012018 Lunch for Gov Board 12012018-2 Snacks for Gov Board 12052018 Chairs for operation floor 12242018 Acrobat Pro DC 3 licenses 13197528 Admin Parking 13197531 CRA Parking 405824585010 Blue Line Training - Las Vegas Shooting 466470 Assessment Lunch Refund 466470 Lunch for Operations Supervisor Assessment 85302189 Grammarly Monthly subscription 963810306 Software - Jones E030072YO2 Microsoft online services - November N169059 Toggl Subscription U8060200402 DR MyCommerce - 3 Year Support & Maintenance	01/11/2019	163.89 50.00 68.25 -14.45 15.99 9.90 9.89 37.36 12.09 10.43 11.74 106.73 28.69 1,899.00 593.60 3,450.00 1,080.00 199.00 -32.34 143.43 139.95 16.49 53.46 80.00 1,676.40
Total for Check Number 17799:				9,809.50
17800	591	ACCOUNTING PRINCIPALS 10166803 Temp Employee Accountant - F Moss W/E 12/2/19 10180335 Temp Employee Accountant - F Moss W/E 12/3/19	01/11/2019	1,289.62 606.88
Total for Check Number 17800:				1,896.50
17801	6	CDW-GOVERNMENT INC QLK4273 Startech Fiber Cables QMB5206 Qlogic brackets QMD3601 HP Server racks - HP Memory Kits - HP Server QMF3097 HP Server racks - HP Memory Kits - HP Server	01/11/2019	950.84 36,089.44 41,162.00 104,555.00

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 17801:				182,757.28
17802	210 12202018-2	CENTURYLINK Snoqualmie EU Circuit	01/11/2019	173.12
Total for Check Number 17802:				173.12
17803	9 1457562208	CENTURYLINK Telephone Service	01/11/2019	49.98
Total for Check Number 17803:				49.98
17804	17 1910m	CONSOLE CLEANING SPECIALISTS Maintenance and repair of dispatch consoles	01/11/2019	6,300.28
Total for Check Number 17804:				6,300.28
17805	203 12202018	TRACI DARCY Food for Wind Storm	01/11/2019	78.61
Total for Check Number 17805:				78.61
17806	447 231453	FIRST CHOICE COFFEE SERVICES Coffee equipment rentals	01/11/2019	104.50
Total for Check Number 17806:				104.50
17807	31 12282018	FRONTIER Telephone Service	01/11/2019	779.48
Total for Check Number 17807:				779.48
17808	32 14355 703797	GARVEY SCHUBERT BARER Legal Services thru 10/31/18 Legal Services thru 11/30/18	01/11/2019	4,301.00 2,931.60
Total for Check Number 17808:				7,232.60
17809	565 9947961	GLOBALSTAR Orbit Plans	01/11/2019	510.46
Total for Check Number 17809:				510.46
17810	204 12312018-2	JAMI HOPPEN TV for training room	01/11/2019	3,277.98
Total for Check Number 17810:				3,277.98
17811	119 12212018	PETER LUKE Mileage Reimbursement for November 2018	01/11/2019	90.43
Total for Check Number 17811:				90.43
17812	617 11826 11857	MFR LAW GROUP Legal Services Legal Services	01/11/2019	4,596.41 2,410.85
Total for Check Number 17812:				7,007.26
17813	228 11212018	NORTHWEST TROPHY Recognition Awards	01/11/2019	2,940.41

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
Total for Check Number 17813:				2,940.41
17814	377 PSTI18-2157	PST INVESTIGATIONS Background Investigation Services	01/11/2019	3,336.01
Total for Check Number 17814:				3,336.01
17815	256 2018-8895	PUBLIC SAFETY TESTING INC Subscription Fees Q4 (Oct - Dec 2018)	01/11/2019	950.00
Total for Check Number 17815:				950.00
17816	292 8126205552	SHRED-IT USA INC Shredding Service	01/11/2019	100.07
Total for Check Number 17816:				100.07
17817	598 12192018 12282018-2	MALCOLM S. SOTEBEER Travel Reimbursement - Washington DC Travel Reimbursement - CADX Site Visit - Virgi	01/11/2019	1,569.14 541.60
Total for Check Number 17817:				2,110.74
17818	366 12282018	T MOBILE Test Cell Phone Service	01/11/2019	36.78
Total for Check Number 17818:				36.78
17819	79 9820200864	VERIZON WIRELESS Cell Phone Service	01/11/2019	2,094.01
Total for Check Number 17819:				2,094.01
17820	80 114966116	VFIS Insurance Policy #VFIS-TR-2062115-11	01/11/2019	38,101.00
Total for Check Number 17820:				38,101.00
17821	546 68430	WASHINGTON STATE PATROL Access User Fee	01/11/2019	18,000.00
Total for Check Number 17821:				18,000.00
Total for 1/11/2019:				577,633.70
ACH	67 November 2018 November 2018	DEPT OF REVENUE Sales Tax Sales Tax	01/17/2019	53.85 5.00
Total for this ACH Check for Vendor 67:				58.85
ACH	67 December 2018	DEPT OF REVENUE Sales Tax	01/17/2019	189.91
Total for this ACH Check for Vendor 67:				189.91
Total for 1/17/2019:				248.76
ACH	120	PAYCHEX	01/18/2019	

Check No	Vendor No Invoice No	Vendor Name Description	Check Date Reference	Check Amount
	011819 Payroll	PPE 011319 Medicare Payable		8,326.09
	011819 Payroll	PPE 011319 Accrued Employ Security		2,072.84
	011819 Payroll	PPE 011319 Federal Taxes Payable		31,030.30
	011819 Payroll	PPE 011319 Accrued Employ Security		729.26
	011819 Payroll	PPE 011319 Accrued Wages Payable		208,820.60
	011819 Payroll	PPE 011319 Deferred Comp Payable (EE)		2,350.79
	011819 Payroll	PPE 011319 Parking Payable		770.90
Total for this ACH Check for Vendor 120:				254,100.78
Total for 1/18/2019:				254,100.78
17822	521	MICHAEL LIEUALLLEN	01/25/2019	
	01232019	Direct Deposit Returned - J.R. Lieuallen		2,000.00
Total for Check Number 17822:				2,000.00
Total for 1/25/2019:				2,000.00
Report Total (38 checks):				1,117,566.08



MEMORANDUM

To: Governing Board
From: J.R. Lieuallen, Finance Manager
Date:
Subject: February 2019 Accounts Payable Report

Executive Summary:

N/A

Background:

N/A

Past Board or Other Related Actions:

N/A

Policy and Strategic Implications:

N/A

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval to approve the report

Staff Comments:

N/A

Options

N/A

Risks

N/A

Finance Committee Review: Yes

The February 2019 accounts payable report was submitted to the finance committee for their review. The finance manager responded to questions related to the report. No objections were raised.

Legal Review: No

N/A

Joint Operations Board Review: No

N/A

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019

Account (s):

Fiscal Note:

Fiscal Impact:

Net zero budget impact



MEMORANDUM

To: Governing Board

From: Tom Orr, Executive Director

Date:

Subject: Motion to authorize Executive Director to sign RAADAR MOUs with Snohomish County 911, KCSO, and Seattle Fire

Executive Summary:

Foster Pepper developed a form Memorandum of Understanding by which regional mutual aid partners of NORCOM agencies could participate in RAADAR. RAADAR is a critical public safety tool that enables police, fire and medical first responders to view all calls pending in a region regardless of jurisdictional boundaries. RAADAR enables greater coordination and response thereby saving lives. NORCOM developed and patented RAADAR for this purpose. NORCOM's legal counsel developed a form Memorandum of Understanding (MOU) for NORCOM's regional mutual aid partners to use RAADAR. The MOU protects NORCOM's patent rights to RAADAR and establishes processes and procedures for viewing and handling data in compliance with all applicable laws. The Board approved the form MOU in August, 2018 by resolution. In September, the Board authorized by Motion the Executive Director to sign the first MOU with Issaquah Police. This agenda item seeks a similar motion from the Board with respect to RAADAR MOUs with Snohomish County 911, the King County Sheriff's Office, and the Seattle Fire Department.

Background:

RAADAR® collects data from any CAD or data system and displays for viewing in a unified web interface for smartphones, tablets, computers, or any device with Internet access. RAADAR is accessible from any device with Internet access: Computer, Smart Phone, Tablet, MDC. NORCOM has patented RAADAR (U.S. Patent No. 10,104,301 and 10,104,302), and other patents are pending. NORCOM has sold RAADAR to 28 agencies in Madison County, Illinois. NORCOM has been notified by the State 911 office of their intent to award a grant to NORCOM to fund expansion of RAADAR in select areas of Washington State. The State 911 office has had several meetings with NORCOM to determine the scope of funding and focus for regions in the state. If the State 911 office officially determines to offer a grant, NORCOM staff will present the offer to the Governing Board for a decision on whether to accept the grant.

NORCOM has already expanded RAADAR to support four of the twelve King County PSAPs (NORCOM, Bothell, Redmond, Issaquah) serving a regional population of over eight hundred thousand people and 1,700 public safety personnel across twenty-eight Police and Fire agencies.

- The Snohomish County PSAP as well as all Snohomish fire and police agencies have asked to implement RAADAR to enhance inter-agency coordination amongst local, county and state agencies as well as across disciplines.
- The King County Sheriff's office seeks to implement RAADAR access throughout its own agency as well as the eighteen municipalities that contract with the Sheriff for law enforcement services.
- The Seattle Fire PSAP seeks to utilize RAADAR to support the King County-wide Automatic Aid

initiative

- The Washington State Patrol is exploring statewide implementation of RAADAR.
- The King County Fire Chiefs desire to implement RAADAR in support of their regional effort to set up “Automatic Aid” in King County. This initiative will require the four Fire PSAPs in King County (NORCOM, Valley Communications, Port of Seattle and Seattle Fire) to eliminate transfers of fire or medical 911 calls, and instead have the capability to receive, process and dispatch all King County fire or medical 911 calls regardless of where the call originated or the CAD system in which the data was initially entered.
- The Washington State Fusion Center and the Federal Bureau of Investigation also seek RAADAR access to coordinate responses to major incidents or threats across multiple jurisdictional lines.
- Twenty-five agencies in Madison County, Illinois have already obtained the rights to RAADAR for their jurisdictions.
- TriTech and RapidSOS have both contacted NORCOM to discuss incorporation of RAADAR in their CAD or other NG-911 IP-based services and products.

As exemplified by the many agencies now interested in RAADAR, RAADAR has global reach. RAADAR is a web-based Next Generation 911(NG 911) IP-based tool. RAADAR provides participating agencies with near-real-time access to active 911 call data, to include Computer Aided Dispatch (CAD) data, 911 call audio, and associated radio audio; and displays call location, first responder locations and other relevant information via mapping and imagery. See attached screen shots, demonstration of features, and user guide.

RAADAR is “CAD agnostic” in that it exchanges information between any CAD system, Records Management System (RMS), voice logging recorder or other IP-based emergency communication system. RAADAR is a “push-pull” system running in near real time to send a data request from a user to the right system, and then return data back to the requestor via a replicated data warehouse. RAADAR displays data in a concise, uniform and quickly readable format.

RAADAR itself does not keep or store any information ending liability or risk associated with warehousing data. RAADAR’s “push-pull” architecture protects the original data stored on agency systems and thereby preserves the integrity of the original system and its associated data. Each agency keeps control over its data and is solely responsible for release of such data per public disclosure law or court order. Experienced legal counsel developed a Data Sharing Agreement modeled after the agreement governing local, state, and Federal agencies that take part in the Federal Law Enforcement Information Exchange (LInX). The Agreement fully addresses security, data integrity, public disclosure, access rights, and records custodianship. See attached Agreement (Exhibits referenced in agreement available upon request).

RAADAR achieves the NG-911 goal of achieving full and effective regional interoperability using IP-based technology. RAADAR provides command staff, first responders and Emergency Operations Centers (EOCs) with reciprocal access to an NG-911-compliant, user-friendly, web-based interface that is accessible from any smartphone, tablet, computer, or other IP-enabled device. Each agency can control the information it shares using a “permissions-based” architecture. Data sharing agreements between participating agencies assure full compliance with all relevant laws and regulations.

RAADAR works with any IP-based system used by PSAPs, EOCs, police, fire, or medical agencies in the nation, and fills an important gap in current NG-911 services.

RAADAR does not need any special software. RAADAR scales easily needing only enough server capacity and IP-based pathways. RAADAR institutes an innovative NG-911 approach to rapid call answering and the fastest dispatch by displaying and giving situational awareness to PSAPs, first responders, and EOCs independent of jurisdictional boundaries.

Past Board or Other Related Actions:

In July, 2018, the Board adopted Resolution 147 approving as to form a RAADAR MOU developed by the Foster Pepper law firm. In September 2018, the Board, by motion, authorized the Executive Director to sign the first MOU with the Issaquah Police Department. NORCOM seeks a similar motion today authorizing the Executive Director to sign an MOU in substantially the same form as that signed with Issaquah. The current that fully reflects the terms and conditions approved by the Board in Resolution 147. Foster Pepper developed and approved the current form of the MOU presented today.

Policy and Strategic Implications:

Implementation of RAADAR for the 57 police and fire agencies in Snohomish County, the Seattle Fire Department, and the King County Sheriff's office would promote regionalization and sharing of resources between local, county, state, and Federal agencies. For example, approval would:

- Streamline 911 call processing, triage, dispatch and awareness
- Increases cross-jurisdictional response coordination
- Enhance regional cooperation for any incident type or scale
- Enable mobile incident awareness and management capability from any IP-enabled device
- Allow participating agencies to control level of data sharing and access
- Preserve the integrity and security of original data
- Improve public and officer safety through coordination and greater situational awareness

NORCOM Staff Recommendation:

NORCOM Staff has conducted a thorough review and analysis and recommends approval of the motion.

Staff Comments:

NORCOM staff is fully supportive and honored to be a part of this regional initiative. NORCOM is very proud of Nathan Way, NORCOM Systems Administrator, who is the inventor of RAADAR and who continues to enhance its features.

Options

The Board has the option to determine not to authorize the Executive Director to sign the MOU.

Risks

The RAADAR MOU has been developed to manage all risks to a reasonable degree. Not signing the MOU at this point would damage relationships with Snohomish County, the King County Sheriff's Office, the Seattle Fire Department and the State 911 office.

Finance Committee Review: No

The RAADAR MOU was previously discussed with the Finance Committee in 2018

Legal Review: Yes

The RAADAR MOU was developed by Foster Pepper after significant legal analysis. Foster Pepper has continued to refine the MOU in terms of length while maintaining all terms and provisions approved by the Board.

Joint Operations Board Review: Yes

The Joint Operations Board approved the RAADAR MOU in 2018

Fiscal Impact

Budgeted Y/N: Y
Fiscal Year: 2019
Account (s):
Fiscal Note:

Fiscal Impact:

There is limited fiscal impact. NORCOM has existing capacity to support RAADAR usage by these agencies. Access to RAADAR is via a web-interface which will require issuance of user names and passwords to the new agencies. NORCOM will need to assist the agencies to connect their CAD systems to RAADAR. NORCOM staff can do so without impacting their current duties and responsibilities.

Attachments

Form MOU for Snohomish County

MEMORANDUM OF UNDERSTANDING
AMONG THE
NORTH EAST KING COUNTY REGIONAL PUBLIC SAFETY COMMUNICATIONS AGENCY
(NORCOM)
AND
PARTICIPATING AGENCIES
FOR
A SOFTWARE LICENSE AND VIEW-SHARING INITIATIVE KNOWN AS
REAL-TIME AGENCY ACTIVITY DISPLAY AND REPORTING ("RAADAR"®)

This Memorandum of Understanding (MOU) is a Software License and Data Viewing Agreement entered into by the North East King County Regional Public Safety Communications Agency (NORCOM) and SNOHOMISH COUNTY 911 ("AGENCY") participating in an information sharing initiative for Police, Fire, and Emergency Medical Services ("AGENCIES"). This initiative is facilitated by software developed and owned by NORCOM, and licensed under this MOU to Agencies, known as the Real-Time Agency Activity Display and Reporting ("RAADAR" or the "Software").

A. CONCEPT OF OPERATIONS AND DATA VIEWING.

1. RAADAR permits Agencies who have signed an MOU to view data of NORCOM and other participating Agencies. Each Agency will designate shared data fields and which Agencies may view that data by completing **Exhibit A** to this Agreement. If after signing this Agreement, Agency desires to change these designations, it must provide NORCOM thirty (30) days' notice.
2. Each Agency participates under its own individual legal status, jurisdiction, and authorities. RAADAR is not intended to, and shall not be deemed to have, independent legal status.
3. RAADAR will access Agency data via a separate, sensitive but unclassified server located in NORCOM facilities. Agencies will access RAADAR via secure Internet connections. Each Agency is responsible for obtaining Internet access and providing devices capable of using RAADAR.
4. Each Agency shall designate in writing an individual point of contact (POC) for MOU purposes. The Agency's POC will be responsible for: (1) providing and maintaining a list of users authorized to access RAADAR; (2) completing Exhibit A to designate data fields to be shared and authorized recipient; and (3) facilitating the information technology configuration needed for RAADAR to view information.

B. GRANT OF LICENSES.

1. **For NORCOM regional partner agencies or agencies accessing RAADAR pursuant to a federal grant**, NORCOM grants Agency, a non-assignable, non-exclusive, license with no right to sublicense, to access and use RAADAR in Washington State under the terms of this MOU and solely in connection with Agency's governmental operations. NORCOM grants Agency a license to use RAADAR, without payment of cost, fee or royalty to NORCOM. The Parties agree that they have not negotiated this Agreement to represent a "reasonable royalty." In consideration of the RAADAR license, Agency grants NORCOM a worldwide, non-assignable, non-exclusive, royalty-free sublicensable license to access, use and monitor Agency's performance and usage data for the purpose of improving and optimizing RAADAR.

C. OWNERSHIP, ENTRY, AND MAINTENANCE OF INFORMATION.

1. Neither RAADAR nor NORCOM stores data made accessible for viewing via RAADAR. Each party retains sole ownership, exclusive control over, and sole responsibility for the information in its own

systems made accessible via RAADAR. Agency may at will at any time update, correct, or delete any of its information viewed via RAADAR. System entries will identify the contributing party.

2. The information viewed in RAADAR shall not be relied upon as an original or complete public record. The official record is that of the contributing Agency for which the contributing agency is solely responsible and accountable. Any Agency receiving a request under the Public Records Act, Chapter 42.56 RCW, or any other records request, for records accessible via RAADAR should refer the requester to the records custodian of the Agency that owns the records.
3. An Agency that desires to print out or incorporate in its own records information from another Agency viewed via RAADAR must first obtain the contributing Agency's express permission.

D. ACCESS TO AND USE OF INFORMATION.

1. Agencies sharing data via RAADAR remain responsible for compliance with laws and procedures applicable to their data in their systems. Only agencies who have signed a RAADAR MOU will have access to RAADAR.
2. An accessing party has the sole responsibility and accountability for ensuring that its access comports with any laws, regulations, policies, and procedures applicable to the accessing party. An accessing party may only access RAADAR when it has a legitimate, official need to know the information for an authorized purpose under this agreement and after receiving training appropriate to this MOU, as determined by each individual Agency.
3. Information shall not be disseminated outside of an accessing party (including for the preparation of judicial process such as affidavits, warrants, subpoenas, responding to public records requests or preparing news releases) without first obtaining express permission of each Agency that contributed the information.
4. Notwithstanding the requirement in the previous provision that information may not be disseminated without first obtaining express permission of each party that contributed the information in question, each participating agency may comply with lawful court order provided the owner of the information is immediately notified of any and all disseminations made under this exception.
5. RAADAR will include an audit capability that will log all user actions, including the individual user, queries executed, the time the system is accessed, and responses, alerts set, and notifications received. The log shall be maintained pursuant to the applicable provisions of Washington State records retention schedules. Any contributing party may request to receive copies of the audit log showing access to that party's data.
6. Neither Party will use the name of the other Party in publicity releases, advertising or communication of any type without the other Party's prior written permission.

E. RAADAR OWNERSHIP AND INTELLECTUAL PROPERTY.

1. Agency acknowledges and agrees that: (i) NORCOM owns all right, title and interest in RAADAR and any related software, and any modifications, updates, releases or Enhancements thereto, whether made by Agency or NORCOM and whether or not provided to Agency pursuant to this Agreement, and any related Intellectual Property, including the use of marks and names, this includes any updates or modifications to RAADAR suggested or created by Agency and (ii) nothing in this Agreement shall confer in Agency any ownership or use right in such items, other than the limited licenses set forth herein.

2. By licensing and providing access to the RAADAR Software and sharing participating agency data, NORCOM does not warrant or represent that: (a) the data is accurate, complete, up-to-date or current; (b) NORCOM has any obligation to update data; (c) the data is free from technical inaccuracies or typographical errors; (d) that the data does not infringe on the intellectual property rights of any third party; (e) that the data is free from changes caused by a third party; (f) AGENCY's access to the RAADAR Software will be free from interruptions, errors, computer viruses or other harmful components; and/or (g) any information obtained in response to questions asked through the RAADAR Software is accurate or complete.

F. SECURITY.

1. Each party will be responsible for designating those employees who have access to RAADAR and, in the case of an agency serving multiple jurisdictions, may elect to designate one point of contact within each of the agencies it serves for user authorization and management. Each Agency agrees to access RAADAR data on a strictly official, need-to-know basis, and shall restrict access to such information to only those of its officers, employees, agents, representatives, task force members, contractors/subcontractors, consultants, or advisors with an actual governmental need to know such information.
2. **CONFIDENTIALITY.** Under this Agreement, the Parties are required to provide security and data privacy measures to comply with all local, state, and other applicable laws, including the Criminal Justice Information Systems (CJIS) Security Policy for use of RAADAR, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Health Care Information Act (HCIA), Chapter 70.02 RCW. Each of the Parties agrees: (i) not to intentionally disclose any of the other Party's data to any third parties except as mandated by law and except to those who agree to be bound by confidentiality obligations no less stringent than those set forth in this Agreement as authorized in writing by the Agency that owns the data; (ii) not to use any of the other Party's data for any purpose except carrying out such Party's rights and responsibilities under this Agreement; and (iii) to keep the other party's data confidential using the same degree of care such Party uses to protect its own data; provided, however, that such Party shall use at least commercially reasonable care. These obligations shall survive termination of this Agreement. Notwithstanding anything to the contrary in this Agreement, NORCOM may maintain and use general, anonymous, non-personally identifiable, aggregated statistical data and information based on Agency Performance and Usage Data for the purposes of benchmarking and making improvements to RAADAR.
3. **Criminal Justice Information and Personal Health Information.** The CAD systems viewable by RAADAR normally do not contain Criminal Justice Information (CJI) as defined by the CJIS Security Policy or Protected Health Information as defined by HIPAA. NORCOM and Agency agree to make best efforts to filter out information and/or delete any information identified as CJI or PHI. To the extent NORCOM or the Agency improperly receives any CJI or PHI, both agree to immediately notify the other party and to comply with all applicable laws and regulations regarding such protected information.
 - a. **Criminal Justice Information.** Agencies subject to the CJIS Security Policy will be permitted to view CJI of other Agencies. NORCOM will restrict the ability of any Agency not subject to the CJIS Security Policy to view CJI. Agency agrees to take reasonable steps (to include training employees) to ensure that RAADAR is not used in a way that violates the CJIS Security Policy.
 - b. **Protected Health Information.** PHI submitted by a Health Care Provider, as defined by HIPAA, may be viewed using RAADAR only by other Health Care-Provider Agencies and only for Treatment purposes as defined by HIPAA. PHI will not be accessible to Agencies that are not Health Care Providers except as necessary to prevent or lessen a serious and imminent threat to

the health and safety of a person or the public and only to the extent permitted by HIPAA and any other applicable privacy law or regulation. To the extent Agency is a Covered Entity required to comply with HIPAA, Agency will comply with all the obligations of the NORCOM Member Agencies set forth in the Memorandum of Understanding Regarding Protected Health Information, dated April 10, 2015. With respect to any PHI received or created by NORCOM from or on behalf of Agency, NORCOM undertakes to comply with all the obligations of NORCOM, as set forth in such Memorandum of Understanding; provided, that NORCOM will have no obligation to indemnify Agency.

G. LIABILITY.

1. Personnel assigned by a party to perform RAADAR related functions shall not be considered employees of RAADAR or NORCOM or of any other party for any purpose. The assigning party is solely responsible for supervision, work schedules, performance appraisals, compensation, overtime, vacations, retirement, expenses, disability, and all other employment-related benefits incident to use of RAADAR functions by its personnel.
2. Unless specifically addressed otherwise by the terms of this MOU (or other written agreement), the parties acknowledge responsibility for the negligent or wrongful acts or omissions of their respective officers and employees, but only to the extent they would be liable under the laws of the jurisdictions to which they are subject.
3. INDEMNIFICATION. Subject to the Disclaimer in Section J, each party will indemnify the other Party for a breach of its obligations under this MOU.
4. INSURANCE. Each Party shall obtain and provide insurance, to the extent practicable, against loss or liability for the actions of that Party.

H. EFFECTIVE DATE/DURATION/MODIFICATION/TERMINATION.

1. This MOU shall become effective when authorized representatives of each party have signed it. This MOU shall continue indefinitely until terminated, contingent upon approval and availability of funding.
2. No amendment, modification, or waiver of rights under this Agreement will be effective unless agreed in writing by an authorized representative of the Party to be charged. However, the parties may, without the need of formal MOU modification, cooperatively address and resolve administrative, technical, and operational details that do not conflict with the spirit, intent, or provisions of this MOU.
3. This MOU may be terminated at any time by the mutual written agreement of authorized representatives of a party. A party's authorized representative may also terminate the party's participation in the MOU upon written notice to all other parties at least thirty (30) days. NORCOM may also terminate an Agency's participation involuntarily for non-compliance with this MOU.
4. The Parties' obligations under Sections E of this Agreement will survive the expiration or termination of the Agreement. The rights, obligations, responsibilities, limitations, and other understandings with respect to the disclosure and use of all information in RAADAR during a party's participation under this MOU shall survive the MOU's termination.
5. In the event this Agreement conflicts or is inconsistent with the North East King County Regional Public Safety Communication Agency Interlocal Agreement, dated October 17, 2007, the Memorandum

of Understanding (MOU), as between NORCOM and its member agencies, dated April 10, 2015, or applicable law or regulation, those agreements, laws or regulations shall prevail over this MOU.

I. GENERAL & MISCELLANEOUS TERMS.

1. **COSTS.** Unless otherwise provided herein or in a supplementary writing, each party shall bear its own costs in relation to this MOU. Even where a party has agreed (or later agrees) to assume a particular financial responsibility, the party's express written approval must be obtained before the incurring by another party of each associated expense. All obligations of and expenditures by the parties will be subject to their respective budgetary and fiscal processes and subject to availability of funds pursuant to all laws, regulations, and policies applicable thereto. The parties acknowledge that there is no intimation, promise, or guarantee that funds will be available in future years. If any action at law or in equity is necessary to enforce or interpret the terms of this MOU, each Party shall be responsible for its own costs and attorney fees.
2. **PROPERTY.** The equipment purchased by NORCOM to support this effort will remain the property of NORCOM. Ownership of all property purchased by parties will remain the property of the purchasing party. Maintenance of equipment shall be the responsibility of the owner.
3. **GOVERNING LAW; JURISDICTION; VENUE.** This MOU and all acts and transactions pursuant hereto and the rights and obligations of the Parties hereto shall be governed, construed and interpreted in accordance with the laws of Washington state, without giving effect to principles of conflicts of law. Any legal suit, action or proceeding arising out of or related to this MOU or the licenses granted hereunder shall be instituted exclusively in federal court or Washington state court, in each case located in the city of Seattle and King County. Each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding.
4. **NO WAIVER.** The waiver of any breach or default will not constitute a waiver of any other right hereunder or any subsequent breach or default.
5. **INJUNCTIVE RELIEF.** Agency acknowledges that in the event of a breach, monetary relief will be inadequate and injunctive relief will be appropriate.
6. **NO RIGHTS IN NON-PARTIES.** This MOU is an agreement among the parties and is not intended, and should not be construed, to create or confer on any other person or entity any right or benefit, substantive or procedural, enforceable at law or otherwise against NORCOM, a party, or any State, county, locality, or other sponsor under whose auspices a party is participating in RAADAR or the officers, directors, employees, agents, representatives, contractors, subcontractors, consultants, advisors, successors, assigns or other agencies thereof.
7. **SEVERABILITY.** If any portion of this MOU is held by a court of competent jurisdiction to be invalid or unenforceable, the remaining portions of this MOU will remain in full force and effect, and any invalid or unenforceable portions shall be construed in a manner that most closely reflects the effect and intent of the original language. If such construction is not possible, the provision will be severed from this MOU and the rest of the MOU shall remain in full force and effect.
8. **ASSIGNMENT.** Except as otherwise set forth in this MOU, neither party may assign any of its rights or duties under this MOU without the prior written consent of the other party, such consent not to be unreasonably withheld. The MOU shall inure to the benefit of and be binding upon the parties to this MOU and their respective successors and permitted assigns.

9. **ENTIRE AGREEMENT.** This MOU including Exhibits hereto constitutes the entire agreement between such Parties pertaining to the subject matter here of and merges all prior negotiations and drafts of the Parties with regard to the transactions contemplated herein. Any and all other written or oral agreements existing between the Parties hereto regarding such transactions are expressly canceled.
10. **FORCE MAJEURE.** NORCOM shall not be liable hereunder for any failure or delay in the performance of its obligations under this MOU if such failure or delay is on account of causes beyond NORCOM's control, including labor disputes, civil commotion, war, fires, floods, inclement weather, governmental regulations or controls, casualty, government authority, strikes, or acts of God, in which event NORCOM shall be excused from its obligations for the period of the delay and for a reasonable time thereafter.
11. **COMPLIANCE WITH RULES AND LAWS.** Each Party shall comply, at its expense, with all applicable Federal, state, county, and local laws, ordinances, regulations, and codes in the performance of its obligations under this MOU (including procurement of required permits and certificates).
12. **ADDITIONAL REPRESENTATIONS AND WARRANTIES.** Each Party to this MOU represents and warrants to the other Party that: (i) such Party has the full corporate right, power and authority to enter into this MOU and to perform the acts required of it hereunder; (ii) the execution of this MOU by such Party, and the performance by such Party of its obligations and duties hereunder, do not and will not violate any agreement to which such Party is a party or by which it is otherwise bound; (iii) when executed and delivered by such Party, this MOU will constitute the legal, valid and binding obligation of such Party, enforceable against such Party in accordance with its terms, and (iv) such Party acknowledges that the other Party makes no representations, warranties or agreements related to the subject matter hereof that are not expressly provided for in this MOU.

J. DISCLAIMERS.

1. **NO ADDITIONAL WARRANTIES.** EXCEPT AS EXPLICITLY STATED HEREIN, NEITHER PARTY MAKES, AND EACH PARTY HEREBY SPECIFICALLY DISCLAIMS, ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRODUCTS AND SERVICES CONTEMPLATED BY THIS MOU, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IMPLIED WARRANTIES ARISING FROM COURSE OF DEALING OR PERFORMANCE.
2. **EXCLUSION OF CONSEQUENTIAL DAMAGES.** TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL EITHER PARTY BE LIABLE TO ANYONE FOR LOST PROFITS OR REVENUE OR FOR INCIDENTAL, CONSEQUENTIAL, PUNITIVE, COVER, SPECIAL, RELIANCE OR EXEMPLARY DAMAGES, OR INDIRECT DAMAGES OF ANY TYPE OR KIND HOWEVER CAUSED, WHETHER FROM BREACH OF WARRANTY, BREACH OR REPUDIATION OF CONTRACT, NEGLIGENCE, OR ANY OTHER CAUSE OF ACTION FROM OR IN CONNECTION WITH THIS MOU (AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES).

IN WITNESS WHEREOF the parties hereto have duly executed this Memorandum of Understanding to be effective as of the date below.

DATED this ____ day of ____, 20__.

NORCOM

**North East King County Regional
Public Safety Communication Agency
("NORCOM")
P. O. Box 50911
Bellevue, WA 98015**

By: _____
Thomas R. Orr, Executive Director

SNO911

**Snohomish County 911
1121 SE Everett Mall Way, #200
Everett, WA 98208**

By:  _____
Kurt Mills, Executive Director

EXHIBIT A

As used in the SOFTWARE LICENSE AND DATA SHARING AGREEMENT (“Agreement”), AGENCY DATA will include the following data, as identified by AGENCY:

Represents Mandatory Table

Represents Mandatory Field within Table

Active Calls	
	Y or N
Call ID (Unique SQL ID)	
CFS Number	
Incident Number	
Priority	
Call Type	
Agency	
Address	
Unit(s) Assigned	
Radio channel (Fire-only)	
Call received time	
Agency Type (Police vs. Fire)	

Pending Calls (Same as Active Calls; calls without a unit assigned)	
	Y or N
Call ID (Unique SQL ID)	
CFS Number	
Incident Number	
Priority	
Call Type	
Agency	
Address	
Radio channel (Fire-only)	
Call received time	
Agency Type (Police vs. Fire)	

Address Detail	
	Y or N
Call ID (Unique SQL ID)	
CFS Number	
ORI	
Call Type	
Call Priority	
Call received time	
Address	
Common Name	
Primary Caller	
Caller Phone	
Latitude	
Longitude	
Unit(s) Assigned	
Unit Name	
Unit AVL information	
Latitude	
Longitude	

Call Search	
	Y or N
Call ID (Unique SQL ID)	
CFS Number	
Incident Number	
Call Priority	
Call Type	
Agency	
Unit(s) Assigned	
Disposition(s)	
Address	
RP Phone	
Call Received Time	

Represents Mandatory Table

Represents Mandatory Field within Table

Call Details:	
	Y or N
Call ID (Unique SQL ID)	
CFS Number	
Call received time	
Call Type	
Call Priority	
Incident Number	
Case Number	
Agency	
Common Name	
Address	
Nearest Cross Street	
Call source (e.g. 911, radio, non-emergency)	
Caller Phone	
Unit(s) assigned	
Unit Call Sign	
Unit Status	
Time Dispatched	
Time Enroute	
Time Arrived	
Time Cleared	
Call Log	
Timestamp	
User login	
Description	

Represents Mandatory Table

Represents Mandatory Field within Table

Unit Detail	
	Y or N
Call Sign	
Unit Personnel	
Unit Status	
Unit Status Time	
Call ID (Unique SQL ID)	
Assigned CFS Number	
Nearest Location	
Secondary Location	
CFS Location	
Unit Latitude	
Unit Longitude	

Unit Incidents	
	Y or N
Call ID (Unique SQL ID)	
CFS Number	
Incident Number	
Address	
Call Priority	
Call Type	
Call Received Date	
Unit ID (Unique SQL ID)	

Unit Activity	
	Y or N
Unit Callsign	
Action	
Status	
Description	
CFS Number	
Call ID (Unique SQL ID)	
Timestamp	
Username	
Unit AVL	
Speed	
Direction	
Latitude	
Longitude	

Unit Status	
	Y or N
Unit ID (Unique SQL ID)	
Call Sign	
Vehicle ID	
Unit Personnel	
Unit Type	
Unit Status	
Nearest Location	
Status Time	
Assigned CFS number	
Call ID (Unique SQL ID)	

Unit Log	
	Y or N
CFS Number	
Incident Number	
Call received time	
Call Type	
Unit Call sign	
Unit officer(s)	
Beat	
Location	
Secondary Location	
Dispatch Time	
Enroute Time	
Arrived Time	
Cleared Time	
Unit Log	
Timestamp	
User ID	
Action	
Status	
Description	

Call Detailed Report	
	Y or N
CFS Information	
CFS Number	
CFS Status	

Call received date	
Last update date	
Call type	
Priority	
Agency	
Call taken by	
Call disposition(s)	
Closed Time	
Latitude	
Longitude	
Agency	
Beat	
ORI	
CFS Location	
Common Name	
Address	
Apartment	
City, State, Zip	
Location Name	
Location Type	
Cross Street	
Caller Information	
RP Name	
RP Role	
RP Phone	
Call Source	
Person Information	
Name	
Phone	
Role	
Primary Caller flag	
Call Timestamps	
Call Created	
1st Unit Dispatched	
1st Unit Enroute	
1st Unit Arrived	
Call Closed	
Resources Assigned	
Unit ID (Unique SQL ID)	
Unit Callsign	
Dispatched	
Enroute	
Arrived	
Cleared	
Call Narrative	
Timestamp	

User	
Comment	
Call log	
Timestamp	
User	
Workstation	
Log Type	
Comments	
Incident Number	
Incident Number	
Agency	
ORI	
Call Type	



MEMORANDUM

To: Governing Board
From: Ron Tiedeman, IT Director
Date: 02/05/2019
Subject: Resolution 159: Multi-Year VmWare Software Support and Maintenance Agreement

Executive Summary:

Authorization to renew NORCOM VMWare virtualization maintenance and support for 3-year term 2019-2021 in an amount not to exceed \$65,037.50 including tax and take advantage of a 22 percent multi-year discount.

Background:

Due to the nature of NORCOM services, and the need for quick, responsive 24x7 support, software updates and services in the event of failure we utilize these agreements with software vendors to ensure operation.

Past Board or Other Related Actions:

Software and maintenance renewals are standard IT operating expenses and annually approved by the governing board in past actions.

Policy and Strategic Implications:

Due to the nature of NORCOM services, and the need for quick, responsive 24x7 support and services in the event of failure our policy has been renewing support and services deemed essential. Strategically, having this support enables NORCOM IT to keep current with standards, software and security updates and ensures support 24-hour technical support when necessary.

NORCOM Staff Recommendation:

NORCOM Staff recommends the Governing Board approve the 3 year VMware maintenance and support agreement in an amount not to exceed \$65,037.50 utilizing Washington State NVP Software Contract (ADSP016-130652 06016).

Staff Comments:

The VMWare software maintenance and support renewal is a critical component of NORCOM infrastructure operations and the core of our systems. The software and maintenance allow's the use of cutting edge technology to virtualize our infrastructure at our primary and planned disaster recovery locations and allows us 24 x 7 access to support, software, and critical updates.

Options

Renew on a yearly basis losing multi-year discount options or not renew the critical software which holds our entire server and desktop infrastructure.

Risks

Risks of not renewing include loss of support, no security updates, no maintenance, current software “hot-fixes” and lost productivity due to limited support, technical problems or bugs.

Finance Committee Review: Yes

Due to the nature of the renewal, a new allocation method is being discussed.

Legal Review: No

Standard software maintenance and support agreement.

Joint Operations Board Review: No

No meetings have taken place to update joint operations of the upcoming maintenance renewal.

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019-2021

Account (s):

Fiscal Note:

Fiscal Impact:

Fiscal impact was allocated under IT operating expenses annually and will require a budget ammendment to re-allocate funds based on the three year renewal.

Attachments

Resolution 159: Multi-Year VM Software Support and Maintenance Agreement

Exhibit A: VmWare Support Renewal

Resolution 159

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING A MULTI-YEAR VMWARE SOFTWARE SUPPORT AND MAINTENANCE AGREEMENT

WHEREAS, VMware software is a critical and core component of NORCOM infrastructure operations; and

WHEREAS, VMware requires annual software support and maintenance agreements to assure the software is current from all threats and to assure timely customer support; and

WHEREAS, it is a best practice to maintain current licensing, support and maintenance for software; and

WHEREAS, NORCOM has negotiated a very favorable three-year renewal in an amount not to exceed \$65,037.50 utilizing Washington State NVP Software Contract (ADSP016-130652 06016).;

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of NORCOM as follows:

Section 1. Authorization. The Board hereby approves the VMware Software Support and Maintenance Agreement in the form attached hereto as Exhibit A and incorporated herein by this reference ("Agreement"). The Executive Director of NORCOM is hereby authorized to execute the Agreement with such modifications and revisions as determined to be necessary by the Executive Director and legal counsel to NORCOM.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this ____ day of _____, 2019.

Signed in authentication thereof on this ____ day of _____, 2019.

Chair

Attest: _____

Exhibit A
(see attached)

QUOTE CONFIRMATION



DEAR ZEB MIDDLETON,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
KGQL699	11/28/2018	VMWARE RENEWAL 3YR	11093263	\$65,037.50

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VCS6-STD-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	1	3649012	\$4,075.00	\$4,075.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	2	3649015	\$2,300.00	\$4,600.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	2	3649015	\$2,300.00	\$4,600.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	2	3649015	\$2,300.00	\$4,600.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	2	3649015	\$2,300.00	\$4,600.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	8	3649015	\$2,300.00	\$18,400.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-P-SSS-C-R UNSPSC: 81112201 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	1	3649012	\$9,050.00	\$9,050.00

QUOTE DETAILS (CONT.)

Mfg. Part#: VCS6-STD-P-SSS-C-R

UNSPSC: 81112201

Electronic distribution - NO MEDIA

Contract: Washington NVP Software (ADSP016-130652 06016)

[VMware Support and Subscription Production - technical support - for VMware](#)

4

3649015

\$2,300.00

\$9,200.00

Mfg. Part#: VS6-EPL-P-SSS-C-R

UNSPSC: 81112201

Electronic distribution - NO MEDIA

Contract: Washington NVP Software (ADSP016-130652 06016)

PURCHASER BILLING INFO**Billing Address:**

NORCOM

ACCTS PAYABLE

PO BOX 50911

BELLEVUE, WA 98015-0911

Phone: (425) 577-5700**Payment Terms:** NET 30-VERBAL**DELIVER TO****Shipping Address:**

NORCOM

TECHNOLOGY MANA

450 110TH AVE NE FLOOR 7

BELLEVUE, WA 98004

Shipping Method: ELECTRONIC DISTRIBUTION**SUBTOTAL**

\$59,125.00

SHIPPING

\$0.00

SALES TAX

\$5,912.50

GRAND TOTAL**\$65,037.50****Please remit payments to:**CDW Government
75 Remittance Drive
Suite 1515
Chicago, IL 60675-1515

Need Assistance? CDW•G SALES CONTACT INFORMATION



Jon Watters

|

(866) 339-7081

|

jonwatt@cdwg.com

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at

<http://www.cdwg.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager

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MEMORANDUM

To: Governing Board
From: Ron Tiedeman, IT Director
Date: 02/27/2019
Subject: Resolution 160: Audio Logging Recorder - Equipment Replacement

Executive Summary:

Request Governing board approval to purchase NICE audio logging recorder and associated equipment, software, services and support off state contract in an amount not to exceed \$200,000.00 including tax.

Background:

NORCOM records audio communications as part of regular business and mandated by law to do so. Audio communications includes all public safety radio audio, all 911 audio, and related emergency non-emergency audio coming into NORCOM.

NORCOM purchased the current VPI audio logger in 2015 from a local reseller, and it has reached its useful life after four years of service. The recorder has failed multiple times in the last two years, with significant failure February 20th resulting in 12 hours of lost audio and significant staff time to repair. Due to the circumstance, type of equipment failure, end of life equipment and lack of vendor resources, NORCOM IT staff had to rebuild the entire audio logger utilizing "other" equipment at NORCOM. The current support vendor and reseller does not have staff or equipment to adequately support the equipment. We have subsequently reached out to the parent company for support on numerous occasions to expedite repair. Due to the legal requirement to record audio at NORCOM, we have escalated the replacement ahead of its previously planned replacement in the 2019 Joint integrated Priority Technology List or JIPTL.

In 2018, we began looking at alternatives in preparation for current audio recorder VPI replacement including demonstrations, and staff review. Of important note, our current recorder is a VPI product. VPI was purchased and merged into NICE, and the VPI product line and name of are end-of-life and unsupported as of 2020. The new audio logger from NICE is configured in a failover configuration resulting in resilient software and hardware as well as a replacement for Redmond secondary backup. The new equipment and software will allow one server to be shut down while the other operates, allowing business continuity 24 x 7 and includes 24 x 7 support of equipment and software.

Past Board or Other Related Actions:

The original audio logging recorder purchased in 2015 was approved and falls within NORCOM equipment replacement criteria and policy as approved by past Board action.

Policy and Strategic Implications:

The audio logger is mandated by law for recording 911 and radio audio. NORCOM processed over 235 public disclosure audio requests, and 743 participant audio requests in 2018 plus another 678 audio recordings were reviewed for QA and operational review. The audio logger is a critical function within NORCOM, and as part of agency business including prosecutors and the public.

NORCOM Staff Recommendation:

NORCOM Staff recommends the Governing Board approve agenda item 72, NICE audio logging recorder purchase.

Staff Comments:

NORCOM started the competitive purchase process, and vendor selection processes in 2018 to include presentations and product evaluation. NICE was selected through multiple factors to including company reputation and leading the market in audio logging recorders and software. Due to the ongoing software and hardware problems over the last year, NICE support has assisted on multiple occasions, and we feel their support capability is another metric in the competitive process.

Due to the consistent failure of the current audio logger, we expedited the quote process which resulted in a "Draft" quote and estimated "not to exceed" purchase price. We continue to finalize the quote and hope to have the final version prior to the Governing Board meeting.

Options

Due to the requirement to record audio communications at NORCOM the options are extremely limited. NORCOM can continue to utilize the existing equipment or purchase new equipment.

Risks

No recording of audio results in risks up to including fines for mandatory public records state and federal regulation. Attempting to operate the current audio recorder could result in significant lost audio, irretrievable audio, additional costs to replace under emergency circumstance at both NORCOM primary and Redmond Secondary.

Finance Committee Review: Yes

The audio logger replacement project will be discussed during the March 13 finance committee meeting. A summary will be sent by email prior to the meeting.

Legal Review: No

Legal review has been consulted, however limited due to the type of purchase and competitive process.

Joint Operations Board Review: Yes

Joint operations will be updated on the project purchase request during the March joint operations meeting.

Fiscal Impact

Budgeted Y/N: y

Fiscal Year: 2019

Account (s): ER&R

Fiscal Note:

Fiscal Impact:

The fiscal impact of the audio logger has been allocated in the equipment replacement and repair budget. The equipment is beyond its useful life, and scheduled for replacement. The total draft quote is \$178,560.25 including tax, however we are still working on the final quote and configuration. We request a total not to exceed purchase price of \$200,000 to ensure authorization to purchase once final quote is received.

Attachments

Resolution 160: Audio Logging Recorder

Exhibit A: NICE Audio Recorder Quote

Resolution 160

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM APPROVING REPLACEMENT AND PURCHASE OF AUDIO LOGGING RECORDER

WHEREAS, NORCOM is required by law to record 911 calls and radio traffic, and NORCOM uses a computerized audio recording function to perform this critical function in support of the public, first, responders, prosecutors and the courts; and

WHEREAS, NORCOM's audio logger was used over the last year to process over 235 public disclosure audio requests, 743 participant audio requests, and 678 QA and operational reviews; and

WHEREAS, NORCOM purchased its current VPI audio logger in 2015 from a local reseller, and that system has reached its useful life after four years of service; and

WHEREAS, the VPI audio recorder failed on February 20th resulting in 12 hours of lost audio and significant staff time to repair; and the current recorder is no longer made and there are no spare parts; and

WHEREAS, NORCOM's Equipment Repair Replacement Fund includes a planned replacement of the VPI audio recorder at end of life; and

WHEREAS, NORCOM has conducted a competitive process to select a replacement audio recording system and has identified NICE as providing the most competitive package at an estimated cost of \$178,560.25 including tax;

WHEREAS, NORCOM is working with the vendor to identify additional costs related to specific configuration at NORCOM and has determined that the additional configuration will not exceed \$200,000 including tax;

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of NORCOM as follows:

Section 1. Authorization. The Board hereby authorize the Executive Director to execute an Agreement with NICE for the purchase of a replacement audio recording system pursuant to the terms set forth in Exhibit A at a total cost not to exceed \$200,000 including tax ("Agreement"). The Executive Director of NORCOM is hereby authorized to execute the Agreement with such modifications and revisions as determined to be necessary by the Executive Director and legal counsel to NORCOM.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the

transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this ____ day of _____, 2019.

Signed in authentication thereof on this ____ day of _____, 2019.

Chair

Attest: _____

Exhibit A
(see attached)

**QUOTE#Q-08022 JeffreyVisger**

Proposal Date:	2/22/2019
Proposal Valid Until:	6/30/2019

Customer Name:	City of Bellevue - Public Safety	NICE Account Executive:	Jeffrey Visger
Opportunity Number:	OP-00264775	Phone Number:	
City, State:	Bellevue	E-Mail:	jeff.visger@nice.com
Zip code:	98009-9012	Quote Creator:	Kevin Wolter
Country:	United States	Phone Number:	(360) 543-9090
Currency:	USD	E-Mail:	kevin.wolter@nice.com

Proposal Description:	Proposal for Inform Elite recording 144 2-wire analog connection, 23 PC with 24x7 screen recording and Integration to Tritech CAD. The backup site will have a 16 channel analog logger. The screen recorder will have 6TB of storage for screen recordings and audio will be archived to customer NAS/SAN. The system will come with 25 SQL named users. Customer to supply a workstation for Castlerock SNMP manager to run on. Inform to be install on customers virtual servers. The system will support the Inform API to allow third party playback.
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PRODUCTS

SOFTWARE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
1 Primary and 1 Resilient Inform Elite Audio Recording channel license, including Inform Elite applications site license, User Registration application, Record-on-Demand application, GIS, CAD, CTD, telephony CDR, CTI integrations, ANI/ALI support and 1 Text Recording channel license. - New	NPS-INF-ELITE-1CH	160.00	1,500.00	85.00	225.00	36,000.00
1 Inform Professional/Elite Software Screen Recording channel license, including Inform Professional/Elite application support. 1 screen recording channel records one workstation, regardless of the number of screens attached - New	NPS-INF-SCREEN-1CH	23.00	500.00	85.00	75.00	1,725.00
Site License for Inform Search and Replay API - New	NPS-INF-API-CORE-PPC	160.00	200.00	35.00	130.00	20,800.00
MS SQL 2016 64 bit Server Client Access License	NPS-SQL2016-64-CAL-SVR	1.00	200.00		200.00	200.00
MS SQL 2016 64 bit User/Device Client Access License	NPS-SQL2016-64-CAL-USR	23.00	200.00		200.00	4,600.00
MySQL Server license (Standard Edition)	NPS-MYSQL-STD	3.00	220.00		220.00	660.00

HARDWARE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Analog / Digital / Trunk full length PCI-E interface board (NO CABLE included)	NPS-INF-ADT-FULL	7.00	2,000.00	25.00	1,500.00	10,500.00

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Contact closure board for up to 96 recording channels, including 1st 24 channel terminal card and cable	NPS-NR-CTC	2.00	1,075.00		1,075.00	2,150.00
Additional 24 channels terminal card and ribbon cable for Contact Closure Board	NPS-NR-CTC-24EXT	3.00	480.00		480.00	1,440.00
Connection cable 10m for Analog/Digital cards	NPS-NR-ANA-DIG-CABLE-10	7.00	89.00		89.00	623.00
Moxa NPort 1port device server w/ (1)DB9M RS232 port & (1) 10/100 network port.	NPS-NR-MOXA-N-1	2.00	310.00		310.00	620.00
Split Serial Cable RS232 10 meter (used for CDR)	NPS-NR-SPLIT-SERIAL-CABLE	2.00	178.00		178.00	356.00
HP DL360 Gen9 4LFF, E5-2620v4 2.10 GHz 8 Core, 32GB RAM HPE (2) 1TB 12G SAS 7.2K rpm LFF (3.5in) HP Storage Array P440ar/2GB Controller, , HP RAID 1 HP (2) 500w Plat Power Supply, Win Svr 2016 1 * 4-Port Gigabit Ethernet Adapter	NPS-NR-SRV-17-DL360	1.00	5,750.00		5,750.00	5,750.00
HP 6TB 6G SAS 7.2K rpm LFF (3.5-inch) SC Midline 1yr Warranty Hard Drive for Gen9 ML350, DL180 and DL360	NPS-NR-HD6TB	2.00	1,400.00		1,400.00	2,800.00
HP ML350 Gen9 LFF, E5-2620v4 2.10 GHz 8 Core, 32GB RAM HPE (2) 1TB 12G SAS 7.2K rpm LFF (3.5in) HP Storage Array P440ar/2GB Controller, HP RAID 1 HP (2) 800w Plat Power Supply HP 9.5mm SATA DVD-RW Jb Gen9 Kit HP ML350 Gen9 Tower to Rack Conversion Kit, Win Svr 2016 1 * 4-Port Gigabit Ethernet Adapter	NPS-NR-SRV-17-ML350	2.00	6,915.00		6,915.00	13,830.00
Total Software:						63,985.00
Total Hardware:						38,069.00
Total Products:						102,054.00

PROFESSIONAL SERVICES

EDUCATION SERVICES

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
NICE Inform 2-day instructor led training for up to 6 students held at the client site. Covers Verify, Monitor, Reconstruction, Organizer and Reporter, as well as administration applications. (Excludes Evaluator QA).	PS-TR-EU12-PS	1.00	6,000.00	10.00	5,400.00	5,400.00
Additional day of instructor led NICE Inform Evaluator QA training for up to 6 students held at the client site, in addition to PS-TR-EU12-PS	PS-TR-EU14-PS	1.00	3,000.00	10.00	2,700.00	2,700.00

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Instructor travel and expenses per trainer for 3 days	PS-TR-INTE-03-PS	1.00	1,500.00	10.00	1,350.00	1,350.00

INSTALLATION/INTEGRATION

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
First day on site per person per week. Not required for remote installations.	PS-IN-RPI31-PS	2.00	1,000.00	10.00	900.00	1,800.00
T&E per person per week North America. Not required for remote installations.	PS-IN-RPI36-PS	2.00	2,500.00		2,500.00	5,000.00
Installation, setup and config. of Software installation per wkstn; mandatory for initial deployment of: * NICE User Registration application * Screen recording agent and/or * Inform Clients (excl Verify) when NiceVision is included in the system.	PS-IN-ASC10-PS	23.00	150.00	10.00	135.00	3,105.00
Uplift for installation/configuration of Software Screen Recording Satellite	PS-IN-ASC37-PS	1.00	500.00	10.00	450.00	450.00
Uplift for installation and configuration of Inform Elite integration to CAD and GIS mapping	PS-IN-ASC42-PS	1.00	2,000.00	10.00	1,800.00	1,800.00
Setup of SNMP traps and SNMP management consoles Castle Rock	PS-IN-VAR05-PS	1.00	1,000.00	10.00	900.00	900.00

TECHNICAL IMPLEMENTATION BUNDLE

Description	Service Identifier	Quantity	Unit List Price	Discount (%)	Unit Sell Price	Total Sell Price
Tech Implementation: First Recording System, up to 200 audio channels	PS-TEC-IEIP-03-PS	1.00	9,500.00	10.00	8,550.00	8,550.00
Tech Implementation: Additional Recording System, Different Site, up to 48 audio channels	PS-TEC-IEIP-07-PS	1.00	2,500.00	10.00	2,250.00	2,250.00

Total Services: 33,305.00

MAINTENANCE

1st Year Warranty

Description	Service Identifier	Maintenance Percentage	Discount Percentage	Net Annual Maintenance	Term (Years)	Total Maint. Price
Gold Maintenance During Warranty (1st Year). Coverage: 24x7 for remote critical, all others 8 to 5. Remote response: 2 hrs. On site response: 4 hrs. Includes software hot fixes, update packs and minor version upgrades. Excludes major version upgrades.	SP-CO-MAIN02-PS	9.00		26,968.50	1.00	26,968.50

Total Warranty 1st Year: 26,968.50

Total Maintenance: 26,968.50

Total Quote:

162,327.50

DRAFT



MEMORANDUM

To: Governing Board
From: Ron Tiedeman, IT Director
Date: 02/05/2019
Subject: Resolution 161: Phase II Disaster Recovery Software Purchases

Executive Summary:

Authorization to purchase VMWare software and Windows SQL 2019 as part of the Disaster Recovery Phase II in an amount not to exceed \$176,299.46 including tax.

Background:

The Governing Board approved the 2018-2019 Disaster Recovery Project allocating funds to create a seamless failover opportunity for all of NORCOM's mission critical software and systems.

This agenda item includes additional software as part of Phase II, which includes building a new infrastructure replicating all software and systems in a new location. The final steps in Phase II will require professional services, and specialized replication software being negotiated at this time.

Past Board or Other Related Actions:

The Governing Board approved the 2018-2019 Disaster Recovery Project allocating \$500,000 to the project, adding \$25,000 in 2018 due to savings found in the JIPTL for projects budgeted but completed with minor or no expense.

At the December 14th meeting the Governing Board approved Phase I disaster recovery purchases related to software required for the project. This agenda item includes the remainder of operating software including VmWare and Microsoft SQL Server. The final steps in Phase II will require professional services, and specialized replication software being negotiated at this time.

Policy and Strategic Implications:

The implementation of a true disaster recovery hot-site operation allows NORCOM to operate no matter the circumstance, and in some cases no matter the location. Combined with recent American Registry of Internet Numbers membership, and increased Internet speeds NORCOM will be able to provide geographically separated, diverse services to NORCOM and possibly regionally if deemed strategically advantageous.

NORCOM Staff Recommendation:

NORCOM Staff recommends the Governing Board approve the purchase of VMware software and Microsoft SQL Server as part of the Phase II disaster recovery project in an amount not to exceed \$176,299.46 including tax of Washington NVP Software Contract (ADSP016-130652 06016).

Staff Comments:

The purchase of this software allows us to continue migrating our software and services to the new SAN array purchased after governing board approval in December. Once migration is complete, staff will configure the equipment and software in preparation for complete redundancy in a new location. Within allocated budget, the final steps of the project will be equipment relocation, vendor professional services and software to replicate live data.

Options

NORCOM is a mission critical public safety services organization requiring 24 x 7 up-time to all systems. The only other option to forego current investments and consider abandoning NORCOM backup operations site that replicates real-time data to ensure operations. That option is to remain how NORCOM is today with multiple points of failure in cases of emergency.

Risks

Risks of not completing the disaster recovery project include lost investments, productivity and increased threats to NORCOM from unforeseen circumstances, outages, software and services and much more.

Finance Committee Review: Yes

The purchase of software and hardware is a project fund purchase and falls within approved purchasing guidelines.

Legal Review: No

Standard purchase of software and hardware off state and local contract purchasing vessels.

Joint Operations Board Review: No

Meeting frequency of Joint Operations has this item in front of next meeting.

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019

Account (s): JIPTL-Capital

Fiscal Note: \$176,299.46

Fiscal Impact:

Fiscal impact was allocated under capital projects for this disaster recovery project. Software renewals and support in 2020 will increase due to duplicate software and hardware at the disaster recovery site.

Attachments

Resolution 161: Disaster Recovery Phase II

Exhibit A-1: DR Site VmWare Software

Exhibit A-2: DR SQL Server Software

Resolution 161

A RESOLUTION OF THE GOVERNING BOARD OF NORCOM AUTHORIZING PURCHASES IN SUPPORT OF PHASE II OF DISASTER RECOVERY PROJECT

WHEREAS, the implementation of a true disaster recovery hot-site operation allows NORCOM to operate no matter the circumstance, and in some cases no matter the location; and whereas the implementation of a hot-site operation in combination with the recent American Registry of Internet Numbers membership will increase Internet responsiveness and efficiency, and provide a geographically separated, redundant service with greater capability to continue operations during disasters; and

WHEREAS, the NORCOM Governing Board previously approved the 2018-2019 Disaster Recovery Project initially allocating \$500,000 to the Capital Projects Fund, and later adding an additional \$25,000 in 2018 due to savings found in the JIPTL for projects completed under budget; and

WHEREAS, NORCOM is now ready to begin Phase II of the disaster recovery project, and therefore seeks approval of initial purchases of operating software including VmWare and Microsoft SQL Server; and

WHEREAS, NORCOM the total cost for this portion of Phase II is \$176,299.46;

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of NORCOM as follows:

Section 1. Authorization. The Board hereby authorizes the Executive Director to execute invoices and agreements for the purchase of operating software including VmWare and Microsoft SQL Server pursuant to the terms set forth in Exhibits A-1 and A-2 ("Agreements"). The Executive Director of NORCOM is hereby authorized to execute the Agreement with such modifications and revisions as determined to be necessary by the Executive Director and legal counsel to NORCOM.

Section 2. Further Authority; Prior Acts. All NORCOM officials, their agents, and representatives are hereby authorized and directed to undertake all action necessary or desirable from time to time to carry out the terms of, and complete the transactions contemplated by, this resolution. All acts taken pursuant to the authority of this resolution but prior to its effective date are hereby ratified and confirmed.

Section 3. Effective Date. This resolution shall take effect immediately upon its passage and adoption.

Passed by a majority vote of the Governing Board in an open public meeting on this ____ day of _____, 2019.

Signed in authentication thereof on this ____ day of _____, 2019.

Chair

Attest: _____

Exhibits A-1 and A-2

(see attached)

QUOTE CONFIRMATION



DEAR ZEB MIDDLETON,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
KGGD820	11/16/2018	VMWARE ZEB 10PROC	11093263	\$55,555.50

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
VMware vSphere Enterprise Plus (v. 6) - license - 1 processor Mfg. Part#: VS6-EPL-C UNSPSC: 43233006 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	10	3645574	\$2,900.50	\$29,005.00
VMware Support and Subscription Production - technical support - for VMware Mfg. Part#: VS6-EPL-3P-SSS-C UNSPSC: 86101601 Electronic distribution - NO MEDIA Contract: Washington NVP Software (ADSP016-130652 06016)	10	3645590	\$2,150.00	\$21,500.00

PURCHASER BILLING INFO	SUBTOTAL	\$50,505.00
Billing Address: NORCOM ACCTS PAYABLE PO BOX 50911 BELLEVUE, WA 98015-0911 Phone: (425) 577-5700 Payment Terms: NET 30-VERBAL	SHIPPING	\$0.00
	SALES TAX	\$5,050.50
	GRAND TOTAL	\$55,555.50
DELIVER TO	Please remit payments to: CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515	
Shipping Address: NORCOM TECHNOLOGY MANA 450 110TH AVE NE FLOOR 7 BELLEVUE, WA 98004 Shipping Method: ELECTRONIC DISTRIBUTION		

Need Assistance? CDW•G SALES CONTACT INFORMATION



Jon Watters

(866) 339-7081

jonwatt@cdwg.com

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at <http://www.cdwg.com/content/terms-conditions/product-sales.aspx>
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Norcom 911
450 110th Ave NE, Floor 7 - PO BOX 50911
Attn Charlene Inman
Bellevue, WA 98015-0911

Date 01/10/2019
Customer No. US-SCU-129242
Your Reference SQL Svr Ent MGM
Account Manager Monte Hunter
Your Contact Person Miriam Gonzalez
E-Mail miriam.gonzalez@softwareone.com
Direct Phone No. + 52
Our Tax ID 39-1501504

Quote US-QUO-714996

Invoice Address

Norcom 911
450 110th Ave NE, Floor 7 - PO BOX 50911
Attn Charlene Inman
Bellevue, WA 98015-0911

Shipping Address

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zmiddleton@norcom.org
PO BOX 50911
BELLEVUE, WA 98015

License Address

Norcom 911
450 110th Ave NE, Floor 7 - PO BOX 50911
Attn Charlene Inman
Bellevue, WA 98015-0911

		Description				Language				Amount	
Pos.	No.	Manufacturer	Lic. Mod.	Disc-Lev.	Format	Version	OS	Qty.	Unit Price	Sales Tax	(USD)
10	7JQ-01311	SQL Server Enterprise Core 2017 2 Lic Core Lic					SL				
		Government License									
		Microsoft	SELECTGOV+	LEVEL D	LIC	2017	Non-Specific	12	9,147.27	10.00	109,767.24
							Total USD excl. Tax		109,767.24		
							Tax Amount		10,976.72		
							Total USD incl. Tax		120,743.96		

Thank you for your request for quote.

This offer is non-binding. Prices are subject to change if supplier prices or currency values fluctuate.

Unless expressly otherwise agreed upon by the parties, by placing an order with SoftwareONE you hereby acknowledge and understand you will be bound by our terms and conditions at www.softwareone.com, and the placement of your order represents your agreement thereto. If Customer is required by law to withhold any tax from any amount payable, the amount payable will be increased so that after making all required withholdings, SoftwareONE receives an amount equal to the amount it would have received had no such withholdings been made.

Payment Terms 30 Days net
Shipping Method Electronic Software Delivery
Quote valid until 01/31/19

Prices are based on 30 Days net, FOB SoftwareONE. Shipping and Handling and applicable Sales Tax are additional. All products are non-returnable unless otherwise provided for by the Manufacturers Reseller Return Policy.

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MEMORANDUM

To: Governing Board
From: Ron Tiedeman, IT Director
Date: 02/27/2019
Subject: Paging System Discussion - Purchase/ Upgrade Current Solution vs. Alternative Solutions

Executive Summary:

Review and discuss NORCOM paging system and emergent infrastructure upgrades, and options to replace the system in conjunction with Snohomish County 911/ SERS scheduled upgrade 2019-2021 or evaluate alternative options to achieve desired goals of fire agencies regarding alphanumeric paging.

Background:

Snohomish 911 now combined with Snohomish Emergency Radio System (SERS) is in the process of upgrading their RF public safety radio network and paging infrastructure. As a result, Snohomish 911 has been working closely with NORCOM to integrate paging into that upgrade and has given NORCOM the opportunity to participate jointly in that upgrade with an anticipated hardware and services cost of approximately \$600,000.00. NORCOM would like to give the board, and agencies the opportunity to consider the long-standing solutions implemented in Zone 1 vs. alternatives to the current solution. Due to technology changes in paging, the current solution is considered a stop-gap to other forms and methods of notifications. Due to NORCOM's position not owning radio sites, rather leasing them, we felt this was a strategic conversation with the agencies we serve and a governing board decision.

NORCOM operates a public safety grade paging system in conjunction with SERS, sharing and coordinating connectivity and sites throughout King and Snohomish County specific to Fire paging services. NORCOM manages 9 sites with paging equipment; 5 are leases with King County Radio now changing to PSERN and under financial review, 1 is private and 3 have no agreement with NORCOM agencies. The financial impact to NORCOM begins with an initial \$600,000.00 paging hardware upgrade, approximately \$50,000.00 - \$100,000.00 in antenna, site UPS and service costs, and an unknown lease change due to PSERN contract changes representing a significant financial impact. The paging system serves approximately +/- 300 paging devices in zone 1. We know, due to technology pages the next upgrade in 7-10 years will result in a similar investment to achieve the next generation of IP services requiring connectivity to all sites we manage, services, support, and maintenance.

Past Board or Other Related Actions:

Starting in 2002 – Zone 1 Chiefs requested ADCOMM study alerting methods. The study concluded existing system/methods were slow compared to other system capabilities. The study recommended an Alphanumeric radio paging system to alert “people” and locution CADVoice system to alert “places”. In 2007, ADCOM engaged by Eastside Comm to develop, implement and test the “new” system, estimated at 1.6 million dollars to include paging radio site equipment, TriTech CAD interfaces and Locution equipment at 55 fire stations.

All Zone 1 Fire Agencies established an Interlocal Agreement (2007) between Fire and Eastside Communications to enable the City of Bellevue to implement the system providing the funding mechanism the agencies would use to implement the required changes. The implementation was based on the consultant recommendations which provided three alternatives to consider:

- Separate and stand-alone for Zone 1
- Expansion of Zone 3 system to include Zone 1
- Expansion of the Snohomish County Emergency Radio System (SERS) & Zone 1

SERS selected and the advantages were:

- Joint responses between Snohomish 911 and Zone 1 greater than in Zone 3
- Radio coverage in Snohomish 911 provided benefit to Zone 1
- Snohomish 911 paging technology was more current than Zone 3
- Snohomish 911 had more qualified and collaborative RF technician resources

In or around 2012, the system was integrated with SERS, providing a redundant centralized control system (paging terminal or switch) located at Snohomish 911 and operated by SERS. The radio sites are connected to the paging terminal using a combination of microwave radio and telephone providers. The radio freq (152.0075) is licensed to City of Bellevue w/ call signs WQHQ915 and 957.

NORCOM does not own any of the alpha paging equipment, rather it is owned and governed by the original Interlocal executed between Eastside Communications and Zone 1 Fire Agencies. In 2012, it was noted that several radio sites share antennae with other radio equipment and some antenna systems are over 20 years old. At that time, the Governing Board approved NORCOM assuming responsibility for conducted long-overdue maintenance and upgrades to the system. Locution became a part of the paging conversation in late 2012, and has a funding, replacement and allocation model associated with it as part of NORCOM.

Policy and Strategic Implications:

There are significant policy and strategic considerations around how we do business as it relates to our agencies partners and services. Due to the closely intertwined relationship with Snohomish 911/ SERS, our decision may alter our own business practices, but also those of Snohomish 911 agencies to include pros and cons of coverage and response.

NORCOM Staff Recommendation:

There are significant policy and strategic considerations around how we do business as it relates to our agencies partners and services. Due to the closely intertwined relationship with Snohomish 911/ SERS our decision may alter our own business practices, but also those of Snohomish 911 agencies to include pros and cons of coverage and response.

Staff Comments:

NORCOM staff has done significant research on this topic to present the agencies and the board with relevant facts. We encourage our customer agencies and partners to openly discuss the options and assist us in recommending a solution to the governing board.

Options

1. Utilize SERS option
2. Look at alternative option

Risks

1. SERS – Older technology that is reliable, however known upgrade path in 7-10 years
2. Utilize new "alternative" – Risks associated with coverage, reliability and persistence

Finance Committee Review: Yes

Scheduled for discussion at the finance committee, general overview and options at the next March meeting.

Legal Review: No

Legal has not been engaged. First, we hope to engage boards and Zone 1 users on the topic and will be briefed and presented with options for consideration.

Joint Operations Board Review: No

This overview and discussion will be presented at the next Joint Operations Board for review and consideration in March.

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019-2020

Account (s): ER&R

Fiscal Note:

Fiscal Impact:

Purchase (Existing System Upgrading paging equipment at remote locations only)

SERS Contract Pricing Estimate - \$573,447.91 Pay Sno911 SERS through MOU. Annual support Unknow at this time.

Alternative Options:

Vendor/ Technology	One-time Fees	Annual Fee
SMS/Active911/cell phone	\$35000.00	\$0.00
Spok	\$0.00	\$62.40
ValleyCom	\$20,000.00	\$0.00
ZipIt	\$65,500.00	\$23.33

Attachments



MEMORANDUM

To: Governing Board
From: Ron Tiedeman, IT Director
Date: 02/27/2019
Subject: Joint Integrated Project Technology List - 2019-2021

Executive Summary:

Governing board final draft of the 2019-2021 NORCOM and agency project priorities for review and discussion.

Background:

The NORCOM Governing Board and NORCOM Executive Director retained Online Business Systems to assist in developing a process for managing IT projects at NORCOM. The result process established a Joint Integrated Priority Technology List (JIPTL) around 2014 as an answer to project priorities, capital project budget, agency participation, organization and prioritization of projects for the good of NORCOM. Since 2014, bi-annual or 2 year work plans have been circulated and discussed among all NORCOM participants, and approved by governing board members. Agenda item 71 is to prepare the governing board members for the 2019-2021 joint integrated priority technology as its routed and discussed at finance, joint operations, police and fire meetings.

Past Board or Other Related Actions:

The Governing Board has reviewed and accepted the list as a capital improvement plan in the past actions.

Policy and Strategic Implications:

The Joint Integrated Project Technology List (JIPTL) allows NORCOM to manage not only capital expenditures, projects and staff time but also allows NORCOM to strategically plan its mission and vision. NORCOM follows standard purchasing, and technical business practices involving equipment replacement, project management, and this allows NORCOM to stay organized and prepared but also shares the projects and purchases across all member agencies giving all the opportunity to prioritize projects. The process also gives the governing board the future vision of policy and procedure as it relates to NORCOM and all the agencies served.

NORCOM Staff Recommendation:

NORCOM Staff recommends review and discussion while being reviewed and discussed with agencies. We recommend upon final agency review the list be formally brought in front of the governing board in April approval of the two-year plan.

Staff Comments:

NORCOM and agencies have participated, and worked hard on identifying projects now and in the future. The process is very collaborative, and we feel it gives everyone the opportunity to weigh in and prioritize as a group what is a priority to focus on and better technology.

Options

The two-year capital projects technology list is a collaborative effort to prioritize police, fire and NORCOM projects based on the direction of the Governing Board. Options may include long-term planning, or process-improvement planning.

Risks

Risks associated with the project list are minimal, and used to identify risks, expenditures, staffing, and various factors to mitigate risk.

Finance Committee Review: Yes

To be discussed at the March Finance Committee meeting.

Legal Review: No

Legal review unnecessary at this time.

Joint Operations Board Review: Yes

The project priorities list is scheduled for discussion during the March joint operations board meeting as well as Zone 1 operations and Police Operations.

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2019-2021

Account (s): JIPTL-Capital

Fiscal Note:

Fiscal Impact:

The fiscal impact is determined by final approval of the two year prioritized technology projects. The governing board has the ability to approval some, all or none of the project list as presented.

Attachments



MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: 03/08/2019
Subject: Current Status of Labor Negotiations

Executive Summary:

Management and Labor have reached a tentative agreement. NORCOM Associated Guild members will be voting on the agreement terms in March. NORCOM and the NORCOM Associated Guild believe a contract will be ready for Board consideration at the April meeting.

Background:

NA

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

NA

NORCOM Staff Recommendation:

NA

Staff Comments:

NORCOM is prepared to brief the Board in more detail in Executive Session if there is any interest from the Board in doing so.

Options

NA

Risks

NA

Finance Committee Review: No

NA

Legal Review: No

No

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: Y
Fiscal Year: 2019
Account (s):
Fiscal Note:
Fiscal Impact:
NA



MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: 03/06/2018
Subject: Update on meeting requested by Renton Regional Fire Authority.

Executive Summary:

NORCOM staff will provide a followup report to the meeting requested by the Renton Regional Fire Authority.

Background:

Fire Chief Rick Marshall for the Renton Regional Fire Authority (Renton RFA) asked Chief Clark of Eastside Fire to host a preliminary meeting to explore whether NORCOM could become their service provider. NORCOM staff did attend a meeting as proposed.

Renton RFA is a large Regional Fire Authority with a service area that borders much of Eastside Fire's service area. Valley Communications currently is their service provider. They have an estimated 16,191 annual calls which makes them roughly the same size as Bellevue Fire in terms of call volume.

Past Board or Other Related Actions:

NA

Policy and Strategic Implications:

There are several potential policy and strategic implications that will be discussed with the Board during the update.

NORCOM Staff Recommendation:

NA

Staff Comments:

NORCOM remains focused on its current agencies and assuring that nothing is done that would impact our current agencies negatively. If Renton RFA expresses a desire to move forward, NORCOM staff will perform due diligence and would only present for Board consideration if it was feasible, economical and would not impact our current agencies negatively.

Options

Significant further research and due diligence is required.

Risks

Significant further research and due diligence is required.

Finance Committee Review: No

NA

Legal Review: No

NA

Joint Operations Board Review: No

NA

Fiscal Impact

Budgeted Y/N: N

Fiscal Year: 2019

Account (s):

Fiscal Note:

Fiscal Impact:

The addition of Renton RFA could mean additional revenue but also would entail potential additional costs. Further due diligence is required.



MEMORANDUM

To: Governing Board
From: Tom Orr, Executive Director
Date: 03/06/2018
Subject: Update on RAADAR Grant Application

Executive Summary:

NORCOM staff will provide an update on the October, 2018 RAADAR Grant Application

Background:

NORCOM applied for a grant for RAADAR in October, 2018.

Past Board or Other Related Actions:

NORCOM previously briefed the Governing Board on the application.

Policy and Strategic Implications:

A grant offers an opportunity for NORCOM to realize a return on its investment and, even more importantly, save lives through improved coordination and information sharing between first responders.

NORCOM Staff Recommendation:

NA

Staff Comments:

NA

Options

NA

Risks

NA

Finance Committee Review: No

Not applicable unless Grant awarded and accepted by NORCOM

Legal Review: No

Not applicable unless Grant awarded and accepted by NORCOM

Joint Operations Board Review: No

Not applicable unless Grant awarded and accepted by NORCOM

Fiscal Impact

Budgeted Y/N: N

Fiscal Year: 2019

Account (s):

Fiscal Note:

Fiscal Impact:

No grant has been awarded or accepted by NORCOM.
