



# 9-1-1 ACOG BOARD OF DIRECTORS

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Chair

**Rod Cleveland**  
Cleveland County  
Commissioner

Vice-Chair

**Carrie Blumert**  
Oklahoma County  
Commissioner

Secretary/Treasurer

**Brian Grider**  
Mustang Mayor

Executive Director

**Mark W. Sweeney, AICP**

[association of central oklahoma governments](http://acogok.org)

4205 N. Lincoln Blvd. | Oklahoma City, OK 73105 | 405.234.2264 | [acogok.org](http://acogok.org)

## 9-1-1 ACOG BOD AGENDA:

THURSDAY, SEPTEMBER 30, 2021, 1 P.M.



THE 9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS BOARD OF DIRECTORS WILL HOLD A REGULAR **IN-PERSON** MEETING ON THURSDAY, SEPTEMBER 30, IN THE ACOG BOARD ROOM, 4205 N. LINCOLN BLVD., OKLAHOMA CITY, OKLAHOMA.

PLEASE NOTIFY ACOG AT 405-234-2264 (TDD/TTY CALL 7-1-1 STATEWIDE) BY 5 P.M. MONDAY, SEPTEMBER 27, IF YOU REQUIRE ACCOMMODATIONS PURSUANT TO THE AMERICANS WITH DISABILITIES ACT OR SECTION 504 OF THE REHABILITATION ACT.

# AGENDA

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1. CALL TO ORDER ([ATTACHMENT 1](#))
2. APPROVAL OF AUGUST 26, 2021, MINUTES ([ATTACHMENT 2](#))
3. COMMUNICATIONS:
  - A. CHAIRPERSON'S REPORT
  - B. EXECUTIVE DIRECTOR'S REPORT
4. PUBLIC COMMENTS FROM CITIZENS OR DELEGATIONS

## BEGINNING OF CONSENT DOCKET

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### 5. APPROVAL OF THE CONSENT DOCKET:

**INFORMATION:** Requires a motion to approve, with a second, that all items under the Consent Docket be considered in one vote.

#### CONSENT DOCKET ITEMS:

- A. Finance Report – August 2021 Claims: Deborah Cook, CPA, Director of Finance ([ATTACHMENT 5-A](#)) *Action requested.*

## END OF CONSENT DOCKET

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### 6. REGULAR AGENDA ITEMS THAT MAY REQUIRE 9-1-1 ACOG BOARD OF DIRECTORS ACTION:

- A. Intrado 9-1-1 System Annual Maintenance and Support Agreement (Transitional Support Agreement): Brent L. Hawkinson, Director of 9-1-1 & Public Safety ([ATTACHMENT 6-A](#)) *Action requested.*
- B. New TierPoint Master Services Agreement for Data Center Services: Brent L. Hawkinson, Director of 9-1-1 & Public Safety ([ATTACHMENT 6-B](#)) *Action requested.*

C. NG9-1-1 Implementation Status Report: Brent L. Hawkinson, Director of 9-1-1 & Public Safety ([ATTACHMENT 6-C](#)) *For information only.*

**7. GENERAL STATUS REPORT:** Brent Hawkinson, Director of 9-1-1 & Public Safety  
*For information only.*

**8. NEW BUSINESS**

**9. ADJOURN**

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**NEXT MEETING:**

Thursday, October 28, 2021, 1 p.m.

# ATTACHMENT 1

## 9-1-1 ACOG BOARD OF DIRECTORS

CITY/ORGANIZATION	MEMBERS	ALTERNATES
ARCADIA (1)	Hon. James Woodard Mayor	Hon. Marcus Woodard Vice-Mayor
BETHANY (8)	Hon. Nikki Lloyd Mayor	Hon. Kathy Larsen Councilmember ----- Hon. Chris Powell Vice-Mayor
BLANCHARD (4)	Hon. Chuck Kemper City Councilmember	Hon. Eddie Odie Mayor ----- Hon. Joe Davis Councilmember
CEDAR VALLEY (1)	Hon. Stan Wieczorek Mayor	Hon. Jerry Cole Trustee
CHOCTAW (5)	Hon. Chad Williams Councilmember	Hon. Jeannie Abts Councilmember
DEL CITY (9)	Hon. Floyd Eason Mayor	Hon. Pam Finch Councilmember ----- Hon. Michael Dean Councilmember
EDMOND (33)	Hon. Josh Moore Councilmember	Hon. Darrell Davis Mayor
EL RENO (7)	Hon. Matt White Mayor	Hon. Tim Robinson Councilmember
FOREST PARK (1)	No Designee	No Designee
GUTHRIE (4)	Hon. Steven J. Gentling Mayor	Hon. Jeff Taylor Councilmember
HARRAH (2)	Hon. Chris Lally Councilmember	Hon. Tom Barron Councilmember
JONES CITY (1)	Hon. Ray Poland Mayor	Hon. Missy Wilkinson Vice-Mayor
LAKE ALUMA (1)	Hon. John Kenney Mayor	Hon. Tom Steiner Treasurer
LEXINGTON (1)	Hon. Mike Donovan Councilman	Hon. Max Punneo Vice- Mayor
LUTHER (1)	Hon. Terry Arpss Mayor	Hon. Joshua Rowton Trustee ----- Hon. Carla Caruthers Trustee

## 9-1-1 ACOG BOARD OF DIRECTORS (CONT.)

CITY/ORGANIZATION	MEMBERS	ALTERNATES
MERIDIAN (1)	Hon. Ronald Dumas Mayor	Hon. Joyce Swanson Vice-Mayor
MIDWEST CITY (24)	Hon. Matt Dukes Mayor	Hon. Pat Byrne Councilmember ----- Hon. Christine Allen Councilmember
MOORE (24)	Hon. Mark Hamm Councilmember	Hon. Glenn Lewis Councilmember ----- Any Moore Councilmember
MUSTANG (8)	Hon. Brian Grider Mayor	Hon. Michael Ray Councilmember
NEWCASTLE (4)	Hon. Gene C. Reid Councilmember	Hon. Mike Fullerton Vice-Mayor
NICHOLS HILLS (2)	Hon. E. Peter Hoffman Jr. Mayor	No Designee
NICOMA PARK (1)	Hon. Mark Cochell Mayor	Hon. Mike Czerczyk Vice-Mayor
NOBLE (3)	Hon. Phil Freeman Mayor	Hon. Ezra Roesler Vice-Mayor ----- Hon. Gary Hicks Councilmember
NORMAN (37)	Hon. Breea Clark Mayor	Hon. Stephen Holman Councilmember
PIEDMONT (3)	Hon. Kevan Blasdel Councilmember	Hon. Melissa Ashford Councilmember ----- Hon. Austin Redus Councilmember
SLAUGHTERVILLE (2)	Hon. Valerie Stockton Trustee	Hon. Steve Easom Mayor
SMITH VILLAGE (1)	No Designee	Hon. Kathy Jordan Trustee
SPENCER (2)	Hon. Frank Calvin Mayor	Hon. John Scalan Vice-Mayor ----- Hon. Kerry Andrews Councilmember
THE VILLAGE (4)	Hon. Cathy Cummings Councilmember	Hon. Sonny Wilkinson Mayor ----- Hon. Adam Graham Vice-Mayor

## 9-1-1 ACOG BOARD OF DIRECTORS (CONT.)

CITY/ORGANIZATION	MEMBERS	ALTERNATES
TUTTLE (3)	Hon. Mary Smith Vice-Mayor	Hon. Austin Hughes Councilmember
VALLEY BROOK (1)	No Designee	No Designee
WARR ACRES (4)	Hon. Jim Mickley Mayor	Hon. Roger Godwin Councilmember ----- Hon. John Knipp Councilmember
WOODLAWN PARK (1)	Hon. Jim Gilbert Mayor	No Designee
YUKON (10)	Hon. Shelli Selby Mayor	Hon. Rick Cacini Councilmember
CANADIAN COUNTY (3)	Hon. Marc Hader Commissioner	Hon. Jack Stewart Commissioner ----- Hon. David Anderson Commissioner
CLEVELAND COUNTY (6)	Hon. Rod Cleveland Commissioner	Hon. Darry Stacy Commissioner ----- Hon. Harold Haralson Commissioner
LOGAN COUNTY (12)	Hon. Kody Ellis Commissioner	Hon. Marven Goodman Commissioner ----- Hon. Monty Piearcy Commissioner
OKLAHOMA COUNTY (9)	Hon. Carrie Blumert Commissioner	Hon. Brian Maughan Commissioner ----- Hon. Kevin Calvey Commissioner

## ATTACHMENT 2

### SUBJECT:

## MINUTES OF THE 9-1-1 ACOG BOARD OF DIRECTORS MEETING

### DATE:

AUGUST 26, 2021

The regular meeting of the 9-1-1 Association of Central Oklahoma Governments Board of Directors was convened at 1 p.m. on August 26, 2021, in the ACOG Board Room, 4205 N Lincoln Boulevard, Oklahoma City, Oklahoma. The meeting was held as indicated by advance notice filed with the Oklahoma County Clerk and by notice posted at the ACOG offices at least 24 hours prior to the meeting.

### PRESIDING

Hon. Rod Cleveland, Commissioner

### ENTITY/AGENCY

Cleveland County

### BOARD MEMBERS PRESENT

Hon. Nikki Lloyd, Mayor  
Hon. Chuck Kemper, Councilmember  
Hon. Stan Wieczorek, Mayor  
Hon. Steven Gentling, Mayor  
Hon. Ray Poland, Mayor  
Hon. John Kenny, Mayor  
Hon. William Arps, Mayor  
Hon. Joyce Swanson, Vice-Mayor  
Hon. Matt Dukes, Mayor  
Hon. Melissa Hunt, Councilmember  
Hon. Brian Grider, Mayor  
Hon. Gene C. Reid, Councilmember  
Hon. E. Peter Hoffman Jr, Mayor  
Hon. Breea Clark, Mayor  
Hon. Kevan Blasdel, Councilmember  
Hon. Valerie Stockton, Trustee  
Hon. Frank Calvin, Mayor  
Hon. Cathy Cummings, Councilmember  
Hon. Mary Smith, Vice-Mayor  
Hon. Roger Goodwin, Councilmember  
Hon. Shelli Selby, Mayor

Bethany  
Blanchard  
Cedar Valley  
Guthrie  
Jones City  
Lake Aluma  
Luther  
Meridian  
Midwest City  
Moore  
Mustang  
Newcastle  
Nichols Hills  
Norman  
Piedmont  
Slaughterville  
Spencer  
The Village  
Tuttle  
Warr Acres  
Yukon

### BOARD MEMBERS ABSENT

Hon. James Woodard, Mayor  
Hon. Stan Wieczorek, Mayor  
Hon. Chad Williams, Councilmember  
Hon. Floyd Eason, Mayor  
Hon. Josh Moore, Councilmember  
Hon. Matt White, Mayor  
No Designee  
Hon. Chris Lally, Councilmember  
Hon. Mike Donovan, Councilmember  
Hon. Mark Cochell, Mayor

Arcadia  
Cedar Valley  
Choctaw  
Del City  
Edmond  
El Reno  
Forest Park  
Harrah  
Lexington  
Nicoma Park

## **BOARD MEMBERS ABSENT (Cont.)**

Hon. Phil Freeman, Mayor  
No Designee  
No Designee  
Hon. Jim Gilbert, Mayor  
Hon. Marc Hader, Commissioner  
Hon. Kody Ellis, Commissioner  
Hon. Carrie Blumert, Commissioner

Noble  
Smith Village  
Valley Brook  
Woodlawn Park  
Canadian County  
Logan County  
Oklahoma County

## **GUESTS**

Pete White  
Chief Don Sweger  
Kurt Swanson

ACOG Legal Counsel  
Guthrie Police Department  
Meridian

## **STAFF**

Mark W. Sweeney  
Brent Hawkinson  
John M. ShArps  
Debbie Cook  
Rachel Meinke  
Beverly Garner  
Shana Sapp

## **POSITION**

Executive Director  
9-1-1 & Public Safety Director  
Deputy Director  
Finance Director  
Public Information Director  
Executive Assistant  
9-1-1 Administrative Assistant

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### **1. CALL TO ORDER**

Chairman Rod Cleveland called the meeting to order at 1:06 p.m. A quorum was present.

### **2. APPROVAL OF MINUTES - REGULAR MEETING JUNE 24, 2021**

Director Peter Hoffman made a motion to approve the June 24, 2021, minutes.  
Director Steven Gentling seconded the motion. The motion carried unanimously.

### **3. COMMUNICATIONS:**

- A. CHAIRPERSON'S REPORT - Chair Rod Cleveland introduced himself as the new Chair for 9-1-1 ACOG Board.
- B. EXECUTIVE DIRECTOR'S REPORT - Mark W. Sweeney went over the Next Generation 9-1-1 Project flyer that was passed out to the Board members. He said the flyer will be a guide to any questions the Board members may receive from their constituents. Mr. Sweeney reminded the Board that the 2022 9-1-1 Telephone Service Fee Resolutions are due by September 24, 2021.

Mr. Sweeney also reminded the Board about the recent amendments to the Agreement Creating 9-1-1 ACOG. He said the changes were emailed to all forty-seven members and the deadline for submitting resolutions for adoption is no later than October 12, 2021. He said once the changes have been approved by a majority of the membership, the amendments will be sent to the Attorney General for his signature and final acceptance.

### **4. PUBLIC COMMENTS FROM CITIZENS OR DELEGATIONS**

None



## **5. CONSENT DOCKET**

Chairman Cleveland presented the Consent Docket, saying staff recommended that item 5-A be placed on the Consent Docket, and if this item that is proposed does not meet with the approval of all Board of Directors, it will be heard in regular order.

### **A. Finance Report – Authorization of Payments of June and July 2021 Claims**

Director Ray Poland made a motion to approve that all the items under the consent docket to be considered in one vote. Director Roger Godwin seconded the motion. The motion carried unanimously.

## **6. REGULAR AGENDA ITEMS THAT MAY REQUIRE 9-1-1 ACOG BOARD OF DIRECTORS ACTION**

### **A. NG9-1-1 Status Update – Progress Report on Vendor Deliverables and Project Timeline**

Brent Hawkinson introduced David Jones, Mission Critical Partners (MCP) Senior Vice President, Strategic Accounts. Mr. Jones presented the NG9-1-1 Status of the NGA 911 Call Routing Solution and Solacom Call Handling Solution, as a progress report on vendor deliverables and current project timeline.

To view the full NG9-1-1 Status Update - Progress Report on Vendor Deliverables and Project Timeline presentation, click on this link:  
[http://www.acogok.org/wpcontent/uploads/2021/09/911-ACOG-Board-Meeting\\_NG911-Update-08262021\\_Final.pdf](http://www.acogok.org/wpcontent/uploads/2021/09/911-ACOG-Board-Meeting_NG911-Update-08262021_Final.pdf)

Director Gene C. Reid asked if the providers are working with other COGs and if there have been any issues in the past. Mr. Jones said that 9-1-1 ACOG is the first in the State of Oklahoma to advance this far into Next Generation 9-1-1. He said there are other regions and states that are further ahead in the Next Generation 9-1-1 process; for example, parts of Texas have a fully functional NG9-1-1 system. He said there are at least 26 states that are in various levels of advancement within Next Generation 9-1-1. Mr. Jones said part of the process during the procurement phase was accessing the success of implementation in other 9-1-1 organizations.

Director Terry Arps asked what was the nature of the deficiencies between Solacom and NGA 911. Mr. Jones responded that communication and scheduling issues with interoperability testing were not to MCP's satisfaction. He said that staff reached out to the project manager for Solacom with five specific items and gave them 30 days for improvement. Director Arps asked if the schedule has been impacted by the delays. Mr. Jones answered that the schedule will be affected, and implementation may be extended into early 2022. Director Arps asked if a delay would affect the need for added staffing and if there will be vendor penalties for delays. Mr. Sweeney said that the additional ACOG staffing was for the implementation phase and for ongoing operations. He said the deadline for implementation was originally November 30, 2021, and no penalties were written into the contract other than legal and termination actions for non-compliance with the contract. He said 9-1-1 GIS and Operations staff members are working daily with the two vendors to implement the system.

Mr. Hawkinson said that staff has added an accountability measure for both vendors. He said the vendors provide daily status to the ACOG staff by the close of each

business day. He said this will be provided throughout the remaining time frame of the project.

## **7. GENERAL STATUS REPORT**

### **9-1-1 Administrative:**

**CY 2022 Telephone Service Fee Resolutions:** Staff emailed 9-1-1 ACOG Member City, Town, and County CY 2022 Telephone Service Fee Resolutions in July, with a no later than September 24 return date. Members have been responding accordingly and we expect all to comply by the deadline.

### **9-1-1 Operations:**

**NextGen 9-1-1 Implementation:** Once IoT (Inter-operability Testing) is complete between NGA 911 & Solacom and a 9-1-1 Test Call is successfully pushed through the new system, Dispatcher Training and PSAP Installation Schedules will be communicated to PSAP Directors.

### **9-1-1 GIS:**

**Blanchard PSAP:** 9-1-1 GIS is in the beginning stages of processing, converting, and inputting City of Blanchard data to fit into the Next Generation 9-1-1 and Oklahoma State Standard schema. GIS staff is going through the raw data Blanchard provided and constructing the data to be loaded into the ACOG 9-1-1 database.

### **9-1-1 Institute:**

**Managing Different Generations in the Dispatch Center:** The 911 Institute has added a new course to their curriculum, Managing Different Generations in the Dispatch Center. This course will introduce 911 Communication Center Supervisors and Communication Training Officers to the different generations and the challenges they may have when supervising a multigenerational workforce. The course describes the generations from Baby Boomers to Gen Z. It provides valuable information on the characteristics of each of these generations, as well as helpful information on how to manage a communication center accordingly.

Director Gentling asked if the training classes will be recurring. Mr. Hawkinson answered that initially the classes will be one time to get all the dispatchers trained. He said staff will be using GeoCom for database needs, as well as the new Solacom Guardian system for training. Director Arps asked if the new system will be able to detect the location of cell phones if they are powered off. Mr. Hawkinson said that it is a public safety feature that the wireless companies have agreed to, and the dispatchers are trained to request a Manual Automatic Location Information Bid.

Director Cathy Cummings asked if Facetime will be an option for emergency calls. Mr. Hawkinson answered that it will be an available feature.

### **PSAP Call Volume Statistics:**

Monthly PSAP Call Volume Statistics were available for the Board members on the front table.

**8. NEW BUSINESS:**

No new business was discussed.

**9. ADJOURN**

There being no further business to discuss, Chair Rod Cleveland adjourned the meeting at 1:50 p.m.

ADOPTED THIS 30TH DAY OF SEPTEMBER 2021.

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CHAIR

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SECRETARY-TREASURER

# CONSENT DOCKET

## ATTACHMENT 5-A

**SUBJECT:**

**FINANCE REPORT - AUGUST 2021 CLAIMS**

**DATE:**

SEPTEMBER 30, 2021

**FROM:**

**DEBORAH COOK, CPA**

Finance Director

**INFORMATION:**

In accordance with the revised ACOG claims list process, August claims were paid biweekly during the month. Copies of the [claims](#) lists for payments made during August are included for ratification. The August cash status reports are also included for information.

**ACTION REQUESTED:**

Motion to ratify payment of all claims paid during the month of August 2021.

***In accordance with the revised claims process, this list of claims paid in August is offered for the Board of Directors to ratify.***

**9-1-1 Operating/Maintenance**

AT&T (Network, Database)	\$	36,335.02	
AT&T (Tribbey Circuit)		90.00	
AT&T (Service - Help Desk iPads)		107.31	
Cox Communications		25,309.75	
Dobson Telephone		280.00	
GeoComm, Inc. (GeoLynx Server Maintenance & Add-on) 2 m		15,538.00	
Hinton Telephone Company		246.20	
Insurica (Auto Insurance)		4,382.00	
Intrado (Maintenance)		23,880.00	
Language Line		1,548.91	
Logix Communications		199.32	
MIDCON Recovery Solutions, LLC (Maintenance)		4,410.00	
Mission Critical Partners, LLC		17,662.02	
Oklahoma County Public Building Authority		1,724.77	
Oklahoma Tax Commission (Vehicle Expenses)		36.50	
Pottawatomie Telephone Co (Tribbey Circuits)		138.02	
TierPoint Oklahoma, LLC (Maintenance)		6,386.00	
WEX Fleet Services		179.07	
Windstream		80.70	
Total August Claims			\$ 138,533.59

**ATTEST:**

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**CHAIRMAN**

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**SECRETARY/TREASURER**

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
CASH STATUS REPORT  
FOR THE MONTH ENDED AUGUST 31, 2021

	OPERATING ACCOUNT	SAVINGS ACCOUNT	TOTAL
Beginning Balance <i>August 1, 2021</i>			
Cash on Deposit	\$ 7,605,118.96	\$ 12,025,108.76	\$ 19,630,227.72
Cash Receipts			
Fee Income - Wireline	\$ 27,528.76	\$ -	\$ 27,528.76
Fee Income - OTC	445,096.72	-	445,096.72
Contracts	-	-	-
Transfers of Funds	-	-	-
Interest/Dividend Earned	-	523.33	523.33
Miscellaneous	1,108.20		1,108.20
Total Cash Receipts	<u>\$ 473,733.68</u>	<u>\$ 523.33</u>	<u>\$ 474,257.01</u>
Cash Disbursements			
Claims/Operating Expense	\$ 138,533.59	\$ -	\$ 138,533.59
9-1-1 Fund Disbursement	-	-	-
Wireline Disbursement	659.38 *	-	659.38
OTC Service Fees Disb	122,555.11	-	122,555.11
Transfers of Funds	-	-	-
Miscellaneous - Void Check	-	-	-
Total Cash Disbursements	<u>\$ 261,748.08</u>	<u>\$ -</u>	<u>\$ 261,748.08</u>
Ending Balance <i>August 31, 2021</i>			
Cash on Deposit	<u>\$ 7,817,104.56</u>	<u>\$ 12,025,632.09</u>	<u>\$ 19,842,736.65</u>

\*Refunding Pioneer Telephone wireline fees to McClain County until the conversion has been completed with Blanchard.

9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA GOVERNMENTS  
DISBURSEMENT OF OKLAHOMA TAX COMMISSION SERVICE FEES  
AUGUST 2021

Bethany	\$	3,782.17
Cleveland County		4,097.24
Del City		4,081.95
Edmond		20,038.47
El Reno		5,529.63
Guthrie		6,129.55
McClain County*		6,443.65
Midwest City		10,690.75
Moore		11,370.27
Mustang		3,646.37
Newcastle		1,887.68
Nichols Hills		710.66
Noble		1,348.73
Norman		21,777.82
Oklahoma County		9,689.70
The Village		1,746.54
Tuttle		1,315.38
Warr Acres		1,979.06
Yukon		<u>6,289.49</u>
Total August Disbursements	\$	<u><u>122,555.11</u></u>

\*McClain County is refunded 100% of the OTC service fees until the conversion to Blanchard has been implemented.



**REGULAR  
AGENDA ITEMS  
THAT MAY REQUIRE  
9-1-1 ACOG BOD  
ACTION**

## ATTACHMENT 6-A

**SUBJECT:**

**INTRADO 9-1-1 SYSTEM ANNUAL MAINTENANCE AND SUPPORT AGREEMENT (TRANSITIONAL SUPPORT AGREEMENT)**

**DATE:**

SEPTEMBER 30, 2021

**FROM:**

**BRENT HAWKINSON**

Director of 9-1-1 & Public Safety

**INFORMATION:**

The current Intrado 9-1-1 System Annual Maintenance and Support Agreement for the Viper Call Handling system expires October 31, 2021. As 9-1-1 ACOG has awarded a contract to Solacom for a new 9-1-1 Call Handling System for NG9-1-1 implementation, a Transitional Support Agreement with Intrado is required (refer to attached pages). The time frame for this new contract is November 1, 2021, through October 31, 2022 and includes a 30-day termination clause. The total cost of the agreement is \$103,294.20.

**ACTION REQUESTED:**

Motion to authorize the Executive Director to enter into contract negotiations with Intrado for 9-1-1 System Annual Maintenance and Support Services to begin November 1, 2021, with a 30-day termination clause, for an amount not to exceed \$103,294.20.

## Addendum #16 to the Master Service Agreement

This Addendum #16 ("Addendum #16") is by and between Intrado Life & Safety Solutions Corp. ("Intrado") and 9-1-1- Association of Central Oklahoma Governments ("Customer"), and amends that certain original Master Service Agreement effective August 23, 2013, as amended, ("Agreement"). This Addendum #16 is effective as of the latest signature date below ("Addendum #16 Effective Date").

### 1. Attachment 1, Term

The term of the Agreement extends maintenance services for one year starting November 1, 2021, to be billed in four quarterly payments. Customer must provide written notice of cancellation to Intrado within 30 calendar days. Maintenance services include Software Protection and Remote Technical Support, Hardware Protection, Sentry Monitoring, and Antivirus.

### 2. Quote Numbers and Payments

The total amount for this addendum is **\$103,294.20** for one year Maintenance Renewal. The following quote is attached hereto and made a part of the Agreement.

- New Quote – **68272v1** in the amount of **\$103,294.20** for Maintenance Services as follows:
  - Software Protection & Remote Technical Support, Hardware Protection, and Sentry Monitoring from November 1, 2021 – October 31, 2022, for a total of \$96,427.20 to be billed in four quarterly invoices. Each invoice will be for the amount of \$24,106.80. If Customer provides 30-day written notice of cancellation, the final invoice will be adjusted for the unused portion.
  - Antivirus from December 18, 2021 – December 17, 2022, to be billed in December 2021 for a total of \$6,867.00. Antivirus cannot be pro-rated and is quoted for one full year.
- A one-year extension for TXT to 911 was ordered in April 2021 via quote 59134 v4. Coverage dates for the TXT renewal are April 14, 2021 – April 13, 2022.

### 3. Defined Terms

Capitalized terms used but not defined in this Addendum #16 have the same meanings as in the Agreement.



## 1. Entire Agreement

Except as stated herein, the Agreement continues in full force and effect. This Addendum #16 amends the Agreement as stated herein, constitutes the parties' entire agreement and supersedes any prior written or oral agreements related to its subject matter. This document may be executed in counterparts, by facsimile or electronically, and is not enforceable unless signed by both parties.

## 2. Accepted and Agreed

**9-1-1 ASSOCIATION OF CENTRAL OKLAHOMA  
GOVERNMENTS**

**INTRADO LIFE & SAFETY SOLUTIONS CORPORATION**

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Authorized Signature

---

Authorized Signature

---

Name Typed or Printed

---

Name Typed or Printed

---

Title

---

Date signed

---

Title

---

Date signed



## ATTACHMENT 6-B

**SUBJECT:**

**NEW TIERPOINT MASTER SERVICES AGREEMENT FOR DATA CENTER SERVICES**

**DATE:**

SEPTEMBER 30, 2021

**FROM:**

**BRENT HAWKINSON**

Director of 9-1-1 & Public Safety

**INFORMATION:**

The new [TierPoint Master Services Agreement](#) secures additional Data Center Services to accommodate the new NGA 911 Call Routing (ESInet & NGCS) and Solacom Call Handling (NENA i3 Compliant Call Taking) vendor solutions. This 36-month annually renewable agreement will begin on October 1, 2021, and will not exceed \$68,472 in cost for year one.

**ACTION REQUESTED:**

Motion to authorize the Executive Director to enter contract negotiations with TierPoint for a 36-month annually renewable contract to begin October 1, 2021, with year one costs not to exceed \$68,472.

## ATTACHMENT 6-C

### SUBJECT:

### NG9-1-1 IMPLEMENTATION STATUS REPORT

### DATE:

SEPTEMBER 30, 2021

### FROM:

**BRENT HAWKINSON**

Director of 9-1-1 & Public Safety

### INFORMATION:

NGA 911 Call Routing Solution and Solacom Call Handling Solution reports are provided as status updates to the progress 9-1-1 ACOG staff and our vendors are making with implementing the NG9-1-1 Program.

#### **NGA 911 CALL ROUTING SOLUTION: PART A**

NGA 911 is the selected vendor for ESInet and Next Generation 9-1-1 Core Services (NGCS). They utilize a cloud-based solution for the call routing and network services. Overall, the NGA 911 transition work is progressing relatively seamless, and obligatory milestones have been met.

- Interoperability (IoT) Testing
  - NGA 911 has been available to support Solacom with lab testing; as reported last month, Solacom had unexpected delays due to software updates, but they are now testing again
  - Solacom and NGA 911 have daily calls to test and work to resolve any identified issues with subsequent status updates provided to all project teams
  - IoT testing is the final step prior to progressing towards production network testing
- PSAP Migrations
  - Following Call Handling Equipment (CHE) installations – which are still pending completion of Solacom software updates, and when the CHE and network are verified, NGA 911 will work with 9-1-1 ACOG to schedule PSAP transitions

#### **SOLACOM CALL HANDLING EQUIPMENT PRODUCT SOLUTION: PART B**

Solacom (Comtech) is the selected vendor for Call Handling Equipment (CHE). They continue to support the transition to the Guardian Call Handling solution, and until June, the project milestones met 9-1-1 ACOG's expectations. Issues that were delaying the project were identified, escalated, and acknowledged. Solacom is now progressing on a revised project schedule.

- Solacom Lab Testing
  - As reported last month, there were delays with the software update; Solacom responded to the escalation notice and have demonstrated actions that align with the expectations set in their response letter
  - Lab testing is still in progress, and Solacom is also providing daily updates to the project teams and meeting with NGA 911 daily to continue testing
- PSAP Training & Installation
  - This work is pending completion of Solacom and NGA 911 testing, and then another 3-4 weeks of training and technical testing by the 9-1-1 ACOG staff

#### **ACTION REQUESTED:**

For information only.