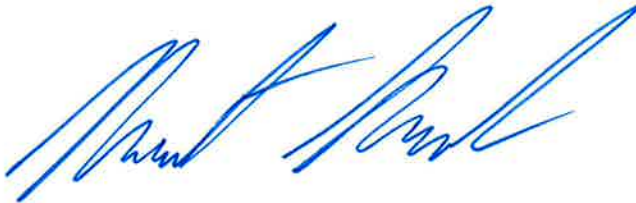June 29, 2012

U.S. Forest Service, Contracting
Attn: Melinda Draper, Contracting Officer
Owyhee Bldg. - MS 1100
3833 S. Development Avenue
Boise, ID 83705
Phone: (208) 387-5610
Fax: (208) 387-5384
Email: mgdraper@fs.fed.us

Subject: Solicitation Number: SN-2012-12
Reference: Request for Information for Computer Aided Dispatch (CAD) System

Frequentis USA hereby submits our response to the subject RFI and intent to pursue any future procurements on this program. Please contact me directly should you have any questions or require further information.

Kindest regards,

Robert Clark
Director of Business Development – Public Safety & Homeland Security

FREQUENTIS USA, Inc.
9017 Red Branch Road, Suite 102, Columbia, MD 21045
Phone: 301-657-8001 ext. 7956
Fax: 301-657-8002
robert.clark@FREQUENTIS.com

COMPANY INFORMATION

1. Company name.
Frequentis USA, Inc.

2. Company mailing address.
9017 Red Branch Road, Columbia, MD 21045

3. Point of contact information (One person's name, telephone number and e-mail address).
Robert Clark, (301) 657-8001 Ext. 7956, robert.clark@frequentis.com

4. References (name and phone number) of individual/company where your CAD system has been implemented.

Southern Combined Dispatch Center (SouthCom)
Program Summary

In this industry / local government partnership we conducted workflow analysis, defined requirements, and applied NENA NG911 requirements documents to design and implement the state-of-the-art, Next Generation 911 compliant, fully integrated PSAP solution. Currently the delivered solution is operational. The solution integrates Voice, CAD/GIS, Mobile Data Terminals, Records Management, Alarm Management, Paging, and Recording.

Facts & Figures

Customer:	Southern Combined Dispatch Center
Address:	21113 Dettmering Dr., Matteson, IL. 60443
Population:	approx. 58,000
Area:	approx. 18.3 square miles
Contact Person	Denise M. Pavlik, ENP
Title:	Director SouthCom Dispatch
Phone:	708-283-6631
Email	dpavlik@southcomdispatch.com
Project Start Date	09/2008
Project Acceptance Date	10/2010

Description of the project
FREQUENTIS entered into a partnership with SouthCom Dispatch in Matteson IL in September of 2008 to design and implement an NG-911 compliant, fully integrated, Computer Aided Dispatch (CAD)/Records/Phone solution. FREQUENTIS has worked closely with SouthCom staff to define their requirements for the integrated solution and continue to work as partners defining new features and updates. FREQUENTIS and SouthCom worked together

during functionality workshops for CAD and Records to fully define all capabilities required for the system of the future. Additionally, with the help of User Interface experts from FREQUENTIS, the state of the art user interface has been tailored specifically for the needs of combined PSAPs. System requirements and design documentation has been completed for the fully integrated system in order to capture the full scope of the project.

FREQUENTIS used a "Scrum" development approach which allowed us to bring new software to the customer every 2 to 3 months in order to gain feedback and approval of new features. This development approach allowed us to be very flexible with the features that mean the most to SouthCom. We were able to prioritize high risk features and develop them early to ensure on-time and in-budget development. This also allowed early customer approval of features early to minimize change requests after the system has cut-over.

The solution integrates 9-1-1 Voice, CAD/GIS, Mobile Data Terminals, Records Management, Alarm Management, Paging, and Recording. The SouthCom PSAP includes six working positions, one training position, up to 80 mobile data users, and up to 80 workstation users. The system includes CAD telecommunicator positions, Mobile Data Terminals for Police and Fire/EMS units and remote office workstations for records clerks and administrators.

The phone system is a full-featured function of the CAD system. It integrates seamlessly allowing CAD operators to focus their attention on a single screen. The system interfaces with ANI/ALI and displays this information on the map and in the caller location area without need for interaction by the telecommunicator. At SouthCom , the Frequentis system integrates Motorola Elite radio software. The radio, like the phone system, is seamlessly integrated into the CAD system. All features of the Motorola dispatcher position are included in the CAD so the operator can focus on a single screen when taking calls and dispatching to Police and Fire/EMS personnel.

The CAD system integrates with Keltron for the burglar and fire alarms. This system also integrates seamlessly with the CAD allowing the operator to see an alarm just as any other 911 call coming in. The CAD system also allows for recording of the Voice over Internet Protocol (VoIP) phone lines. Eventide recording hardware used at SouthCom. Our VoIP CAD system, , allows the Eventide to monitor all 911 calls passing through the network. Another fully integrated feature of the CAD system is the interface to the Illinois National Crime Information Center (NCIC) system called LEADS (Law Enforcement Automated Database Search). Using LEADS, CAD telecommunicators and Police Personnel are able to run queries to the NCIC database and the Illinois State crimes database among others.

The Records Management system was designed with direct input from SouthCom Police and Fire/EMS personnel. By taking both Police and Fire/EMS agencies into account we are able to ensure that agencies are not missing features they need to properly complete incident reports and manage information. The Records Management system minimizes the amount of time Police and Fire/EMS Personnel spend in front of a workstation. By using people and place databases to capture data for future use, data can be re-used quickly and accurately. Additionally, full integration with CAD allows data sharing and dissemination. Incident, person, place, personnel, and apparatus data need only be entered into the system once, whether entered into CAD or RMS. By sharing data and storing data entered into the system, the FREQUENTIS RMS is able to reduce the time personnel spend completing reports and allows them to get back to the business of public safety.
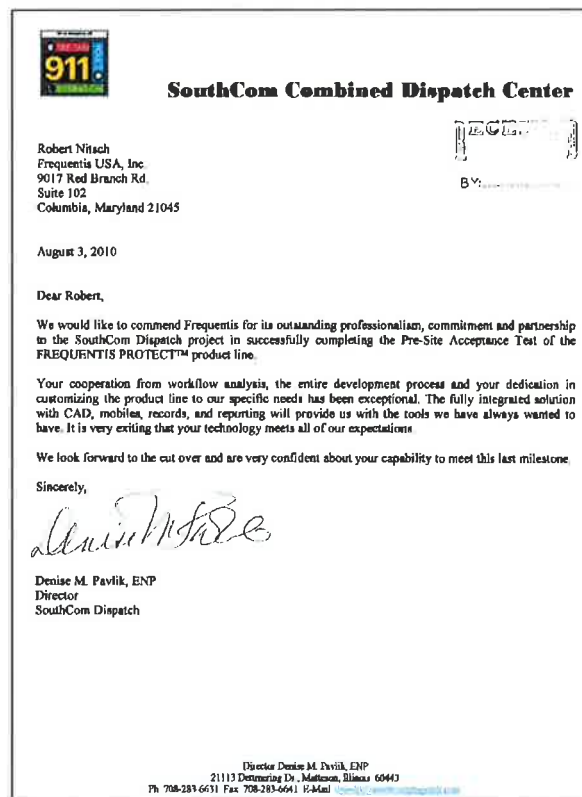
Fire/EMS Records Management includes NFIRS reporting designed according to the FEMA NFIRS standard. Reports can be generated and submitted weekly, monthly, or yearly in FEMA-accepted format. Due to FREQUENTIS

system integration level, reports are automatically created by CAD and automatically completed with as much information as possible from the CAD incident. Field reporting is also an important feature of the Fire/EMS reporting for SouthCom. The system allows users to log into Records from their vehicles so they can minimize the time spent in the station.

Police Records management includes Uniform Crime Reporting (UCR) reporting to state and federal government agencies. The system was designed to allow officers to fill out many reports from the Mobile Data Terminal including a Traffic Crash Report, a DUI form, Tow reports, and many other incident-related reports
By working directly with Dispatch Personnel, Fire Personnel, and Police Officers FREQUENTIS has been able to define a solution with every facet of emergency services in mind.

Relavance of the Project

We believe that this reference provides evidence to our capability and deep understanding of the needs of all involved stakeholders (Dispatch, Police, Fire/EMS, Back-office). It gives testimony to our ability to manage complex programs using experienced resources in Engineering, System Integration, Documentation, Training, and Life Cycle Support. This reflects our true dedication to our customer relationship and providing the solution needed to serve their people.

SouthCom Combined Dispatch Center

Robert Nitsch
Frequentis USA, Inc.
9017 Red Branch Rd.
Suite 102
Columbia, Maryland 21045

BY:

August 3, 2010

Dear Robert,

We would like to commend Frequentis for its outstanding professionalism, commitment and partnership to the SouthCom Dispatch project in successfully completing the Pre-Site Acceptance Test of the FREQUENTIS PROTECT™ product line.

Your cooperation from workflow analysis, the entire development process and your dedication in customizing the product line to our specific needs has been exceptional. The fully integrated solution with CAD, mobiles, records, and reporting will provide us with the tools we have always wanted to have. It is very exiting that your technology meets all of our expectations.

We look forward to the cut over and are very confident about your capability to meet this last milestone.

Sincerely,

Denise M. Pavlik, ENP
Director
SouthCom Dispatch

Director Denise M. Pavlik, ENP
21113 Dettmering Dr., Matteson, Illinois 60443
Ph 708-283-6631 Fax 708-283-6641 E-Mail

London Metropolitan Police Service (MPS)
Program Summary

The Metropolitan Police Service (MPS) [better known as "Scotland Yard"] improved its emergency call services under this project. The development, delivery and service contract spans for a period of nine years and represents a contract value of around EUR 50 million (USD 70 million); it provides MPS with an integrated command and communication platform. This platform will unite existing radio centers, the police radio MetRadio, the video surveillance systems and the connection to the British digital radio network Airwave.

Facts & Figures

Customer:	Metropolitan Police Service [http://www.met.police.uk/]
Address:	Edinburgh House 170 Kennington Lane, London SE11 5DP, UK
Population:	approx. 12,300,000
Area:	607 sq mi (1,572.1 km2)
Contact Person	Ailsa Beaton
Title:	Director of Information
Phone:	+44 20 709-15000
E-Mail:	ailsa.beaton@met.police.uk
Project Start Date	02/2005
Project Acceptance Date	03/2007
Contract Value	EUR 50 million (USD 70 million)

Description of the project

This project features an emergency voice communication system with an integrated command and communications platform comprising 633 operator positions; new radio centers, existing police radio (MetRadio), information from the video surveillance network in London and the British digital radio network O2 Airwave (TETRA) all come together on this platform.

- Delivery of the voice communication systems (633 operator positions)
- Fully networked distribution to several sites (3 main centers, 2 sub centers, 30 outskirt centers)
- Delivery of voice documentation systems (recorder)
- Full TETRA-integration
- Call-Center Functionality
- Control of 60,000 cameras in London with fully integrated CCTV

The FREQUENTIS solution of a central video surveillance (CCTV, closed-circuit television), offers the Metropolitan Police Service an ideal system architecture for large and mid-sized CCTV-solutions.

The integration of voice and video at the operator position is done through a uniform user interface with a high degree of usability. Additional (existing legacy) systems can be connected and represent security-relevant processes and roles.

We are particularly proud to have provided an emergency response communications solution for the London Metropolitan Police Service (MPS) (Scotland Yard) implementing over 600 call-taker/dispatch positions located in three networked command centers and integrating 60,000+ CCTV feeds and multiple land mobile radio (LMR) systems. FREQUENTIS was chosen as the only dispatch call-taking solution provider who could support the anticipated growth to 23 million calls and e-mails per year, by the year 2010.

Another key consideration in this > 70 million dollar project was FREQUENTIS' ability to commit to the comprehensive maintenance agreement which spans an eight year period into the year 2014.

The MPS has formally commended FREQUENTIS in writing for its on-time and within-budget delivery of the largest networked communication command and control center in Europe. FREQUENTIS was selected for the project due to its ability to build a synergistic working partnership with the MPS to provide the absolute best communications network available to its 31,000 officers, covering 620 square miles to enhance the safety and security of the Greater London area residents and visitors.

As a direct result of our exemplary performance, FREQUENTIS (as the sub-contractor to the company Telnet) received a follow-up contract to develop and deploy an Automated Personal Location System (APLS) in March 2008. The deployment of the APLS technology is one of the largest of its kind in the world. The APLS will enable operators in The Service's operations centers to identify the location of each of its 31,000 police officers.

Metropolitan Police Service
Directorate of Information
COMMENDED

Awarded to

Frequentis GmbH

for
outstanding professionalism and commitment to the MPS in successfully completing
the ICCS Phase 1 and 2 migrations and meeting operational requirements.

December, 2006

Relavance of the Project

This program includes the delivery and integration of voice, CCTV, and LMR in a very-complex and large-scale program. We believe that this reference provides evidence to our capability of managing complex programs, using our experienced resources in Engineering, System Integration, Documentation, Training, and Life Cycle Support.

Nodnett- Norwegian Police, Fire and Health Agencies
Program Summary

nytt nødnett
økt sikkerhet for alle

FREQUENTIS has equipped all dispatch centers of the Norwegian police, fire brigade, and health organizations; all in all, about 335 dispatch centers and approximately 700 operator positions. In parallel to the refurbishment of the dispatch centers, Motorola implemented a country-wide TETRA-network. Noednett is the second-largest public safety project for FREQUENTIS.

Facts & Figures

Customer:	Norwegian Police, Fire and Health Agencies
Address:	Nydalen allé 37a 0410 Oslo, Norway
Project title:	Nødnett
Population:	approx. 4.94 million
Area:	approx. 148,750 sq miles
Contact Person	Tor Helge Lyngstø
Title:	Director
Phone:	+47 959 08 179
Email	tor.helge.lyngstol@dinkom.no
Project Start Date	2006
Project Acceptance Date	2011
Contract Value	EUR 50.6 million (USD 70.84 million)

System Description

In December 2006, FREQUENTIS received the order to set up the Norwegian TETRA-security network Nødnett in cooperation with the general contractor Nokia Siemens Networks. FREQUENTIS is in charge of equipping all control rooms throughout Norway.

Precisely speaking, each of the 25 Norwegian police districts will have a police, a fire brigade, and an ambulance service dispatch center, which, all together will comprise a total of around 75 dispatch centers. Added to this number are 165 "doctor's posts" throughout the country; these are public health installations that can tend to minor injuries. The third aspect of the project consists of 89 dispatch centers for emergency and accidents in hospitals. They are divided into the following four sub-systems:

ICCS-Sub-system (Integrated Communication and Control System)
The FREQUENTIS system used for the ICCS is an IP-based VCS 3020 with the VCS 3020 MCC-application.

DMS-Subsystem DMS (Dispatch Management System = Computer Aided Dispatch [CAD])
The DMS provides access to MAP, the geographic information system, and the user access to the dispatch centers. The DMS is part of the scope of delivery for fire brigade dispatch centers. In all other dispatch centers, existing DMS-systems are integrated into the new dispatch centers. Existing applications run on available hardware and shall also be integrated in the IT-infrastructure of the new dispatch center.

MMS-Subsystem (Multimedia Messaging System)
The MMS-system comprises the message formats e-mail and SMS, the directory structure and the picture and text editor. These are mostly Microsoft Office applications; the central MMS-client is in charge of the unified messaging server functions.

ASS-Subsystem (Alarm and Statistics System)
The alarm and statistics system comprises a central management system with monitoring units and distributed monitoring agents. One reporting tool unites all reports that are generated and evaluates them in the system logs.

Major Milestones achieved: In February 2008, the first FREQUENTIS system went live in the police dispatch center in Follo - an important milestone in the Nødnett project. In May 2008, the first Nødnett acceptance test, including a TETRA-connection, was realized in the Jaren police headquarters (in the south of Norway). In June 2008, the acceptance test of the police training system came to a successful close and the system went live right away. Also in June 2008, the Østfold police center had its final acceptance test (with TETRA-network). It was followed by a smooth go-live on 25 June 2008.

The Alarmsentral Brann Øst (ABØ) center went live in January 2010 with the new FREQUENTIS ICCS and CAD. The ABØ is one of the first Control Rooms that is completed within the project Nødnett and the reference master for 15 additional PSAPs (Fire) in Norway.

The customer quote: *"Police commented that they were very satisfied and impressed with the work that FREQUENTIS had performed. Everything had run smoothly and no major faults had been found."*

Relavance of the Project
This program includes the delivery and integration of voice, CAD, and LMR in a country-wide roll-out program. We believe that this reference provides evidence to our capability of managing complex programs, using our experienced resources in Engineering, System Integration, Documentation, Training, and Life Cycle Support.

Federal Aviation Administration (FAA)
FREQUENTIS 3020X CCS System Overview

FAA Command Center ATCSCC, Warrenton, VA

The 3020X CCS is a high-capacity telecommunications voice conferencing system built and designed for voice conferencing for state-wide to nationwide incidents or traffic flow management purpose. It is currently in use by the Federal Aviation Administration (FAA) to coordinate all stakeholders and participants of our Nation's air traffic during severe weather emergencies, terrorist incidents, natural disasters as well as other out-of-the-ordinary traffic situations.

The Frequentis voice conferencing system is also in use by NASA at its space operations centers Goddard Space Flight Center, MD, Johnson Space Center Houston, TX, Kennedy Space Center, FL and others to provide the essential voice conferencing and coordination capability for manned and unmanned space flight, as well as the international space station.

Largest Voice Conferencing System on the Market

The 3020X CCS provides the capability to conduct more than **1,900 simultaneous conferences** with the capacity of more than **3,000 parties per conference**. This capability is essential to quickly coordinate large scale operations in case of natural disasters, broad terrorist attacks, or hurricane evacuation operation. Specialists at the command center use the 3020X CCS consoles to coordinate with national and international agencies, weather organizations, and commercial stakeholders and the public by establishing and maintaining Adhoc, Meet-me, Progressive and Preset telecommunications conferences.

With the 3020X CCS specialists at the command center are able to quickly and easily initiate and manage multiple simultaneous conferences.

Typical operation at FAA, for instance is that specialists at the command center provide regular briefings via the 3020X telecommunications conferencing capability for discussions of weather-related and operational concerns. Every 2 hours the ATCSCC National System Strategy Team facilitates a Meetme conference to discuss any issues. The conference is designed to help FAA facilities, airlines, and non-FAA organizations reach a consensus on planned air traffic management initiatives. The planned initiatives are referred to as the Operational Plan. The Operational Plan and associated telecommunications conferences have become a major initiative in the FAA's effort to reduce air traffic delays and ensure that all aviation interests have an opportunity to contribute to the decision-making process.

National Aeronautics and Space Administration (NASA)

The implementation of the Mission Operation Voice Enhancement (MOVE) program for NASA.

This collaborative effort is an ongoing initiative to replace the existing mission voice system with COTS products suitable to meet the mission voice conferencing and voice recording requirements at NASA facilities around the globe. The MOVE system is an adaptive, redundant, expandable, and upgradable voice communication switching system also built on the FREQUENTIS 3020 system platform and supports:

- 3,000 conference definitions
- 15,000 keyset user profiles/accounts
- 2,000 active conferences
- 4,000 keysets (working positions) and/or T1 DS0 connections

Kennedy Space Center Operation Center

The goal of the MOVE Project is to standardize the mission voice systems throughout the NASA facilities in support of current and future missions. The MOVE systems have a built-in expansion capability sufficient to support the expected increase in required voice services for no less than 10 years of continued mission operations. The program includes Program Management, Quality and Configuration Management, Engineering Services (Design, Implementation, and Testing), Production, Installation and fully Integrated Logistic Support (Documentation, Training and Maintenance.

5. Indicate if you are considering competing in the CAD procurement as either a Prime Solution Provider or System Integrator (prime or sub-contractor).

Sub-contractor to systems integrator but will serve as Prime technology provider if desired

SYSTEM REQUIREMENT	X
1. The System should support web based technologies, such as mobile and cloud computing. **COMPLY**	X
2. The System must support the ability to merge an instance of the database with another instance, as in the case where data is created and stored in a standalone database that then must be combined with another database to consolidate the data. Note: For example, when two dispatch centers are becoming one. **COMPLY**	X
3. The System must have disaster recovery processes that include data redundancy. **COMPLY**	X
4. The System must have robust interoperability with established systems with the ability to share data easily and efficiently. **COMPLY**	X
5. The System must be available (24/7) at the local dispatch center without interruption for any reason so as to maintain operational continuance at the local level at all times. **COMPLY**	X
6. The System must support a multi-user platform with real-time access. **COMPLY**	X
7. The System must meet all Federal and Agency requirements for security. **COMPLY** Should additional project-specific securities be required, the system will satisfy accordingly.	X
8. The System must have on-going technical and user support. **COMPLY**	X
9. The System must be based on an interactive Graphical User Interface (GUI) environment. **COMPLY**	X
10. The System must support real time, read-only access to data by local and remote fire managers and GACC personnel. **COMPLY**	X
11. The System must meet the needs of an all-risk dispatch center. **COMPLY**	X
12. The System must be scalable and flexible to accommodate individual dispatch center data, policy and business practices while complying with national agency requirements for standardized data elements and reporting requirements. **COMPLY**	X
13. The System must be able to create an Incident from any computer via the internet. **COMPLY**	X
14. The System must include a variety of robust mapping features that allow the dispatch center to determine the location of a potential incident quickly and easily. **COMPLY**	X
15. The System must be able to produce standard and ad hoc reports. **COMPLY**	X
16. The System must allow for local management to pre-determine the resource response by incident type, response area, and response level. **COMPLY**	X
17. Daily log and entries may be retained as part of the official record of an incident. **COMPLY**	X
18. When multiple incidents are created but should be tracked as one incident, the multiple incidents are merged, (i.e. A reported smoke incident and a reported vehicle collision, are the same incident.) When incidents are merged, all documentation and resource data is tracked in one incident. **COMPLY**	X
19. The System must provide multiple ways to create an incident, such as using a function key or typing in an address or designating a map location through lat/long or GIS, etc. **COMPLY**	X

20. The System maintains an incident log that records activity on an incident, such as radio communications, phone communications, dispatcher activity, notifications, etc. **COMPLY**	X
21. The dispatcher must be able use a timer to track status, and position checks of resources. For example, if it is a law enforcement incident the timer will notify the dispatcher when a safety check is required. For aircraft, Automated Flight Following may want a verbal check back every 15 minutes to track the location in case of loss of contact. **COMPLY**	X
22. Standard land-based geospatial data layers should be available within the System. **COMPLY**	X
23. Response area data includes: response levels, associated Fire Danger Rating Area, response areas. **COMPLY**	X
24. Dispatch (run cards) data includes: response types, incident types with incident subtypes, response types, response levels, dispatch strategy, copying and reporting dispatch strategies, dispatch action required. **COMPLY**	X
25. Interfaces with radio console over a serial data connection to select frequencies and tones (repeaters). Dispatcher can click the [SELECT] button on the CAD screen to select dispatch frequencies and tones on the radio console screen. **COMPLY**	X
26. Provides an application administrator with the ability to add a common place name to the geographic data file with only a latitude/longitude location (location is off-road). **COMPLY**	X
27. Provides an application administrator with the ability to configure response areas for fixed (run order) or dynamic (road network calculation) unit recommendation. **COMPLY**	X
28. Provides a dispatcher with the ability to assign a weather-based dispatch level to response areas that have been organized into dispatch zones. **COMPLY**	X
29. Recommends units based on the current weather conditions (dispatch level) in the response area associated with incident location. The dispatch level influences the selection of a response plan. **COMPLY**	X
30. Calculates a bearing and distance for recommended units that travel through the air. **COMPLY**	X
31. Provides an application administrator with the ability to assign air-to-air and air-to-ground frequencies to individual response areas. **COMPLY**	X
32. Generates a fire number in addition to an incident number from a federal or local fire number counter as specified in the response area record associated with the incident location. **COMPLY**	X
33. Provides an application administrator with the ability to create a hazard record at a latitude/longitude location. **COMPLY**	X
34. Alerts the dispatcher when a call is entered at a latitude/longitude associated with a hazard record. **COMPLY**	X
35. Provides a dispatcher with the ability to set the dispatch priority of units in a fire station where there is more than one unit of the same type. **COMPLY**	X
36. Displays an automatically-updated fire coverage window with the dispatch coverage status in green, yellow, or red. **COMPLY**	X
37. Provides the dispatcher with the ability to assign the person responsible for completing the fire or investigation report by entering a command. **COMPLY**	X
38. Replicates live CAD incident and unit information to a backup device. **COMPLY**	X
39. Provides a dispatcher with the ability to select an alternate tactical and/or air to air frequency when the primary tactical frequency is in use. **COMPLY**	X

FREQUENTIS

⊙···

FREQUENTIS USA, Inc.

TECHNICAL INFORMATION BEING REQUESTED

FAM requests feedback, comments and questions on the draft requirements including but not limited to the following:

1. How many staff months (project management, analysis, design, coding, documenting, and testing) and calendar months do you estimate it would take to modify your CAD system to meet all of the requirements listed above?
Upon receipt of full system specification and all data sources required, we would estimate no more than 18 months to make required system customizations, though we can and will work schedule to specifically benefit project. Should faster timeframe be required, Frequentis will assess and support accordingly.

2. How many multi-site CAD customers does your company currently have?
We are currently deploying a nationwide CAD for a client in Southeast Asia. There is one single site CAD customer in the US.

3. How many physical servers are required to run your full CAD system with ROSS and other interfaces including testing and training instances of the system?
Deployment model has a significant impact on size, physical device counts and cost. Assuming a per-site deployment in a nationally networked approach, each site would require 4 servers (2 primary, 2 redundant).

For a cloud-based model, assuming hosting centers are physically and geographically diverse and redundant, we would need to know data sources and scope as that impacts virtual server sizing. Deployment wise, we could deploy without any local servers and leverage network (so long as sufficient bandwidth were available), or increase efficiency and lessen bandwidth utilization (and cost) through localized servers per site or region/cluster.

4. What is your company's estimated annual revenue from CAD system sales, consulting services, and maintenance fees?
 Globally: $20 million US: $5 million

5. How many procurements for a CAD project exceeding $2 million has your company responded to in the 24 months just prior to the release of this RFI?
Four (4)

6. What is the probability 0 – 10 (10 being the highest) that your company would participate in a best value Request For Proposal process for the CAD described above where all requirements must be met in order to qualify?

Ten (10)

7. What is your estimated cost to provide a CAD system that would meet all of the requirements listed in this request for information?
While deployment model is critical as to what the final system price would be as local/regional modelling with national information exchange versus total enterprise deployment affects price, Frequentis can provide a Rough Order of Magnitude (ROM) of $140,000 per position. This would be on the high end of course but is based on a

single hosted or cloud-based system approach deployed in a nationally diversified enterprise environment. As we are not aware of the actual position counts per location at this time, we cannot provide the most scalable and accurate Total Cost so we offer this ROM for your budgetary purposes.

ADDITIONAL INFORMATION

1. Provide any additional information not requested above but which you deem important and relevant to this RFI.

FREQUENTIS has been providing Communication Management solutions in mission critical environments for years, leveraging IP benefits in other regions to define technology solutions for Safety, Security and PROTECTion of the public. FREQUENTIS USA, in business since 1999, has assembled a team of industry veterans, leaders, visionaries and specialists and, leveraging our global expertise in communications technology, has developed the first End-To-End NG Incident Management System on the market. While our technologies serve high-volume, mission critical operations every day with such clients as NASA and the FAA, our dedication to solving operational challenges through applications has run in parallel.

IP and communications convergence presented challenges to the mission critical communications operations, challenges based on communications disparity and legacy system architectural limitations. As such, FREQUENTIS, a privately held organization, had the flexibility to assess the market with a fresh set of eyes, look at what the real objectives were, and not only listen to the end users but hear what they were really saying. The conclusion was that this industry needed an entirely new platform and architecture that could defeat the hype, meet the demand, and define the future supply of communications.

As a leading communications provider, the challenges posed by IP convergence, PDAs, I-Pads and Droid devices were not limited to one industry segment for FREQUENTIS, but universal and worldwide; communications and the various mediums they are transmitted upon have changed the way human interaction occurs, no matter where in the developed world you are.

Agencies are impacted and challenged with the same communications paradigm shift as the rest of the world, and FREQUENTIS has been defining and projecting solutions to these communication dynamics for years. Whether serving millions of annual calls in a control room environment in London, bridging hundreds of simultaneous secure lines together across the US, or enabling situational awareness to first responders during the Olympic Games, FREQUENTIS has been leading the globe for years with technology solutions to communications challenges.

Our focus on defining how communications can empower industries, eliminate silos and disparities, enable an entirely new realm of interoperability is how we have been implementing technology solutions for years, and how we have continued this leadership in the safety and security arena.

FREQUENTIS PROTECT™ Solution

The FREQUENTIS **PROTECT™** product line provides the essential functionality required for a structured and efficient response. Receiving and processing emergency calls, integrating communications equipment with responding resources, incident recording, alarm status management and mapping geographic information system (GIS) data are the critical elements necessary for maintaining situational awareness and operational control.

Displayed map data derived from geographical databases allows monitoring and management of incident development and deployed resources, and provides an accurate visualization of incident status to emergency center operators.

The following are just a few of the many benefits of the **PROTECT™** Suite:

- **Modular Bundling**: FREQUENTIS provides an unrestricted ability to bundle products and invest according to your budgets/funds but reduce overall costs. Scale up to the optimum end-to-end solution without the complexity of having to manage multiple vendors.

- **Peace of mind:** FREQUENTIS understands the public safety environment. Our list of satisfied customers includes emergency services across Europe, Asia and America. We work with you and our technology partners to find, build (or acquire) and install the exact solution for your needs.

- **Flexibility:** Solutions can range from a fully customized and integrated command and control center to standalone products. Each component is modular and designed to integrate with legacy and other systems. So you can mix and match to meet current needs without compromising past investments and future upgrades.

- **Reliability:** Cutting edge design based on innovative, yet proven, technology ensures failsafe operation.

- **Efficiency:** Emergency service providers need to make quick and accurate decisions based on timely information, and then communicate these decisions swiftly and accurately. That understanding underpins the world-famous FREQUENTIS dedication to, and focus on usability. A good user interface design frees staff to focus on their immediate duties, not on coping with communication technology.

- **Adaptability:** The PROTECT™ solution provides (and encourages) Third Party Integration, allowing for unbridled choice and purchasing choice.

Communications Management for a New Generation

Applying Innovative Design and Extensive Knowledge to save lives and PROTECT property is FREQUENTIS' objective. The **FREQUENTIS PROTECT™** product line (enhanced safety for everyone, everywhere) brings a true, integrated, (though modular) communications solution with 21st century technology to the market. This highly advanced, scalable and modular portfolio was designed and developed in close cooperation with Public Safety Professionals in Law Enforcement, Fire Suppression, EMS Services, and Dispatch giving us unparalleled insight to create a solution for the Public Safety community's requirements for a Next Generation system.

Our solution is built to the same standards of high reliability required by other FREQUENTIS clients concerned with mission–critical equipment and services such as the Federal Aviation Administration (FAA) and the National Aeronautics and Space Administration (NASA).

The inherent fail-safe redundant and distributed design of the FREQUENTIS **PROTECT™** product line provides dependable availability for customers with mission-critical applications. Our system provides the capacity needed to withstand the heaviest demands of a worst-case disaster scenario and provides the capability and functionality necessary for day-to-day emergency response operation.

The open system architecture of the **PROTECT™** product line supports anticipated future expansion with FREQUENTIS' forward-thinking system design. Our deployed solutions range from single center installations to networked command and control centers, all of which benefit from the same modular and distributed architecture. This allows information sharing across all systems and with the innovative "free seating" feature provides a truly virtual, fully-functional statewide or national emergency response center.

2. Provide any lessons learned from other similar projects.
Planning and specifications clearly defined prior to deployment are crucial. Also, having deployed large-scale control room solutions around the world, Frequentis has the experience required to undertake a project of this magnitude.

3. Ongoing annual maintenance and technical support.
Frequentis maintains mission-critical 24x7x364 support and service operations for all of its clients. Depending upon the scope and maintenance objectives of the project, Frequentis customizes its support model to suit the client; we are prepared to provide turnkey support and system maintenance (including all software upgrades, enhancements and refinement) or can work in a Tier 2/3 role and allow the client to self-maintain via IT department and staff.