

MEMORANDUM



TO: ERICK ZINSER
DIRECTOR OF PUBLIC SAFETY / CHIEF OF POLICE

FROM: ALAN PATTERSON, COMMUNICATIONS MANAGER

SUBJECT: CARBYNE PHONE SYSTEM

DATE: MARCH 3, 2026

The current phone vendor for the Novi Police Department 911 Center is Motorola Callworks. Motorola Callworks, formerly known as Emergency Callworks, processes all emergency and non-emergency calls in and out of the Communications Center. Additionally, Callworks maps the location of all emergency 911 calls, and provides for efficient transfer to ambulance services and other law enforcement agencies. Installed in 2017, Motorola Callworks is at end of life. Through the RFP process, Oakland County has selected Carbyne to be the replacement for Motorola Callworks. Carbyne will perform all of the functions currently provided by Callworks. Carbyne is a cloud native solution based in AWS GovCloud.US (government cloud). Carbyne includes redundant and diverse network connectivity with multiple data centers located in east and west regions of the United States. Oakland County plans on beginning install of Carbyne by mid 2026 with the goal of having all 18 Oakland County Dispatch Centers online with Carbyne by the end of 2026. The City of Novi install date will occur in FY 2026/27. The initial contract term with Carbyne was negotiated by Oakland County, and is five years in length beginning at install and continuing through January 31, 2032.

Base Cost: \$108,129.28

Optional Items with pricing:

Responder Connect: Cost \$2,025 annually

This feature allows dispatchers to send a link to callers to share live video with dispatch. The link can then be shared with officers to be able to view the live video. The video is then saved for evidentiary purposes.

Video Wallboard: Cost \$1,023.39 annually

This feature allows us to display up to 6 screens showing the live video provided through Responder Connect. These videos can be placed on any Police Department PC and would be useful for supervisors, or to have displayed on a large monitor in dispatch.

AI Triage: Cost \$5,400 annually

This feature works with CAD and can recognize surges of calls in a particular area. For example, we have a major car accident at 10 mile and Novi Road. The center would be flooded with calls. The system will recognize the surge of calls around that intersection and see that we have an accident there. It would then begin to pick up overflow calls and ask

if they are calling about the accident. If so, it would tell them help is on the way. If not, the system would forward them to a dispatcher for assistance.

Citizen Connect: Cost \$195.97 annually

This allows citizens to enroll and set up an account to link their phone number to our system to add important medical or other information. When those citizens call our center, the information they provided would be immediately available to our dispatchers. The system also sends automatic reminders every six months to those enrolled asking that they validate/update their information.

Phone Printer: Cost \$429.84 one time cost

This is necessary for printing phone reports/statistics needed for year end reporting

Total Cost including optional items:

Year One: \$117,203.48

Years 2-5: \$57,171.52 Yearly



Carbyne Inc.
45 W 27th St, Suite 200
2nd floor
New York NY 10001
United States
Tax ID: 814342238

Bill To:

Novi PD
45125 WEST TEN MILE RD
Novi MI 48375
United States

Ship To:

Novi PD
45125 WEST TEN MILE RD
Novi MI 48375
United States

Date: 01-Feb-2026**Terms:** Net 30**Due Date:** 03-Mar-2026**Account #:** 10341**Invoice INVINC50679**

Item	Description	Quantity	Rate	Amount
110	Apex Subscription Fees 3 Seats 45% due upon execution of the contract	0.45	31,050.00	13,972.50
170	Hardware 45% due upon execution of the contract	0.45	48,352.00	21,758.40
150	One -Time Deployment 45% due upon execution of the contract	0.45	37,801.00	17,010.45

Subtotal	52,741.35
Sales Tax (0%)	0.00
Total Amount	USD 52,741.35

Balance on account	USD 52,741.35
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Payment to:**Please remit ACH Payment to:**

Name: Carbyne Inc
EIN: 81-4342238
Bank Name: Silicon Valley Bank, a division of First-Citizens Bank
Branch/ASA: 121140399
Account Number: 3303423900
Swift: SVBKUS6S

Please Mail CHECK Payment to:**Regular Mail:**

Carbyne, Inc
Attn: P.O. Box # 358178
500 ROSS ST 154-0455
PITTSBURGH, PA 15262