

## **RESOLUTION 11-53**

### **A RESOLUTION TO AUTHORIZE THE PURCHASE OF A DISPATCH RECORDING SYSTEM**

**WHEREAS**, the existing phone and radio recorder in the E-911 Center has become outdated and obsolete, causing difficulty in maintenance and repairs; and

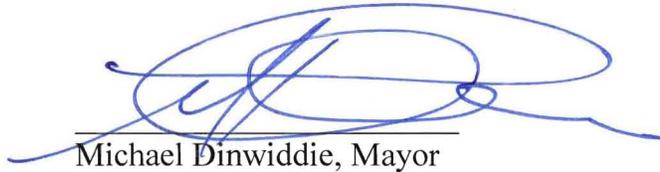
**WHEREAS**, in order to improve security and reduce liability, the Spring Hill Police Department is in need replacing the Dispatch Radio and Phone Recording System; and

**WHEREAS**, the City of Spring Hill can obtain this equipment (DSS Recorder) on Federal Contract in the amount of \$19,850.00; and

**WHEREAS**, City Staff has recommended this purchase to the Budget and Finance Advisory Committee on May 9, 2011; and

**NOW, THEREFORE BE IT RESOLVED**, that the City of Spring Hill authorizes the purchase of Dispatch Recording System (DSS Recorder) for the E-911 Center, as recommended by staff and the Budget Finance Advisory Committee, on Federal Contract at a price of \$19,850.00.

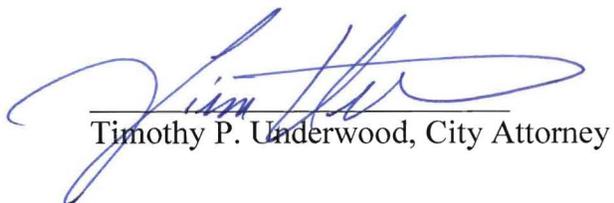
**Passed and adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee on the 16<sup>th</sup> day of May, 2011.**

  
\_\_\_\_\_  
Michael Dinwiddie, Mayor

ATTEST:

  
\_\_\_\_\_  
April Goad, City Recorder

LEGAL FORM APPROVED:

  
\_\_\_\_\_  
Timothy P. Underwood, City Attorney



**City of Spring Hill  
Budget and Finance Committee  
Purchase Evaluation Form**

---

*Department: Police*  
*Presented By: Chief Don Brite*  
*Date: May 5, 2011*  
*Department Budget Status:*

---

- I.** Purpose/Overview of Purchase: To replace existing phone and radio recorder in E-911 center. Existing recorder is outdated and parts are obsolete. Recorder has malfunctioned in last two years. Also will be compatible for Next Gen 911.
- II.** Background Information: Existing recorder was purchased when 911 district was created for SHPD.
- III.** Financial Impact to Budget: \$19,850.00 includes 1 year warranty.
- IV.** Alternative Options: none, needs to be replaced.
- V.** Staff Recommendations: DSS recorder is on a Federal Contract. City governments may purchase this as same as State Contract. Brentwood PD bought recorder from DSS. It has all features we need. We have looked at system. It is my recommendation we purchase recorder from DSS.

5/3/2011  
Roger Peters  
Spring Hill Police Dept  
199 Town Center Parkway  
Spring Hill TN 37174

***Partnership Opportunity/ Sales Value Proposition from DSS Corporation***

Dear Roger,

DSS Corporation has been in business for over 30 years and is a Next Generation 9-1-1 Software Manufacturer. We are US based, with no overseas development. We are 9-1-1 and Call Center Communications Capture specialists. [www.dispatchimprovement.com](http://www.dispatchimprovement.com) In today's fast-paced emergency services environment, improved quality of service, response time optimization and turnover reduction are crucial for successful dispatch operations and 911 consequence management. Through a proven program to help emergency centers improve dispatch operations and reduce turnover, DSS Corporation has developed a proven methodology that can be tailored to meet a client's needs. Currently there are 5 major issues impacting improved dispatch operations. They are as follows:

1. Lack of a 360° communication capture method within the Emergency Center
2. Lack of an efficient way to identify dispatcher weaknesses as well as dispatcher motivation and retention
3. No metrics set up to measure quality of service and response times within the dispatch center
4. Reliance on Outdated Legacy Solutions - Is your current PSAP recording solution ready for Next Generation 911? (NG911)
5. No easy way to share communications with the Prosecutors to improve victim advocacy and offender accountability

Due to today's increased competitive environment and increased staff costs, emergency center leaders need to implement proactive business programs that help them improve quality of service, minimize response time and reduce turnover. As dispatch improvement specialists, we work with emergency center leaders to maximize quality of service and reduce dispatcher turnover. Through our premeditated approach, we increase citizen satisfaction, reduce costs and manage risks. We tailor specific programs that address each of the 5 issues above. We also ensure that you'll be ready for tomorrow with NG911 features today. Text messaging, streaming video and Vehicular Emergency Data Set capture will be critical components of tomorrow's PSAP. Our R&D stays ahead of the curve so you can concentrate on today's tasks, and trust that you'll be covered tomorrow.

DSS is the manufacturer of the NG 9-1-1 Software platform Equature. As the manufacturer of the software, we are also the only provider of this solution.

Some highlights of the platform and our partnerships:

- Visual Mapping – In English this means you can map your 911 calls and see exactly where they came from and you can do this from any search over any time period. This helps for proactive patrolling.



18311 W. Ten Mile Road, Suite 200  
Southfield, MI 48075  
Telephone: 866.377.2677  
Fax: 248.569.6567

- Next Generation 911 Capture – This means you do NOT have to buy a new system when your center has to accept other types of emergency communications like (Email, Chat, SMS, MMS, NG9-1-1 communications). We are the only one who has done this on the market today and the only provider.
- Redaction and Notes Package – Redaction is a new technology that allows the administrator of the system the ability to redact or “beep tone” out any personal or privileged information when creating a copy of
- (Redaction and Notes Continued) the call due to a FOIA or other request for review. Notes are the ability to place a note or tag for a call. This visual reminder is a way to easily go to the exact spot of the call at a later date.
- Speech Analytics / Word & Phrase Search – This module allows for 100% search capabilities of the recordings. Currently without this module agencies are only able to search on 3% of the call information like Time/Date, Phone Number, ANI/ALI and position. This is used for several things including training for dispatch improvement and citizen satisfaction. Please see <http://www.speechanalytics.net/PSAP.aspx> (Optional Feature).
- NG 9-1-1 NENA Partner [www.dispatchimprovement.com](http://www.dispatchimprovement.com)

Other organizations that have purchased the DSS Equature platform as a sole source agreement:

- Hardy County Communications, West Virginia – Tammy Gilhuys - (304) 530-0291
- Louisville County, Ohio – Chief Andy Turowski (330)-875-2871
- Franklin County, Virginia – Mickey Futrell: (757)-562-8696

DSS looks to enter into partnership with the Spring Hill Police . We appreciate the opportunity and pledge our best in servicing and supporting the Equature product for your center. **In fact, we are so confident in our software platform we offer a 100% money back guarantee.**

Sincerely yours,

Jeffrey J. Vezina ENP

Director of Sales

DSS Corporation

NG 9-1-1 Industry Specialist

Prepared by: Jeff Vezina

Prepared for: Spring Hill Police

DSS Corporation Director of Sales and 9-1-1 Industry Specialist

**NG 9-1-1 Division [www.dispatchimprovement.com/911](http://www.dispatchimprovement.com/911)**

**Implementation Schedule: (Estimated Business Days)**

<u>Day</u>	<u>Milestone</u>	<u>Responsibility</u>
1	Purchase order received by DSS.	SPRING HILL POLICE
2	Pre-installation checklist created	DSS
6	Kickoff Meeting and acceptance of pre-installation responsibilities	DSS/SPRING HILL POLICE
7	Sample Data Streams, interpretations and documentation are provided	SPRING HILL POLICE
8	All user and station data delivered to DSS.	SPRING HILL POLICE
8	Data entry completed	DSS
10	System burn-in and testing completed	DSS
10	System assembly completed unit shipped	DSS
12	System delivered to SPRING HILL POLICE	DSS
15	Confirm Installation Date and Site Readiness	DSS/SPRING HILL POLICE
30	Installation and testing begins	DSS
31-32	On-site training begins	DSS

**DSS Corporation is committed to providing value to our Public Safety customers. Our goal is enter into a long-term, Win/Win partnership with SPRING HILL POLICE . Our mission in providing this value, requires us to hire and retain top professionals. We have been fulfilling this mission for over 30 years.**



18311 W. Ten Mile Road, Suite 200  
Southfield, MI 48075  
Telephone: 866.377.2677  
Fax: 248.569.6567

**SPECIAL PRICE QUOTATION**

**FOR**

**SPRING HILL POLICE**

<b>QTY</b>	<b>DESCRIPTION</b>
1	20 Channel DSS EQ Recording System Expandable (WIN7)
1	Unlimited Search and Playback Software
-	Browser Based Search and Replay, (No IT support required)
1	ANI/ALI Search Integration
1	Unlimited Scenario Reconstruction
1	Unlimited Live Monitor Software
1	Unlimited Instant Recall for Dispatch
1	Redundant Power Supply
1	180,000-Hour Mirrored Online Storage (1TB x 2)
1	50,000-Hour USB-2 Archive (External)
1	Screen Data Capture for 3 positions

**Net Investment:** **\$19,850.00**

**Pricing made available via Federal Government contract number GS-03F-0023T**

Above Investment Includes:

Installation and training to customer to provided connection points.  
One Year Warranty, (Hardware and Software) 24x7x365  
No additional charge for IP based phones instead of analog

Optional:

Speech Word and Phrase Search	\$4,400.00
Quality Assurance Software	
-Allows for grading of dispatch calls	\$1,995.00
7x24x365 Hardware and Software Support	15 percent of total price

Terms:

40% with order  
40% on delivery  
20% after installation and acceptance

Approved: \_\_\_\_\_

Printed Name: \_\_\_\_\_

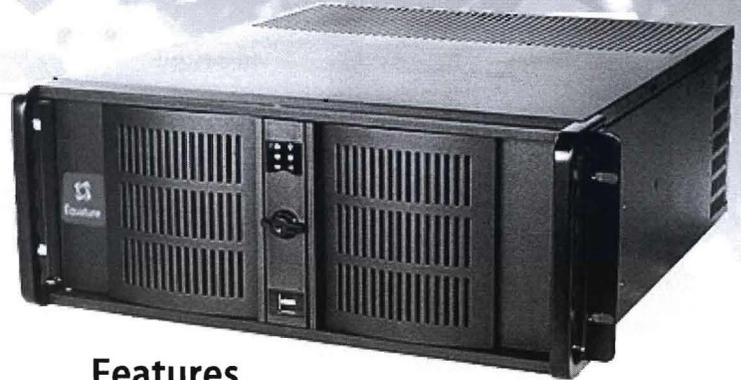
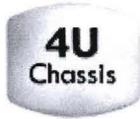


**DSS CORPORATION**  
Solutions to Enable Intelligent Decisions

Please fax back to 248-569-6567

18311 W. Ten Mile Road, Suite 200  
Southfield, MI 48075  
Telephone: 866.377.2677  
Fax: 248.569.6567

# Equature® Advanced 4U chassis



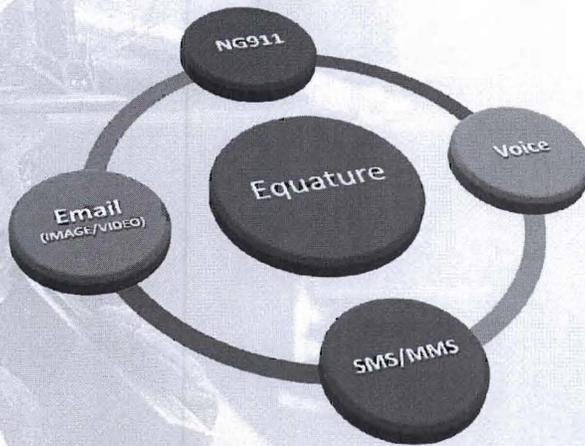
## Hardware Specifications

- ❖ 7 Slot 4U Rack Mount ATX Chassis
- ❖ Black chassis with Black Alum Doors
- ❖ Custom Assembly with Burn in
- ❖ AS P5B+ LAN, Sound, 7 Slots
- ❖ Intel® Core 2 Duo E6750 Conroe 2.66GHz 4M shared L2 Cache LGA 775 65W Dual-Core Processor w/Heatsink and cooling Fan
- ❖ 4GB DDR3 – Dual Channel SDRAM
- ❖ 1TB/ 500GB Western Digital RE2-GB (3Gb/s, 7200 RPM. 16MB buffer, NCQ) SATA II
- ❖ LiteOn 24X DVD+/-RW SATA Optical
- ❖ Windows 7 Service Pack 1 (SP1)
- ❖ Asus EN6200LE GeForce 6200LE 64MB DDR PCI-Express Graphics Card - 350MHz Core
- ❖ 600-Watt ATX Dual Power Supply - ATX, Dual 80mm Fan

## Features

- ❖ LiteOn - 24X Internal SATA DVD Writer
- ❖ **Western digital 1TB/ 500GB HDD SATA II 3.0 GB/S, 7200RPM, 32MB Cache**
- ❖ **MSI NX7300LE Video Card**
- ❖ **G.SKILL 4GB (2 x 2GB) 240-Pin DDR3 SDRAM DDR3 1600**
- ❖ Asus P5B plus LGA 775
- ❖ Intel Core 2 Duo 2.66GHz





We specialize in Next Generation 911 recording solutions that help PSAP's archive and analyze all communications and improve dispatch operations.

Equature is full cycle communications capture platform that records Analog, Digital, VoIP, Radio, P25, Chat, IM, and web for NG9-1-1.

### Equature® Emergency Services Differentiators

	EQ	The Rest
Browser Based Unlimited Search and Retrieval	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
One version of playback software	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No – Multiple
Speech Analytics for 100% Content Search of Spoken Word/Phrase	<input checked="" type="checkbox"/> Yes	?
File storage to NAS/SAN without licenses	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
360 degree view of all communications	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Bundled simple licenses for Email, Voice Chat, Dispatch Assessment & Screen Capture	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Dispatch Assessment, Playback and Screen Playback in one version of software	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Dispatch Assessment, Playback and Screen Playback from a web browser	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Support for Internet Explorer and FireFox	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
One Quality system to assess Voice, Email Chat and Screen activity of the Dispatcher's	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No-Voice Only
Instant Recall with auto-refresh / Scenario Reconstruction / Continuous Replay all standard with no additional licensing & one software version	<input checked="" type="checkbox"/> Yes	?
Non-Proprietary system – MS-SQL 2005 database, WAV file storage, XML email/chat storage, XML Volume replication/redundancy	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Built for Next Generation 911 anywhere Technology capture	<input checked="" type="checkbox"/> Yes	?
Customer provided hardware	<input checked="" type="checkbox"/> Yes	?
Service Based Architecture with Service Watchers For redundancy and system uptime	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

The Equature Dashboard can be customized by user. From the Dashboard you can live monitor, have a view of Agency Activities for the last X hours and play any call as well as map the locations of your calls. Any important report or data view you need can be displayed on your dashboard as well as a quick "Google" type search.

The screenshot displays the Equature Dashboard with several key components:

- 911 Calls Mapped:** A map of the United States showing call locations across various states like North Dakota, Minnesota, Wisconsin, Michigan, Illinois, Indiana, Ohio, Kentucky, Tennessee, Missouri, Arkansas, Louisiana, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Virginia, West Virginia, Maryland, Delaware, Pennsylvania, New Jersey, New York, Connecticut, Rhode Island, Massachusetts, Vermont, New Hampshire, Maine, and Alaska.
- Equature Search:** A search interface with a "Live Monitor" table:
 

Device Type	Device Name	User	Status
VoIP Phone	2221	Maureen Offer	@ Idle
VoIP Phone	2222	Joseph Ragni	@ Idle
VoIP Phone	2223	Jeff Vavra	@ Idle
VoIP Phone	2224	Jacalyn Fronczak	@ Idle
VoIP Phone	2225	Julie New	@ Idle
VoIP Phone	2233	Larry Stodham	@ Idle
VoIP Phone	2240	Gary Define	@ Idle
- Internal Communications Heat Map:** A circular diagram showing communication links between various departments or users.
- Dispatch Assessment - 15% Random Sample:** A table listing call details:
 

Call ID	Number	Time
4024210300	2263	11/5/08 12:13
4024210300	2263	11/1/08 13:42
2129678304	2224	10/3/08 10:57
2129678304	5100	10/3/08 10:57
2304942000	2274	10/3/08 9:47
- NS9-1-1 Email and Chat Search:** A list of communication events:
 

Sender	Receiver	Time
lshedlet@dss-corp.com	jncas@dss-corp.com	2/0/09 9:30
jncas@dss-corp.com	button@dss-corp.com	1/4/09 12:52
crnel@comcast.net	jncas@dss-corp.com	1/4/09 11:11
jncas@dss-corp.com	crnel@comcast.net	1/4/09 10:55
moffe@dss-corp.com	jncas@dss-corp.com	1/5/09 12:50
- 911 Center - Today's Communication:** A pie chart showing communication distribution by user: Chris Marzotto, Stephanie Harrison, Joseph Peppi, Joseph Muced, and Phil Kuba.
- PSAP Events within the last 45 minutes:** A detailed view of a specific call event:
 

From:	Stephanie Harrison [2243]	4/20/09 05:40:58
To:	12486708741 [12486708741]	
Start:	2/4/2009 05:27:41	
End:	2/4/2009 05:28:11	
Duration:	00:00:30	

Scenario Reconstruction is a powerful tool to be able to graphically display and recreate events. This along with the Equature timeline reconstruction allows the agencies to recreate events with all communications not just voice.

The screenshot shows the Scenario Reconstruction interface with a timeline of events:

- Timeline:** A horizontal timeline for 2/3/2009 showing events at 15:52:11, 16:20:54, 16:49:37, 17:18:20, and 17:47:04.
- Event List:** A list of events with their respective times and durations:
 

2221	07 events
2224	01 event
2225	02 events
2227	01 event
2231	04 events
2234	01 event
2236	03 events
2243	02 events
2249	02 events
2254	01 event
2261	02 events
2272	01 event
2277	02 events
5000	01 event
5100	03 events
- Call Detail View:** A pop-up window showing details for a call:
 

From:	Jennifer Martin [2231]
To:	12483300775 [12483300775]
Start:	2/3/2009 16:57:59
End:	2/3/2009 16:58:18
Duration:	00:00:19
- Controls:** Playback controls (play, pause, stop) and a checkbox for "Ignore audio gaps".

# Equature FAQ's

---

## **1. Does DSS Corporation manufacture the Equature® NG9-1-1 solution?**

Yes – DSS Corporation manufactures the Equature® solution right here in the U.S.A

## **2. Does DSS Corporation support the Equature® NG9-1-1 solution?**

Yes – DSS Corporation handles every step of the process from manufacture, sales, support, updates and training. We do this with no overseas support.

## **3. How is support handled for the Equature® NG9-1-1 solution?**

DSS is at your service 24x7x365 with a guaranteed 4 hour response time. You do not have to call multiple organizations and deal with a hierarchy of support levels. DSS enters a case number and one of our support engineers are able to help usually within 30 minutes or less. 97% of our support calls are handled over the phone / remotely. For the 3% that on-site support is needed then we are on-site anywhere in the U.S within 4 hours.

## **4. Can DSS Corporation monitor / service the Equature® NG9-1-1 solution remotely?**

Yes – Equature® provides full proactive alarming and monitoring capabilities. This means that we can detect minor issues and correct them before you even know about the problem and before it becomes a MAJOR problem.

## **5. The NG9-1-1 standards are not even published yet. How do we know what we need?**

The standards for the Logging service are 99% done. There are several other standards still in draft outside of the logging service that does not affect the Equature® recording system. We support these standards NOW.

## **6. Is DSS Corporation a member of the NENA NG9-1-1 partner program?**

Yes – we have been a member since the inception and our Chief Technologist is on the standards committee. Several of the standards were written and proposed by DSS Corporation. We are leading the NG9-1-1 logging effort.

## **7. I am not familiar with DSS Corporation are you a start-up company?**

No – DSS Corporation has been in business for over 35 years. We developed Equature® from the ground up to support NG9-1-1 and have been selling through the U.S for the last 18 months. We are in over 30 states and will be in each state by the end of the year.

## **8. If we buy the Equature® solution, do we have to buy again when NG9-1-1 comes to my PSAP?**

No – Equature® is NG9-1-1 ready today and you will NOT have to do a forklift upgrade or change products to capture NG9-1-1 data. This is very important because you do not want to have to buy twice. We recommend you get a letter from every manufacture you are considering for recording to make sure you don't overspend on the solution and pay twice.

## **9. Does DSS Corporation sell through Resellers?**

DSS Corporation sells Equature® directly and supports it directly. We know the frustration and limitations of the reseller sales model and decided not to sell this way. We want fast response and feature enhancements in Equature® and we know those come directly from our customers. The reseller model clouds this as well as end user support issues.

## **10. What is the DSS Direct Advantage™?**

This is our market model. There are just two organizations involved: **DSS & Your PSAP**  
The old model of selling recorders looked like: **Overseas manufacture then U.S. Sales office then Reseller then YOUR PSAP**. This model is outdated, slow and unproductive for the PSAP's and that is why we created the DSS Direct Advantage™.

## **11. Does Equature® capture Voice, VoIP, Radio, Email, Chat and NG9-1-1 data today?**

Yes – Equature® captures all these content types now and makes them fully searchable, reportable and shareable. Our search engine is as easy to use as Google.

## **12. What is 100% content search?**

100% Content search allows you to search for any word and phrase within the recorded audio files. Thus you can search for “John Giovanni and house fire” within the audio for last month and find all calls that contain these terms. **This capability is absolutely required for any recording system today and you should not purchase one if this does not exist.** Make sure it is integrated and they demo the capability to you.

## **13. What is unlimited multi-media scenario reconstruction and why is it important to our PSAP?**

This functionality allows you to recreate any scenario for replay and sharing. Thus if there is a major incident you can graph all the radio transmission, 911 calls, dispatch events and NG9-1-1 data including dispatch cad screens to show what EXACTLY was happening in your center at the time of the event.

## **14. Do you have a money back guarantee?**

**Absolutely** – We give you a money back guarantee in writing to make sure you are comfortable with us. We want to establish a lifelong relationship with your PSAP and we know that a guarantee helps in doing this and puts all the risk on us to deliver. The risk needs to be with us not your PSAP.

## **Product Specific FAQ's**

### **1. Can I replay calls from home if I am not on the network the recorder is on?**

Since Equature® is browser based; you can absolutely set it up to access the system remotely. This is a key differentiator of the platform.

### **2. Should I record trunk side or at the positions?**

The answer to this is yes. If we are talking about 911 lines then you should do both. The value of the on hold information as well as the pre-answer information is critical on the 911 trunks. Recording the positions is important for searching and reporting. This also provides additional redundancy.

### **3. What do I have to do to add more channels?**

This is very simple. You just need to purchase additional licenses to record more channels.

### **4. What happens when the external hard drive fills up?**

Equature® supports a volume structure and retention framework to store your calls. Thus when a drive fills up you simple change it with a new drive and all of your data remains searchable.

### **5. What happens if someone leaves and we need to know what calls they have been reviewing?**

Equature® has a comprehensive Audit Report that allows you to drill down to the actual messages that were reviewed by the person who left.

### **6. Is your instant recall software different from your software the supervisors will be using?**

Equature® provides all of the functionality in a browser based configuration. The instant recall is part of this interface and is unlimited users. The security settings are configurable so the dispatchers only use the instant recall portion of the software. We do not charge you to access your own data. This is very important because as you grow and have more people access the system, you do not have to pay for it.

## **7. How is training handled?**

We provide on-site training as well as additional remote training to all of your team members. The training is continuous and included with the system. If you have new people come aboard then we will provide them training at no additional cost. Also, you get access to Equature® University.

## **8. Can we use our own hardware (servers)?**

Sure! Since Equature® is software based; you can use your own hardware. We can provide you the specifications.

## **9. If we have to go to court how can we verify the recording has not been tampered with?**

Equature® provides a Digital DataPrint™ which verifies authenticity. This is a digital signature that ensures the recordings were not altered.

## **10. Is the retention policies the same for Voice, Screen Data and email messages?**

Equature® provides a robust retention framework so this is up to you. You can have the time frame the same or different. This is configured by message type, user and group.

## **11. Where do you get your mapping info from?**

Equature® provides a robust mapping framework utilizing Bing maps. Please note that the recorder **does NOT** have to be connected to the internet for this to work. This is a powerful feature that we provide as standard with Equature®.

## **12. The system I have now breaks a call up into several segments, is Equature® going to do that?**

Equature® provides very flexible configurations to provide true start / stop. Most installations are able to take advantage of this so calls won't break up in several segments.

## **13. When DSS Corporation works on our system, do I get notified?**

Absolutely!

## **14. Are you on our state contract or the GSA contract?**

We are working to get on all existing state contracts. Please note that we do have a GSA schedule.