



# *METCOM 9-1-1*

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## **Service Agreement for Performance Audit for Public Safety Radio/Paging Communications System between Cascade Networks Inc. and METCOM 9-1-1**

METCOM plans to hire Cascade Networks Inc. (CNI) to provide a comprehensive evaluation of the equipment, and overall functionality of our public safety radio/paging communications system and to identify potential partnership opportunities with other two way systems in our area.

METCOM defines our system in the following manner:

**Communications Sites:** METCOM currently operates from 13 different communication sites. These sites are a combination of METCOM Agency owned properties and properties with other public and private partners. In each case the sites have a communications building, tower or other mounting structure, backup power and security features and communications equipment of both microwave and radio systems. Power distribution systems at each site including battery banks and chargers or power rectifiers. Commercial power is in use at all sites with the exception of the House Mountain site.

**Microwave System Components:** Aviat / Harris, Dragon Wave, Exhalt, with Adtran Atlas 550 channel banks

**Radio (LMR) System Components:** Kenwood TKR 750, NXR 700, TK790, TK7180, TK780, TK760, TKR850, TK 8180, Motorola Desktrac, CPI term panels, Gaitronics term panels, Telex IP223's, Moducom consoles.

**Voter System Components:** JPS SNV-12 voters with PTG10 pilot tone generators  
CNI is being contracted by way of a professional service agreement to provide a evaluation of the equipment, and overall functionality of our public safety radio/paging communications system.

METCOM desires that this agreement shall not include a predefined or pre-determined affiliation with a specific vendor or manufacturer or to any sales component so that any idea, changes or solutions presented are not biased to that of any communications system providers.

METCOM defines our system in the following manner:

METCOM expects that CNI will provide a detailed response to the scope of work. This scope of work was created with the intent that CNI would suggest various methods of research and data collection and propose a variety of methods to provide a complete report and findings.

METCOM also expects that CNI will suggest certain methodologies and data collection methods to provide a response with the required level of detail that is requested by METCOM to include an in depth look into potential communication systems to replace or augment our current communications system.

CNI will utilize technicians that have demonstrated a thorough background, training, experience and expertise in a variety of radio systems, radio system audits and system functionality.

CNI understand the radio needs and expectations of METCOM 911 User Group and Stakeholders.

CNI will provide a detailed infrastructure evaluation of each system:

CNI is contracted and requested to:

- Understand radio needs and expectations for users of the existing METCOM system and organization.
- Work with user members of the METCOM organization to understand their day-to-day operational needs both current and future.
- Evaluate existing infrastructure and detail its suitability as part of short term and long term future options. Infrastructure evaluated should include:
  - Communications Sites
  - Microwave System
  - Radio (LMR) System (to include existing Voting systems)
  - Paging System
  - Dispatch Radio Console Equipment
- Provide a report that identifies existing conditions and outlines the current operational capabilities or deficiencies.
- Develop a document that outlines a short and long term communications plan to address all aspects of the evaluation. These plans should address what methods or practices that METCOM should continue to use in the operations and maintenance of

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the system. The plans should also outline short and long term goals/objectives that METCOM can institute to improve system performance/operation.

- Develop a short/long term plan utilizing existing METCOM and user agency owned equipment as practical based upon reliability and compatibility.
  - Use of existing Microwave backbone
  - Maintain the ability to provide paging for fire field units
- Develop a detailed report of the findings, and a short and long term plan including recommendations based on consideration of a combination of safety, continuity of operations, affordability, efficiency, interoperability and topography.
- Identify potential partnership opportunities with neighboring jurisdictions and existing or future radio systems.
- Provide detailed evaluation and recommendation of short and long term options available to METCOM, including partnership opportunities. Evaluations and recommendations should include suitability of the solution based on identified METCOM user needs, technical feasibility and use of existing infrastructure and sites. Evaluations should include risk factors and major cost drivers.

At the conclusion of the audit CNI will provide a written and verbal report and recommendation(s) options to a group of identified stakeholders.

- These recommendations and evaluations should consider the following:
  - Multisite coverage
  - Subscriber system controls such as:
    - OTAP
    - Paging/Messaging
    - AVL
    - Wide Area or Local Coverage
    - Stun or Kill for lost radios
    - Alias Display
    - Man Down
    - Status Checks

METCOM requests that consistent and constant communication between our Administrative Staff, Technical Staff, User Members as necessary and designated Stakeholders occur on a regular basis to include an open outline with progress reports and updates throughout the analysis process.

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The scope of this project will accept the recommendation of Cascade Networks Inc. for review and discussion with the METCOM User Board.

Upon completion of the review and analysis project, CNI will provide a written report to METCOM and provide an oral review of the scope to the METCOM Governing Board to include a final demonstration of capabilities and operation. The final project analysis should include recommendations for implementation both short and long term utilizing a phased in approach if possible. The recommendation should identify priorities that should be considered by stakeholders for moving forward. Recommendations should take into consideration the potential for METCOM to remain as a standalone communication Agency and also consider the potential of a merger with other communication centers and how the radio system could function.

Final review and potential implementation will be the responsibility of the METCOM Governing Board.

**Ownership:**

Ownership of the finished product, as well as real and intellectual property shall be retained by METCOM.

**Billing/Compensation:**

CNI will perform the said services identified in this professional service agreement for the sum of \$24,000. Fifty (50%) to be paid to CNI from METCOM at time of initiation of the project with the remaining fifty (50%) percent to be paid at the completion of the project following the presentation to the Board. Completion timeline to occur prior to or by September 30, 2016.

**Confidentiality:**

Contractor (CNI) agrees to abide by the Agency's confidentiality policies and practices. METCOM is a public entity and routinely handles sensitive public information. Every effort will be made to ensure the protection of any such information that the Contractor is provided. All information will be returned to METCOM at termination of the contract.

**Contract Term and Termination:**

As long as this agreement satisfies both parties, the contract shall remain in effect throughout the duration of the Performance Audit for the Public Safety Radio/Paging Communications System for METCOM.

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This Professional Service Contract was formed between Contractor (CNI) and METCOM on April \_\_\_\_, 2016. Services rendered will be

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Chris Schueller  
Cascade Networks Inc.

By: *Gina Audritsh* Date: 4-18-16  
Gina Audritsh, Executive Director  
METCOM 9-1-1

