

# **City of Jonesboro**

## **Request For Information and Pricing On 9-1-1 PSAP Equipment**

**Prepared by:  
Southwestern Bell  
Telephone Company**

**Dwight A. Williams  
Area Manager - E9-1-1  
501-373-5697  
or  
1-800-590-8095**

**March 15, 1999**

**SOUTHWESTERN BELL TELEPHONE COMPANY QUOTATION**

Dwight Williams                      PH. 501-373-5697                      FAX 501-373-5648  
700 West 29<sup>th</sup> , Room 475 , North Little Rock, AR 72114

QUOTE: 99101 REV O

DATE: March 12, 1999

QUOTATION REQUESTED BY:

City of Jonesboro  
314 W. Washington  
Jonesboro, AR 72401

Mayor Hubert Brodell

**Narrative of Purpose**

**or Scope of Work:** Provide and install E 9-1-1 System for The City of Jonesboro

See Attached Price Quote.

This quote is good for 30 calendar days.

This Quote is based on a normal installation interval of 90 days from contract sign date and depends upon availability of required data.

Installation on an expedited basis will require a separate charge to cover short interval shipping and/or premium labor charges that are not reflected in this quotation.

***Billing Policy: 20% at start, 30% at 1/2, 50% at project completion.***



March 15, 1999

Mayor Hubert Brodell  
City of Jonesboro  
314 W. Washington  
Jonesboro, AR 72401

Mayor Brodell:

On behalf of Southwestern Bell Telephone Company, I would like to thank you for the opportunity to respond to your request for information and prices for Enhanced 9-1-1 equipment. Southwestern Bell provides over 90 percent of the 9-1-1 systems in Arkansas. Our 9-1-1 experience, service, support, maintenance and responsiveness is unrivaled.

Let me highlight some of the benefits of selecting Southwestern Bell as your Enhanced 9-1-1 equipment provider.

- Your E9-1-1 system will be supported and maintained by technicians trained specifically on your requirements. They will resolve problems quickly and have a vested interest to ensure the availability of 9-1-1 service.
- You avoid the problems of owning your equipment; you need never worry about maintenance contracts or equipment obsolescence.
- Our state-of-the-art technology will assure you the highest quality equipment for your system.
- The citizens of Jonesboro voter-approved the 5% E 9-1-1 Service Fee and are expecting the *best* E 9-1-1 Service. We feel Southwestern Bell is the supplier best equipped and positioned to provide this service.

Our 9-1-1 experience will show that we are the most qualified vendor to provide your Enhanced 9-1-1 equipment and we look forward to working with you on the installation of your system. If you have any questions or concerns, I can be reached at 501-373-5697.

We take pride in the quality, reliability and success of our 9-1-1 equipment, and are confident that our experience, knowledge and dependability is unmatched in Arkansas.

Sincerely,  


Dwight A. Williams  
Area Manager - 911

CC: Info Systems and 9-1-1 Committee  
Chris Connally, Mark Miles, Danny Honnoll, Rhonda Cline

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## SUPPLIER SELECTION CRITERIA

Each supplier shall be evaluated against the following criteria:

1. **Ability to Respond Quickly and Professionally to Service Problems and Outages:**
  - a. Name and Address of company responsible for installing and maintaining the suppliers equipment: Southwestern Bell Telephone Company, Attn: Dwight Williams, 515 W. Pershing - Rm. 475, N. Little Rock, AR 72114
  - b. Nearest Reporting Location of 9-1 -1 Trained Technicians: Southwestern Bell Telephone Company, 723 S. Church, Jonesboro, AR
  - c. Approximate average time before technician arrive at the PSAP during service outages: Fifteen (15 minutes) (Note: 52 technicians in state)
  - d. Number of Trained 9-1 -1 technicians at nearest location: Three (12 in a 25-50 mile area)

Preference is typically given to firms with a technician reporting location in County.

### 2. Supplier's Stability:

- a. Date of Incorporation or Establishment: March 2, 1917 Southwestern Bell Telephone Company, licensed to do business in Arkansas.
- b. Years of experience in 9-1-1 CPE sales, installation and maintenance: 30 plus years
- c. Number of Employees Located within twenty-five miles of the City Hall: 250 employees
- d. Number of Total Employees: 2,700 employees in Arkansas (150,000 companywide)

### 3. System Design and Reliability:

- a. Is Equipment Designed To Be An E 9-1-1 System or Is It a Modified Telephone Switch: Southwestern Bell provided per MAARS is a totally designed 9-1-1 System.
  - b. Are There Single Points of Failure. Southwestern Bell's provided PEI MAARS has no single points of failure.
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- c. Does E 9-1-1 System Provide Redundancy.  
Southwestern Bell's provided PEI MAARS has redundancy designed into and will be provided in the system .
  - d. Is The System Designed As A Distributed Micro-Processor Architecture Or Is It Designed On A Central Motherboard Approach.  
Southwestern Bell's provided PEI MAARS is designed as Distributed Micro-Processor Architecture with a CPU in each and every module, therefore , it has no Single Point of Failure.
4. Supplier Systems in Arkansas:
- a. Number of Installed Systems:  
Southwestern Bell is providing E 9-1-1 Service to 50 plus counties in Arkansas with 75 plus PSAPS.
  - b. List of Arkansas E 9-1-1 Customers:  
A partial list of Arkansas E 9-1- 1 customer/references has already been provided to the City.

March 12, 1999

To: Mayor Hubert Brodell  
City of Jonesboro

**MEMORANDUM: MAJOR REASONS CITY/COUNTY GOVERNMENTS HAVE DECIDED "NOT TO OWN AND MAINTAIN" THEIR OWN PSAP EQUIPMENT.**

- Customer owned and maintained equipment will require either maintenance contract or a sizable investment in spare parts. (How do you handle replacement or repair on replaced equipment)?
- Multiple service providers in a life-saving service, where any form of down-time from repair or maintenance has to be kept to an absolute minimum.
- It will require several phone calls to different repair groups to get repair and maintenance.
- Customer owned and maintained equipment has to contend with attempting some form of 7 days per week - 24 hours per day maintenance and repair.
- Customer maintained systems typically do not have capability for on-line maintenance and repair.
- Customer owned and maintained equipment typically has a limited number of personnel available to work on E 9-1-1 equipment. These people will have limited, to no training on E 9-1-1 equipment. What will be their level of productivity/efficiency?
- In the case of some catastrophic event (lightning strike, etc.) There are "no spare systems" available. Therefore, down-time can be a very serious factor.
- Customer owned and maintained equipment will necessitate, either contracting training for your dispatch personnel or attempting "in-house training".
- Customer owned and maintained equipment will require customer to keep up with "software revisions and updates".
- Customer owned and maintained equipment, taxes and insurance a factor.
- The majority of E 9-1-1 systems in Arkansas (95 +) lease their E 9-1-1 equipment from the telephone company.

Dwight A. Williams  
Area Manager-911 Emergency Services  
501-373-5697

March 12, 1999

To: Mayor Hubert Brodell  
City of Jonesboro

**MEMORANDUM: MAJOR REASONS CITY/COUNTY GOVERNMENTS "LEASE" E 9-1-1 EQUIPMENT FROM SOUTHWESTERN TELEPHONE COMPANY.**

- E9-1-1 PSAP Equipment leased from Southwestern Bell Telephone Company ---All maintenance and repair is provided at no additional cost.
- City/County Government typically wants "One-Service Provide" of (this critical --life saving service) E9-1-1- System/Equipment. For example, typically, one-service provider is desired in radio equipment).
- One phone call to Southwestern Bell Telephone Company will get immediate response for any and all maintenance and repair.
- Southwestern Bell Telephone practically has on-site technicians-- they are only minutes away - available on 7 days a week , 24 hours a day basis.
- Southwestern Bell monitors E 9-1-1 PSAP equipment, network, etc. from our Special Services Center. We make on-line adjustments and dispatch our technicians when needed.
- Southwestern Bell has approximately 52 technicians trained on E 9-1-1 PSAP equipment in Arkansas. (Out technicians go through several training streams on the E 9-1-1 equipment.)
- Back-up in case of a catastrophic event (lightning strike, etc. ) In order to keep down-time to a minimum, we have an E9-1-1 PSAP "Hot Spare" system in our 9-1-1 Service Centers in Jonesboro, Little Rock, etc.
- Southwestern Bell provides initial training on E 9-1-1 equipment, as well as on-going training. "Part of the "over-all" service provided by the SWBT E9-1-1 Team.
- SWBT will coordinate with county to keep current "software updates" on E 9-1-1 PSAP equipment.
- SWBT owns PSAP equipment; therefore, we take care of all property taxes and Insurance on PSAP equipment.

Dwight A. Williams  
Area Manager-911 Emergency Services  
501-373-5697

**PRICE QUOTE**

PEI MAARS "Windows NT" System, 5 Positions, Equipped for six 9-1-1 trunks with CAD interface. *Magic MIS.*

**MATERIAL & INSTALLATION:** **\$127,843.34 \* #**

**SYSTEM MAINTENANCE:**

**Option 1:**

5 Year Maintenance Contract  
For Labor And Materials \$ 27,104.70  
*(Paid Up Front)*

**Option 2:**

5 Year Maintenance Contract  
For Labor And Materials  
*(Paid Annually)*

Year 1	\$ 5,420.94
Year 2	\$ 5,963.03
Year 3	\$ 6,550.30
Year 4	\$ 7,227.92
Year 5	\$ 7,950.71

NOTE: Southwestern Bell prices only, applicable taxes will apply.

\* Sales price can be spread over time, if this better suits the City's budget.

# RESTRICTED - PROPRIETARY INFORMATION: - NOT TO BE RELEASED WITHOUT SOUTHWESTERN BELL'S PERMISSION