

**Incremental Equipment Items List
DRAFT List from LRPC Feb 28, 2013
CA. 9-1-1 Advisory Board Attachment**

Handout # 4

Monitors
Digital Records
EMD Call Taking Software
Specialized workstation furniture
Soundproofing
Chairs
Anti-static carpet or tiles
Headsets
GIS Mapping
Emergency Notification System
Haines Cross Directory
NG9-1-1 Technology Services/Software
MIS/ECaTS Services (Consult with 9-1-1 Office GIS/MIS to resolve issues)

**Standard 9-1-1 System
Operations Manual Chp. III**

A standard 9-1-1 system includes all 9-1-1 CPE and systems used within the communication center's 9-1-1 call taker work area (including the 9-1-1 equipment room/closet) in direct support of the delivery of 9-1-1 calls to the 9-1-1 call taker. The elements of a standard 9-1-1 system, as competitively bid and available on the current contract, are detailed below.

Standard 9-1-1 Call Taker Position – Intelligent Workstation (IWS), including:

1. Full Telephony Computer
2. 19" LCD Monitor
3. Mouse
4. Standard Keyboard
5. Keypad Dialer (if no phone set)
6. Phone Set (only if necessary for computer telephony integration)
7. Keyboard Arbitrator
8. Instant Recall Recorder
9. Uninterruptible Power Supply (UPS) For Call Taker Positions - fifteen (15) minutes
10. Automatic TDD/TTY Capability

Turnkey call processing system, including:

11. Two (2) UPS (one is redundant) serving all backroom equipment - fifteen (15) minutes (each)
12. Printer for ANI/ALI printing
13. Training for 9-1-1 call taker(s) and 9-1-1 call taker supervisor(s)
14. Enhanced CAMA trunks
15. Capability for third party contractor to remotely collect real time ANI/ALI/Call Detail Record Data via a frame relay connection
16. Cabling
17. Dynamic ANI/ALI output interface to PSAP provided for CAD, GIS, MIS, etc.
18. Emergency Call Taking and Priority Software
19. "New Technologies"

1. Automatic call distribution
2. Call Traffic Study
3. Computer memory/storage additions for 9-1-1 call taker telephony computer
4. Facility modifications necessary to accommodate 9-1-1 call taker workstations
5. Furniture - call taker workstation and chair
6. Geographical Information System (GIS) services, software, and equipment
7. Headsets
8. Logging recorder for 9-1-1 calls
9. Maintenance (extended CPE maintenance beyond the 5 year contract terms)

10. ~~Management Information System (MIS) software and computer solely for 9-1-1 call management information collection and reports~~
11. Move or removal of 9-1-1 intelligent workstation (IWS)
12. Moves, add and changes (MAC) to features of 9-1-1 call taker telephony computer
13. TDD/TTY testing (per NENA recommended standard)
14. Aerial photographs
01. Application interface device
02. CAD integration
03. Computer
04. Computer hardware upgrades
05. Computer software upgrades
06. Computer software used to create/manipulate map datasets
07. Consulting services for GIS
08. Datasets (commercial map datasets where, as a minimum, the dataset must have road centerlines and street address names and ranges)
09. Map maintenance
10. Map data conversion and installation
11. Monitors
12. Personnel time to build and maintain the PSAP portion of the GIS database, including
 - A. creation of new map dataset road centerlines using aerial photographs and/or global positioning system (GPS) assisted data collection;
 - B. creation of public safety related map layers;
 - C. training; and,
 - D. verification of map dataset accuracy. Activities may include:
 - a. verification/correction of spatial street centerline data;
 - b. verification/correction of street address ranges, street names and spellings; and,
 - c. comparison, verification/correction of map dataset and/or Master Street Address Guide (MSAG).