
AES Monitoring and After- Hours Response Services

Prepared for
City of Camas



City of Camas
AES platform monitoring & After Hours
Answering/Dispatch Services

Guardian Security is committed to entering into a long term partnership with The City of Camas that allows Guardian to provide and showcase our expertise in the world of AES monitoring and central station notification and dispatch services. We appreciate the time you have invested with us in explaining your needs, frustrations and goals for engaging with us on this project. The attached proposals are a working plan that we have vetted from experience and further research. That being said, our goal in entering into a partnership with the City of Camas is to work together to achieve mutual and respective success in this project. If part of our plan, approach or pricing doesn't work for the City of Camas and your goals, needs and budgets... lets sit down and work out a mutually beneficial plan. Communication will be the most crucial part of this partnership.

Below are the Key components we feel like we have addressed within our proposal:

- Lower Cost Alarm management and monitoring solutions
- Reporting and access to see all the same alarm monitoring data we see.
- Stronger more reliable AES network for your systems
- Better alarm management tools and software
- Confidence in your after hours support service provider
- A commitment of continued support to the City of Camas in their management of Life & Property protection

In short, we are committed to giving you better service, superior technology and the best value you will find.

If you act on this proposal, we believe we will make a real difference in your alarm monitoring, after hours dispatch needs , and can be great partners with the City of Camas for years to come.

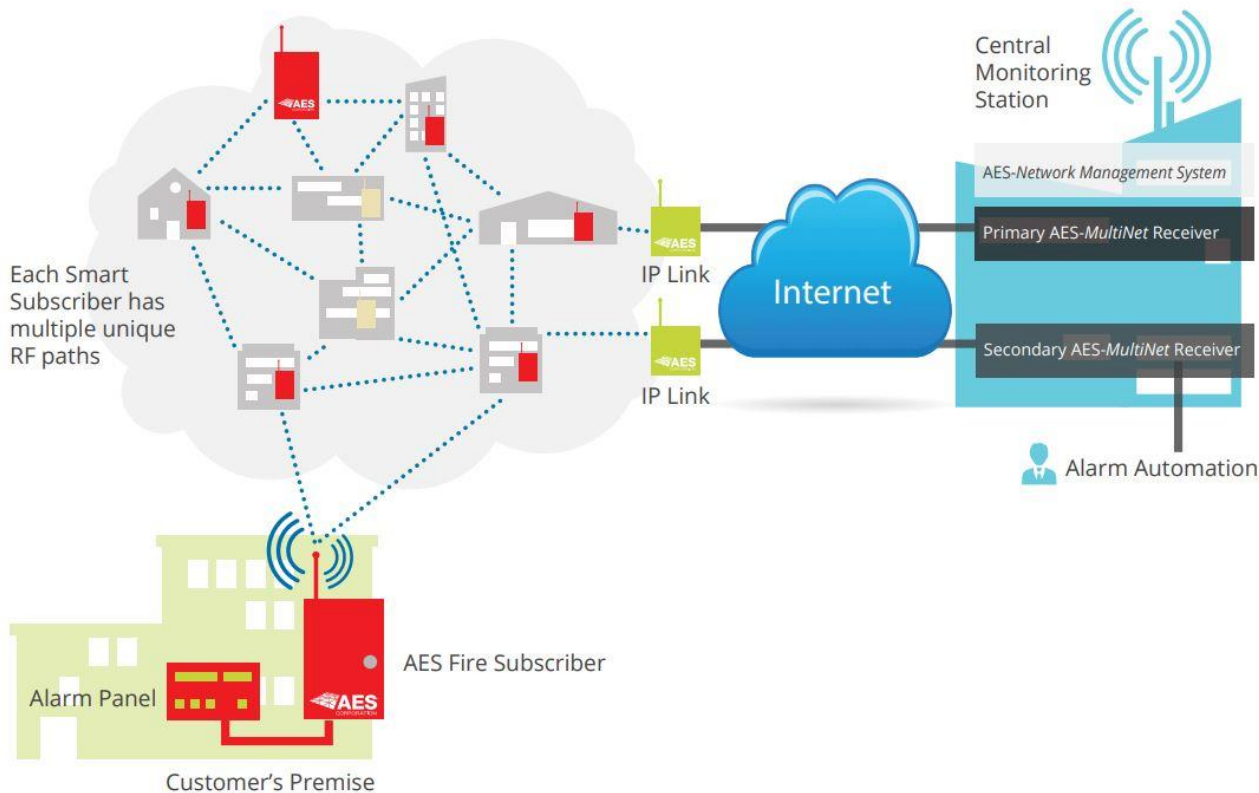
Sincerely Yours,



Christopher Moyer
Director of Contract Services
Guardian Security / Northwest Alarm Monitoring

AES Mesh Network Monitoring and Support Services

Guardian Security is proud to have the opportunity to showcase our expertise and over 20 of experience in AES mesh radio network monitoring. Our end goal is to ensure quality of signalization and proper network coverage for end user subscribers combined with the necessary network support. Based upon the City of Camas, current network configuration we believe that we are uniquely situated in both our experience and technical offerings to provide an alternative to your current AES monitoring provider.



Direct Network Management:

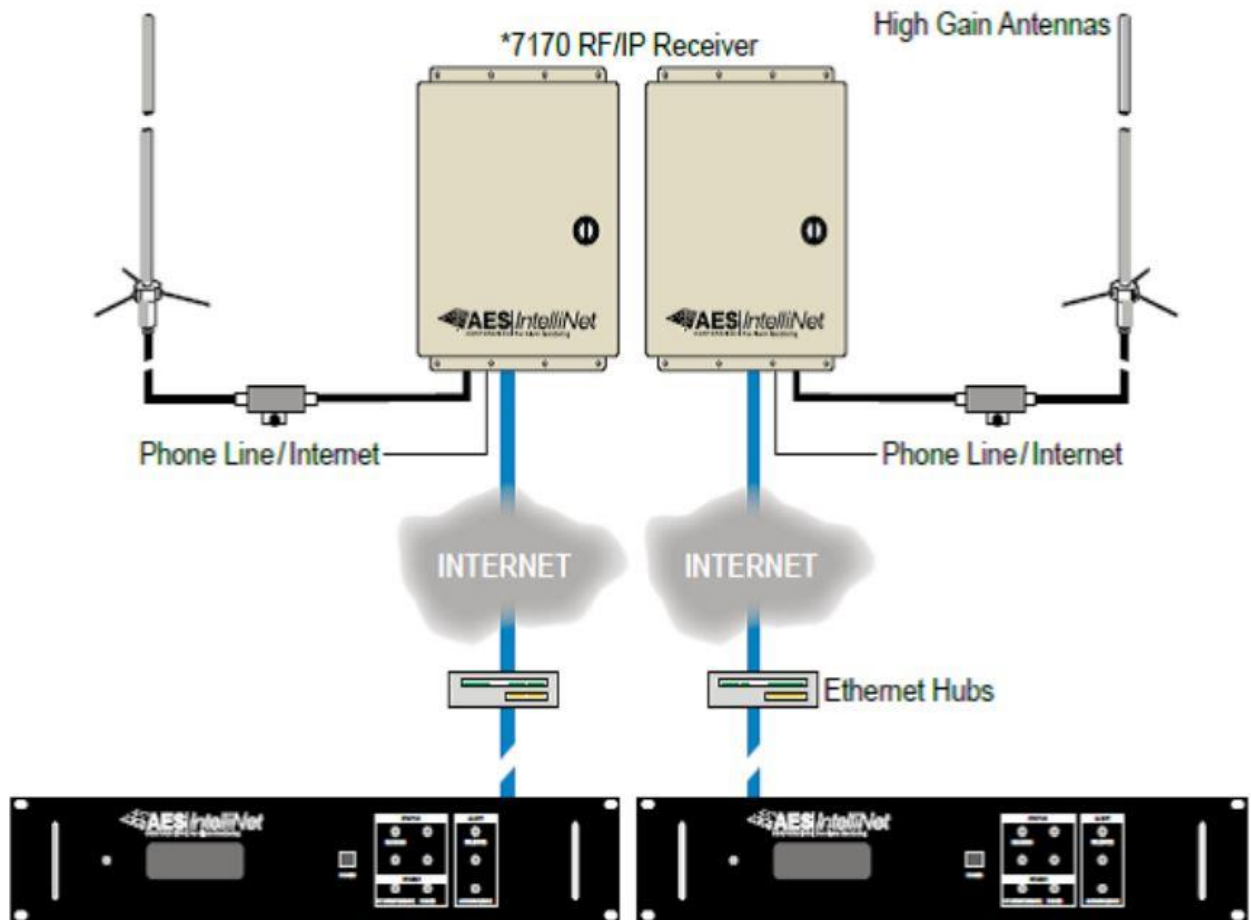
Unlike Guardian Security, most Central Station alarm monitoring is conducted by a third party. An alarm company will contract with a Central Station for monitoring services, which they in turn resell to their customers. This means that hundreds of Alarm companies, all with their own best practices and levels of technical expertise are putting AES radios on the Central Station's network, making the network difficult to manage successfully and difficult to ensure and guarantee reliability. Most central stations do not have field technicians to support their AES and put the burden of maintenance and network reliability on the Alarm companies. As the alarm companies do not own the AES network there is little financial or technical investment to ensure the reliability and maintenance of the network.

Network Strength & Redundancy:

Guardian Security has developed our AES network over the last 20 years with a focus on ensuring triple redundancy in our private AES network. This has been achieved historically by constant and consistent monitoring of weak spots within our own network through our unique network monitoring tools and leveraging IP links to ensure the quality of signalization. Unlike many third party central stations Guardian owns, operates, provides maintenance and network health analysis of our own network without having to leverage third party alarm companies or dealers. In ensuring our model of triple redundancy Guardian has put in place two backup

AES remote central stations complete with AES receivers at our Bellingham and Yakima offices, to support our Central Station located in Seattle, we can continue to confidently expand our AES network and offerings to our end user subscribers. IP links are a critical component to having a healthy AES network and managing the network traffic. Paired with our remote IP links we also utilize the Hybrid AES radios, 7177 Hybrid 2.0 models) which provide dual functionality in providing monitoring to our end user subscribers while also acting as a network bridge in conjunction with our IP links, effectively extending coverage to harder to reach remote areas.

IP Links: A major component of the AES Multi-net receiver system, 7170 RF/IP remote receivers (IP LINKS), connects AES radio networks across a broad geographic area to Central Station creating an effective solution to multiply the transceiver capacity within Guardian's network to reach the more remote locations as well as expand the total geographic coverage.



The IP links we utilize are all capable of transmitting the network signals to our central station via IP connectivity. Guardian has taken this several steps further. We utilize and retain ownership of our IP addresses and have the ability to seamlessly transfer our IP links from one service provider to another in a few clicks of a mouse from a remote location.

In addition to the IP retransmission of the signals we also have failsafe roll over cellular transmission means, utilizing cradle points, direct to our central station. This ensures in the event of any telecommunication failures that we have a solid backup transmission pathway. To create the triple redundancy in just our IP links alone, we utilize two cradle points for each IP link, leveraging two separate cellular carriers to help transport the signal.

In short, if our IP providers lose, cancel or drop service coverage we can quickly move our IP link transmission to another IP provider within moments. If both IP providers are down our IP links will seamlessly rollover to cellular transmission. If one of our cellular providers goes down we can seamlessly rollover to a backup provider.

Hybrid Radios: The 7177 Hybrid AES radio is a great option in remote areas to help bridge the gaps in the network and ensure that our network connectivity remains constant. In the event of weak signal strength these hybrid AES radios will also transmit to the signal through the internet direct to one of our strategically located IP links. We also utilize these radios when we have an AES radio on our network that is experiencing a high volume of peer or retransmission traffic. This helps to ensure that the signals do not backup and are seamlessly transmitted through IP to our central station.

Setup, Configuration and Pricing:

We expect that the entire process described below can take place over the course of 45 days from acceptance of this proposal. We would like to treat this as one large project and deploy our tech(s) to Camas to complete the project over the course of a two weeks.

To bring the current pump station AES accounts on to Guardian's network will first require the deployment of a dedicated IP link. Preliminarily we have designated the Wastewater Treatment plant as the best location. To deploy an IP link effectively the site needs to have emergency backup power, and availability for telephony and network infrastructure from the telco providers.

Each dedicated IP link which serves as the main hub for alarm communication back to our central station carries a substantial cost. Guardian will provide a lease program for the IP link so that neither party bears the full cost (over \$10,000) for the deployment. (see lease pricing below)

The next step in deployment will be to test each of the existing AES communicators for the pump stations and assess signal strength for the Camas network. If signal strength is not at the level that matches our best practices we will then select additional sites to deploy a hybrid AES radio communicator that functions as an alarm communicator and IP link. This will bolster the overall strength of the network but is only needed if the desired signal strength cannot be achieved. Guardian will bear the cost of upgrading any of the existing radios with a Hybrid AES/IP link radio on an as needed basis.

While this is all taking place Guardian will setup all of the AES accounts, current and future (as needed), in our Central Station. Once the network strength has been solidified we will cut-over the existing AES radios to the Guardian network.

Non-existing AES accounts: for any of the additional accounts the City of Camas would like to have monitored via AES, we will initiate site surveys and data gathering upon acceptance of this proposal. We will build out the accounts and install needs into a single project and address the new AES installations as part of the previous two steps. The below sections is an example of how we manage the individual AES installations currently:

Phase 1: Planning and engineering

Many of the below steps will be conducted simultaneously to ensure expedient and efficient installations.

- Schedule project management meeting with Edmonds School District appropriate points of contact to review process and timeline requirements.
- Site surveys at each location to answer and/or address the following:
 - Location of radio installation within facility.
 - Panel types and capabilities for wireless AES monitoring
 - Location and availability of dedicated power supply
 - Quality of signal strength at the panel and assess need for remote antennas utilizing AES network connectivity tools.
 - What ancillary devices will be required per fire code (smoke above the panel etc)
- Securing and assigning equipment required for each radio installation.
- Data Entry for the future accounts to ensure that each account/site is ready in advance of installation
- Reviewing the existing call out list with Edmonds School District. appropriate staff and making updates/changes as required.
- Permitting
- Filing of prevailing wage intents

Phase 2: Installation

- Work with ESD electrician to coordinate the installation of dedicated outlets in advance of communicator installation.
- Installation of AES radios
 - o Connect to fire panel
 - o Install smoke detector above the panel/radio
 - o Install protective security outlet covers
 - o Assess signal strength
 - o Install antennas as needed
 - o Send test signals
 - o Perform initial Q&A testing based upon NFPA 72 acceptance forms

Phase 3: Close out, final inspections, training

- Coordinate with AHJ for all required permit inspections and acceptance tests
- Provide required permitting documentation onsite
- Provide training on remote access to online web portal for monitoring accounts
- Provide all installation closeout documents

AES Alarm Monitoring Pricing

Lease of IP Link: **\$429.00/month**

Includes:

- Full service repair, maintenance, troubleshooting and replacement
- Remote support 24/7
- No install fees

Monthly Monitoring:

Intrusion and Non-UL Fire AES monitoring (e.g. pump stations): **\$24.00/month**

Fire Alarm AES Monitoring: **\$39.00/month**

AES Equipment Sales:

We will provide all of the AES equipment at cost plus 12%

Example Pricing: *(doesn't include higher gain antennas or power supplies)*

Non-UL AES radio subscriber: **\$362.00/unit**

UL Fire AES radio subscriber: **\$705.00/unit**

AES Install Labor:

Each AES radio installation is a little different but on average it takes about 4 hours onsite.

Travel Rate: ~~(\$165/hr)~~ **\$95.00/hour**

Install Rate: ~~(\$165/hr)~~ **\$129.00/hour**

Each AES radio will require an outlet for power and on any UL fire accounts a dedicated outlet off the fire alarm system dedicated power will be required. Installation pricing does not include any local required permitting. Guardian will facilitate the permitting submittal process and final inspections and will pass through bill for the cost of the permit.

After Hours Emergency Calls: Notification and Dispatch Services

The Approach:

Based upon the information provided on the City of Camas after hours answering and notification services, we have devised an approach that will help remove, and in most cases, eliminate the service level frustrations experienced with your current provider. Our approach is heavily predicated on setting up a partnership with the City of Camas and further refining the processes for these services.

Direct Inbound Dialing

To ensure the in bound calls can be answered and responded to quickly and to remove some of the potential confusion on the resulting notifications, our approach is to use a series of [D.I.D.](#) phone lines to correctly route the two existing City of Camas phone lines that are currently being responded to. When a community member calls either of the two existing lines, it will be redirected without user interaction to our Central Station. When the call hits our Central Station phone system, a phone tree menu, specific to the City of Camas, will supply the caller with 8 available options that match the City of Camas notification lists. The caller will select the appropriate choice and then will be connected with a live operator.

Each of the eight unique call lists will have a D.I.D. line that is then linked to an account programmed into our central station automation software. When a caller selects one of the eight options on the call tree, this will allow our automation software to pull up the account and as the operator connects on the call. The operator will then be able to notate the information provided by the caller into the account and then follow the dispatch/notification procedures specific to that notification group. All of this is automated and creates a seamless experience for the caller as well as our operators.

(Please refer to Exhibit A: D.I.D. diagram)

Aside from routing the calls correctly and eliminating potential dispatch/notification errors this approach will allow for all of the following to happen:

Automated reporting:

We will set up your accounts with us so that the key responsible parties receive a daily interaction report. Each of the eight notification groups will receive a daily report on any calls that were received and subsequent actions. These reports will also be available to key responsible parties to pull at their leisure to review signals, notes, operator interactions and more. You no longer will play the guessing game with your central station and whether or not they are getting calls and what is happening after the calls come in.

Faster more accurate notifications:

As there will be eight distinct accounts, each matching one of the eight call out groups, our operators will not have to manually sift and sort through procedures unique to each group to ensure the outbound

notification is going to the correct people. They will be able to respond faster to each call without any of the concerning impacts to our core alarm monitoring services. This also eliminates our entire staff of operators from having to know some of the geographic and other information specific to the City of Camas. (E.G. the two distinct Stormwater notification lists based on geography)

Ease of Notification Data Entry changes:

Knowing that some of the notification groups will require weekly updates to the call out list this feature is one that helps us provide this service at a lower cost than normal. As each call group will have their account it means we can simply update the respondents in each of the eight call out groups and not have to adjust or change the standard protocols.

We know that not every call will happen according to plan. There may be times where our operators are responding to a higher volume than normal of life safety dispatch needs. There is a plan for this as well. Each of the eight call out groups will have a message line attached to it asking for callers to leave detailed information on the concern or need. Our operators will then be able to phone the caller back for clarification (as needed) and will then start the information logging and dispatch/notification procedures. Our goal in all cases is to have the dispatch notifications taking place immediately following every call and in the cases where the operator is unable to connect live, all of the call out notifications will take place inside of 25 minutes.

Implementation Timeline:

If selected as a provider for the City of Camas, after hours services, we will need approximately two weeks to set up the call trees, DID lines, accounts and dispatch procedures. Leading up to the completion of the technology setup, our Central Station team would like to connect with a responsible party for each of the notification groups to further detail the notification procedures and make suggestions on improving the current configuration.

To ensure a smooth transfer of service we will setup everything on our end, with the exception of the forwarding the two City of Camas phone lines to the D.I.D. phone lines we will have setup and waiting. We will need support from the appropriate staff from City of Camas to achieve the phone line forwarding from the City of Camas telco provider(s). Once the phone numbers are forwarded and landing at our Central Station the services will go live.

After Hours Services Pricing:

\$59.00 per month per call out group.

$\$59.00 \times 8 = \$472.00/\text{month}$

This pricing is inclusive of the following:

- Call out and data entry updates
- Cost of the DID lines
- Setup and configuration of the call trees and DID lines
- Setup and configuration of the eight accounts
- Ongoing support
- Emergency dispatch and notifications

We ask for a minimum of a 2 year commitment on contract for these services.

The D.I.D. Configuration

