



Council Agenda Item

Meeting Date: 02/06/2024

Agenda Item: Approval of GenComm 2024-2027 Solacom Maintenance & Support Quote

Staff Contact (name, email, phone): Sabrina Ojibway
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262-473-1373

BACKGROUND

(Enter the who, what when, where, why)

Current Solacom maintenance ends on March 31, 2024. Solacom is the 9-1-1 software that is maintained by GenComm and utilized by the City of Whitewater Communications Center and the Walworth County Communications Center, allowing for interoperability between the two agencies. Quote includes three years (April 1, 2024 through March 31, 2027) of Solacom and GenComm support services to maintain two on-site positions, admin media gateways, network switches, position hardware and software support.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

N/A

FINANCIAL IMPACT

(If none, state N/A)

Necessary funds were factored into the approved 2024/25 budget under Police Communications Miscellaneous Contractual Services (100-52600-295).

STAFF RECOMMENDATION

City Staff would recommend approval of sole source quote 210421-03-TM_V09 as it is necessary to maintain 911 dispatch equipment.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. Quote 210421-03-TM_V09

January 16, 2024

E000016509



Customer: Walworth County, WI
Sabrina Ojibway

Site: City of Whitewater Police
312 W Whitewater St
Whitewater, WI 53190

McHenry Location:
2604 North Chapel Hill Road, McHenry IL, 60051-3631
Cliff.Hammarstrom@gencomm.com EMAIL
1-815-385-4224 (Main)
1-815-322-1657 (Direct)
1-815-385-4368 (Fax)

sojibway@whitewater-wi.gov

Phone: 262-473-1373

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Note: Portion of maintenance for Whitewater equipment from Walworth County refresh quote

Detail: Current Solacom maintenace ends on March 31, 2024.

Quote

includes (3) years of Solacom & Gencomm support services to maintain (2) on-site positions, Admin Media Gateways, Network switches, and position hardware. Software support includes updates, Bugs / Fixes patches, and labor to install / support softwares.

(3) separate sections are provided showing per-year costs.

Year 6 support will begin on April 1 2024 and end on Mar 31,2025

Year 7 support will begin on April 1 2025 and end on Mar 31,2026

Year 6 support will begin on April 1 2026 and end on Mar 31,2027

Pricing is based on receiving a PO for the number of years selected with full up-front payment.

Prepared By	Terms	Quote Date	Expiration Date	Salesperson	Customer Currency	
Chammar	Net 30 Days	Jan 16, 2024	Feb 16, 2024	chh	US Dollars	
Warranty/Maintenance/Managed Services				Quantity	List Price	Extended Price
Line	Item					
7	S-MAINTENANCE-V3	Maintenance and Support - Year 6				
	MT-SSGUARD-01	Position Software Support - Year 6		2	\$1,300.00	\$2,600.00
	Rad-Maint	Radicom on-site 24hr support per pos-per year		2	\$1,850.00	\$3,700.00
	MT-MAPSTDPOS	Map Software Support / Position - Year 6		2	\$502.00	\$1,004.00
	For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.					
	MT-MAPSYNCPOS	Map Sync Software Support Per Pos Year 6		2	\$24.00	\$48.00
	For Guardian Mapping Sync Solution Software Walworth Positions					
Managed Services- Year 6						
	SV-ARM_Guardian-1Y	Active Remote Monitoring / Pos - Year 1		2.00	430.00	\$860.00
	SV-AVMgr-1yr	AntiVirus Management/ Positions - Year 1		2.00	150.00	\$300.00
	SV-OS MGTCore-1Y	Server OS Patch Management - Year 1		1.00	360.00	\$360.00
	SV-OS MGTPos-1Y	Position OS Patch Management - Year 1		2.00	180.00	\$360.00
	RAD-MGN-Services	Radicom support managed services Year 1		2.00	225.00	\$450.00
					Line 7 price	\$9,682.00

8 S-MAINTENANCE-V3 Maintenance and Support - Year 7

Warranty/Maintenance- Year 7

MT-SSGUARD-01	Position Software Support - Year 7	2.00	1,300.00	\$2,600.00
Rad-Maint	Radicom on-site 24hr support per pos-per year	2.00	\$1,850.00	\$3,700.00
MT-MAPSTDPOS	Map Software Support / Position - Year 7	2.00	502.00	\$1,004.00
For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.				

MT-MAPSYNCPOS	Map Sync Software Support Per Pos Year 7 <i>For Guardian Mapping Sync Solution Software</i>	2.00	24.00	\$48.00
Managed Services- Year 7				
SV-ARM_Guardian-1Y	Active Remote Monitoring / Pos - Year 2	2.00	430.00	\$860.00
SV-AVMgr-1yr	AntiVirus Management/ Positions - Year 2	2.00	150.00	\$300.00
SV-OS MGTCore-1Y	Server OS Patch Management - Year 2	1.00	360.00	\$360.00
SV-OS MGTPos-1Y	Position OS Patch Management - Year 2	2.00	180.00	\$360.00
RAD-MGN-Services	Radicom support managed services Year 2	2.00	225.00	\$450.00
Line 8 price				\$9,682.00

9	S-MAINTENANCE-V3	Maintenance and Support - Year 8			
Warranty/Maintenance- Year 8					
MT-SSGUARD-01	Position Software Support - Year 8	2.00	1,300.00		\$2,600.00
Rad-Maint	Radicom on-site 24hr support per pos-per year	2.00	\$1,850.00		\$3,700.00
MT-MAPSTDPOS	Map Software Support / Position - Year 8	2.00	502.00		\$1,004.00
For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.					
MT-MAPSYNCPOS	Map Sync Software Support Per Pos Year 8	2.00	24.00		\$48.00
For Guardian Mapping Sync Solution Software					
Managed Services- Year 8					
SV-ARM_Guardian-1Y	Active Remote Monitoring / Pos - Year 3	2.00	430.00		\$860.00
SV-AVMgr-1yr	AntiVirus Management/ Positions - Year 3	2.00	150.00		\$300.00
SV-OS MGTCore-1Y	Server OS Patch Management - Year 3	1.00	360.00		\$360.00
SV-OS MGTPos-1Y	Position OS Patch Management - Year 3	2.00	180.00		\$360.00
RAD-MGN-Services	Radicom support managed services Year 3	2.00	225.00		\$450.00
				Line 9 price	\$9,682.00

Warranty/Maintenance/Managed Services sub-total: \$29,046.00

Terms and conditions

1. All prices quoted in USD Dollars exclude any applicable taxes.
2. Duty and taxes not included in price.
3. Any order shall be subject to credit approval by Radicom Inc.
4. Terms: 100% invoiced upon order. Payment to be processed before beginning of contract term.
5. There is a \$1,500.00 minimum order requirement as applicable. Orders under \$1,500.00 may include an associated administrative fee.
6. All cancellations following receipt of order are subject to a 20% restocking fee or any costs incurred prior to cancellation will be invoiced.
7. Annual system support payment due prior to expiration of support plan.
8. Subject to Solacom Technologies standard warranty terms and conditions
9. Maintenance and support is subject to Solacom Technologies Maintenance and Support Policies