

## Checklist for Hosted CPE Solutions

### Network

Trunks from Selective Router to PSAP/Host  
(Wireless, Landline & VoIP)

Is the cost of the 911 CAMA trunks included in the price quote?

Data Circuit from Host to PSAP (T1, E-Net, AVPN,  
etc)

Is the cost of the IP connectivity from the host to the PSAP included?

### Database (Landline)

ANI/ALI (Cost/1000 records or other provider  
model)

Are ANI/ALI database costs for wireline calls included in the price quote? Will you have to migrate your locally hosted ALI database to a centralized database? If so, are these costs included in the price quote? If not, and local ALI databases are to be used, how does this affect your ability to transfer calls with ALI data to adjoining PSAPs?

### Selective Routing (Tandem Switch)

Selective Routing, Intelligent Routing (Cost/1000 or  
other model)

Are selective routing costs included in the price quote?

### Database (Wireless)

ANI/ALI (Cost/ 1000 Population or other provider  
model)

Are ANI/ALI database costs for wireless calls included in the price quote?

### Call Handling Equipment at the PSAP Premise

Router

Is a 2nd router included for redundancy?

Switch

Is a 2nd switch included for redundancy?

UPS

Is uninterruptable power (battery backup) provided for the workstation in the price quote?

Base Position monitors

How many monitors are included with each workstation?

Map display system Including monitor

Is call mapping included for Phase 1 & Phase 2 wireless calls?

CAD Spill Ports

Does the solution provide serial ports to push the data from the phone system to your CAD record? How many ports?

Analog Call Logging recording per position	Does the solution provide for analog call logging at each position for Admin lines or other analog phone lines?
Managed Services	Does the solution provide managed services so that the vendor is able to monitor and provide support via the network connection.
Instant Radio & 911 Recall Recording on Local 911 Position	Does the solution provide instant recall recording for phones & radio?
Installation for all included equipment for PSAP	Does the cost quote include installation of all equipment at the PSAP?
Training, all dispatchers & supervisors	Does the cost quote include training costs?
On-Site Tech PSAP Support Included	Is <u>on-site</u> tech support and maintenance included in the cost quote?
Managed Information Services--Reporting	Is MIS reporting (call volumes, trunk usage, etc.) included in the cost quote?
Spare components included? Describe....cost?	Are on-site spare parts included in the cost quote? (Keyboard, mouse, monitor, router, switch, etc.)
Admin Line integration - Analog Gateways - Quantity	Does the cost quote include analog to digital gateways for analog telephone lines? If so, how many?
Additional IP display phones (running on 911 system)	Does the cost quote include IP display phones (commonly known as half positions) enabling a call-taker to receive ANI/ALI information and answer the call on the 911 system.
SingleTrouble reporting number for Equipment, CAMA & 911 Network or multiple numbers for the various pieces?	Is there a single trouble reporting number for all aspects of the 911 system or are there individual numbers for each of the pieces?
One time charges	Are there any associated one time charges for installation or other charges?
<b><u>Host Equipment</u></b>	
Host side B/Primary	Is the Host equipment redundant at the data center? Is there a failover if a server crashes or other problem develops?

Host side A/Secondary	Is there a redundant instance of the host equipment in two or more data centers? If so, is their network connectivity to ensure that the PSAP can reach the alternate data centers? Is there redundant network connectivity into the PSAP premise?
CAMA Trunk terminations	Where do the CAMA trunks terminate; at the host equipment or at the PSAP? If at the host equipment, is cost of trunking to the host included? If at the PSAP are gateways to move the calls from the CAMA trunks to the IP network included in the cost quote?
Network Host - PSAP connection	Is the network connectivity from the host to the PSAP included in the cost quote? What level of redundancy is appropriate for your PSAP and what level of redundancy are you willing to pay for? Do you need two separate entry points of network connectivity into the PSAP? Is having your calls transferred to another PSAP in the event of loss of network connectivity adequate? Could the KCJIS network be utilized as a backup network? Etc.
UPS	Does the cost quote include uninterruptable power for the host equipment? What is the timeframe that the host can be kept up on UPS power?
Backup Generator	Do the data center(s) hosting the equipment have backup generation? What is the timeframe that the host can be kept up on generated power?
Managed Services	Does the solution provide managed services so that the vendor is able to monitor and provide support of the host equipment?