

Proposed Transition from Current
Easton 911 Center to
Fairfield County
Regional Dispatch Center

November 15, 2025

Information Summary

*Leading to the recommendation to transition 911 Dispatch Services to
Fairfield County Regional Dispatch*

Recommendation for Transition of 9-1-1 Dispatch Services

From single-person dispatch center
to Fairfield County Regional Dispatch Center (FCRD)

November , 2025

Recommendation for Transition of 9-1-1 Dispatch Services

From: Town of Easton Single-Person Dispatch Center

To: Fairfield County Regional Dispatch Center (FCRD)

Prepared By: Town of Easton Dispatch Transition Working Group

with input from Emergency Services Consulting International (ESCI)

Date: November 2025

Submitted To:

Town of Easton Board of Finance

Town of Easton Board of Selectmen

Town of Easton Residents

Fairfield County Regional Dispatch Recommendation

The Town of Easton, after significant review and consultation, recommends transitioning from our single-person dispatch center to the Fairfield County Regional Dispatch Center (FCRD). This recommendation is the product of careful evaluation, input from all departments, consultation with Emergency Services Consulting International (ESCI), and analysis of both operational and financial impacts.

It is important to recognize that our current telecommunicators perform excellent work with the resources available. This decision is not about what is being done wrong — it is about preparing Easton for the future, aligning with state and national best practices, and ensuring the highest level of public safety.

Background and Review Process

In 2022, the Town of Easton contracted with Emergency Services Consulting International (ESCI) to review our emergency services, with a focus on fire and EMS.

January 2023, ESCI issued a report recommending a comprehensive cost-benefit analysis and stakeholder survey regarding regional dispatch. They also recommended meeting with Fairfield County Regional Dispatch staff to investigate integration.

After receiving the ESCI Report, Easton Fire Company, Easton EMS, and other stakeholders began implementing ESCI's recommendations, which included a deeper review of dispatch services.

Alternative options, such as the Southwest Regional Dispatch Center (SWRDC), were considered. However, these presented higher costs and limited solutions to our identified challenges.

Key Questions Considered by the Work Group

1. Do improvements need to be made to our current system?

- Yes. All members agreed that improvements were necessary. Minimum upgrades would require:

- New software (\$225,000, one-time cost)
- Full-time staffing 365 days/year (approx. \$150,000 annually, replacing part time staff with full time)

2. Do we invest in our current center?

- This would address some issues but would not solve the fundamental challenge of operating with a single dispatcher, which is inconsistent with state and national safety standards.

3. Do we move to a regional dispatch center?

- Moving to FCRD is the most effective and cost-efficient option for Easton, providing modern technology, multiple dispatchers on duty, and significant cost savings.

Primary Reasons for Transition to FCRD

1. Independent Consultant Recommendation

- ESCI cited serious concerns with single-dispatch operations, including vulnerability to critical incidents, distraction from walk-in calls, and increased safety risks.

2. Improved Technology

- Easton's current CAD software is outdated. FCRD operates NEXGEN software, which is more advanced, integrates with fire incident management, and will be largely reimbursable via state transition grants.

3. Full-Time Staffing

- Moving away from part-time staffing ensures consistent coverage. FCRD maintains a professional staff of multiple trained telecommunicators 24/7.

4. Stronger Oversight and Accountability

- FCRD has a Board of Directors, center supervisor, and on-duty shift supervisors — improving transparency and performance review.

5. Resources for Complex Incidents

- National standards (NFPA 1221) require at least two dispatchers on duty at all times.

FCRD has the capacity for 5–10 dispatchers per shift, improving response to complex or high-volume events.

6. Financial Advantages

- Current annual cost of Easton's 911 center: approx. \$490,000.00
- Projected first-year public safety/911 center cost after transitioning to FCRD: approx. \$381,190.00
- **Approximate annual saving of \$108,810.00**

7. Alignment with State of Connecticut Initiatives

- The State is reducing the number of PSAPs and offers \$300,000 transition grants to towns joining regional centers.

8. Improved 911 Call Handling & Mutual Aid Access

- FCRD has multiple dispatchers available, performs its own Emergency Medical Dispatch (EMD), and provides rapid coordination with regional partners.

9. Potential Insurance Benefits

- Improved ISO (Insurance Services Office) scores may lead to reduced homeowner insurance premiums town-wide.

10. Improved OSHA Compliance

- A move the FCRD will help the Fire Department better comply with current and proposed OSHA standards.

11. Reduced employee liability

- The Town of Easton will be a client therefore reducing our liability of having three full time employees and numerous part-time employees.

Why FCRD?

- State-of-the-art facility opened in 2022
- Capacity for 10 dispatchers on duty (typically 5–6)
- Located only 4.2 miles from Easton
- Offers employment opportunities for current Easton dispatch staff
- Governed by a Board of Directors from Fairfield and Westport — ensuring professional oversight
- For reasons described above the committee feels that this move is inevitable.
 - -delaying it will increase costs due to normal inflation
 - -delaying may compromise our ability to bring our staff (and expertise in Easton dispatch over to FCRD)
- Most importantly, FCRD has a proven track record of high-quality public safety dispatching services

Target Transition Costs to Move to FCRD

FCRD Transition Fee- Includes software, hardware and implantation equipment
\$150,000.00 We will be refunded any of this money that is not need for transition costs.
This will be itemized to Easton

NEXGEN- Easton side of the software
\$175,000.00

PD/Town Hall Facility Upgrades to include new PD Lobby Doors
\$10,000.00

Police Station Town Hall Security Upgrades to include camera, access, and remote monitoring.
\$50,000.00

Hardware Upgrades- 9 IPADS and 4 PD Mobile Data Terminals
\$45,000.00

Isolated Public Safety Server
\$70,000.00

BRYX Facility Hardware
\$70,000.00

Phone Replacement
\$15,000.00

Contingency
\$30,000.00

Total Anticipated Transition Costs PRIOR to REIMBURSEMENT or other Cost Savings \$615,000.00

Anticipated Cost Saving or Reimbursements

- State Anticipated Reimbursement of \$300,000.00
- Savings on operation of current center from April 1 to June 30, no FCRD Fee or Easton Expense \$90,000.00
- Savings on current radio project \$75,000.00

Potential total transition cost to Town/taxpayers under current plan
\$150,000.00

Potential savings to the taxpayers over 4 years is nearly 1 Million Dollars

Approximate Annual 911 Service Cost after FCRD Move

- Year 1 Fee starting July 2026- \$236,951.00
- PD Staffing Allowance - \$100,000.00
- Nexgen Maintenance- \$22,495.00
- Cell Service for IPADS- \$3780.00
- Projected IT Support \$10,000.00
- BRYX Maintenance \$ 6000.00
- Cloud Storage/Backup \$2000.00

Total Projected Annual 911 Budget for FCRD Plan \$381,190.00 Starting July 2026

Current Annual Cost to Operate Easton 911 Center- approximately \$490,000.00

Projected Year 1 Savings- \$108,810.00

Security Improvements to the Town Hall Police Complex

- Intercom and camera system will be able to communicate remotely from the front exterior entrance of the police department to the FCRD the front desk inside the PD with cell phone access capabilities for others.
- Remote access to new doors that will be accessible to the same people as stated above.
- Upgrades to the wooden/glass in the Police foyer that will create the safe space if someone needs to be let in for an emergency.
- 360 outside camera coverage of the PD and Town Hall complex
- Additional DVR Storage- Currently have we no storage left on the DVR without overriding old footage, this will become cloud based.
- PD windows and doors alarmed as the building which may be unoccupied.

FCRD/Easton Cost Analysis

July 2026

Easton if no move	490,000.00
FCRD	381,190.00
<u>Savings</u>	<u>108,810.00</u>

July 2027

Easton if no move	504,700.00
FCRD	392,625.70
<u>Savings</u>	<u>112,074.30</u>

July 2028

Easton if no move	519,841.00
FCRD	404,404.47
<u>Savings</u>	<u>115,436.53</u>

July 2029

Easton if no move	535,436.23
FCRD	416,536.60
<u>Savings</u>	<u>118,899.63</u>

Total Gross Saving Over 4 Years	\$455,220.46
Transition Costs beyond grant and other savings	\$100,000.00

Net Savings to the Town of Easton Over 4 Years **\$355,220.46**

Note 1

If we were to stay in Easton, there is universal agreement that we would need to go to full time dispatchers 365 days per year. That would cost about \$125,000.00 of additional money per year. The cost avoidance of that equals an estimate of \$500,000.00. This number, not adjusted, makes the savings equal **\$855,220.46**

Note 2

The required software upgrade would cost nearly **\$250,000.00**

Potential savings to the taxpayers over 4 years is really over 1 Million Dollars

Board of Finance

Requested Supporting Financial Information

Request to the Board of Finance for Funding to Transition from the Easton 911 Center to Fairfield County Regional Dispatch

After significant review, research and consultation, it is our recommendation that we transition from our single-person dispatch center to the Fairfield County Regional Dispatch Center (FCRD). This recommendation is the product of careful evaluation, input from all departments, consultation with Emergency Services Consulting International (ESCI), and analysis of both operational and financial impacts.

Transitioning to the Fairfield County Regional Dispatch Center enhances public safety, reduces costs, aligns with state initiatives, and provides the Town of Easton with modern, scalable dispatch services for decades to come.

We request the Board of Finance allocate \$615,000.00 to this project. After State reimbursements of \$300,000.00 and other cost savings by making this transition now, we anticipate the total transition cost to the taxpayers to be less than \$150,000.00.

It is important to recognize that this transition will save the Easton Taxpayers nearly 1 million dollars over the 4 years of the agreement.

Transition Costs to Move to FCRD

FCRD Transition Fee- Includes software, hardware and implantation equipment
\$150,000.00

NEXGEN- Easton side of the software
\$175,000.00

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Vehicle Hardware Upgrades- 9 IPADS and 4 PD Mobile Data Terminals
\$45,000.00

Isolated Public Safety Server and Police Server Upgrades
\$70,000.00

BRYX Facility Hardware
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- State Anticipated Reimbursement of \$300,000.00
- Savings on operation of current center from April 1 to June 30, no FCRD Fee or Easton Expense \$90,000.00
- Savings on current radio project \$75,000.00

Potential total transition cost to Town/taxpayers under current plan
\$150,000.00

Potential savings to the taxpayers over 4 years is nearly 1 Million Dollars

Anticipated \$90,000.00 Savings from Dispatch Budget by moving to FCRD by April 1, 2026

This includes anticipated part-time labor of 48 hours per week for the months of April/May and June.

FCRD will not be starting our annual fee until July 1, 2026, 3 months of operational savings
Our current 911 center is budgeted until June 30th, 2026, this is way have can take advantage of a savings.

This number includes labor and some small operational items.

2025/2026 JOB CLASS 5 (Admin)

Hours per week	Rate per hour	Weeks per year	Cost per year	Employer expense	Total cost	
48	\$26.12	52	\$65,195.52	\$9,779.33	\$74,974.85	
48	\$26.12	13	\$16,298.88	\$2,444.83	\$18,743.71	Expense

2025/2026 JOB CLASS 6 (DISPATCHER)

	Cost per year	Employer expense	Total cost	
52	\$313,616.00	\$103,837.00	\$417,453.00	
13	\$78,404.00	\$25,959.25	\$104,363.25	Savings

2025/2026 DISPATCH OPERATING BUDGET

Remaining as of 10/31/25	\$ 13,000.00	+/-
Projected remainder as of 3/31/25	\$ 4,380.46	Savings

2025/2026 **\$90,000.00** Net Savings

FCRD/Easton Cost Analysis

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Total Gross Saving Over 4 Years	\$455,220.46
Transition Costs beyond grant and other savings	\$100,000.00

Net Savings to the Town of Easton Over 4 Years **\$355,220.46**

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Note 2

The required software upgrade would cost nearly **\$250,000.00**

The true cost savings to the taxpayers over 4 years is really over 1 Million Dollars

Annual 911 Cost after FCRD Move 26-27 Budget

Year 1 Fee Starting July 26 - \$236,915.00

PD Staffing Allowance - \$100,000.00

Nexgen Maintenance- \$22,495.00

Cell Service for IPADS- \$3780.00

BRYX Maintenance- \$6000.00

IT Support \$10,000.00

Cloud Storage \$2000.00

Total Annual Cost for FCRD Plan \$381,190.00 Starting July 2026

Approximately total current 911 costs with benefits \$490,000.00

Annual Savings to the Taxpayers of approximately \$108,810.00

Transition Payment

\$150,000 Due to Fairfield County Dispatch upon Contract Signing



Quote

Quote Number: 1944

Payment Terms:
Expiration Date: 11/02/2025

Quote Prepared For

Joseph Gaudett
Fairfield County Regional Dispatch
 5151 Park Avenue
 Fairfield, CT
 United States
 Phone:203-396-2811
 JGaudett@fairfieldct.org

Quote Prepared By

Jaime Scatena
NexGen Public Safety Solutions
 2488 Boston Post Rd
 Guilford, CT 06437
 United States
 Phone:203-500-3566
 Fax:
jaime@nexgenpss.com

Item#	Quantity	Item	Unit Price	Adjusted Unit Price	Extended Price
One-Time Items					
1)	1	Nexgen -Fairfield County Regional Dispatch Add Agency Nexgen PS Agency Add Setup and Configuration Town of Easton, CT Public Safety Police. Fire. EMS.	\$30,000.00	\$30,000.00	\$30,000.00
2)	1	New England Geo Services GIS GIS Services for Town of Easton Data to be utilized for Nexgen LEAS - FRCD Solution. Add Town of Easton, CT (Police. Fire. EMS)	\$10,000.00	\$10,000.00	\$10,000.00
3)	1	Nexgen Professional Services Nexgen Professional Services Merge Easton GIS into Fairfield Regional County Dispatch	\$10,000.00	\$10,000.00	\$10,000.00
One-Time Total					\$50,000.00
Subtotal					\$50,000.00
Total Taxes					\$0.00
Total					\$50,000.00

Authorizing Signature _____

Date _____

Interest Charges on Past Due Accounts and Collection Costs Overdue amounts shall be subject to a monthly finance charge. In addition, customer shall reimburse all costs and expenses for attorney's fees incurred in collecting any amounts past due. Additional training or Professional Services can be provided at our standard rates.

Grant Information

Sec. 28-24-5. Implementation of a transition grant program

(a) On or after January 1, 2006, municipalities may apply for regional emergency telecommunications center or multi-town PSAP transition grants for the purpose of reimbursing such municipalities' expenses related to the transition of existing emergency telecommunications services to an approved multi-jurisdictional emergency telecommunications center. Such reimbursable expenses, which shall be limited to costs associated with the relocation of existing emergency telecommunications systems and non-recurring costs associated with providing for additional functional capacity at the regional emergency telecommunications center, shall not exceed two hundred fifty thousand dollars. Transition grants are limited by the availability of funds and shall be subject to the approval of the Department of Public Safety, Office of State-Wide Emergency Telecommunications. Reimbursable expenses include the following:

- (1) Moving telephone lines related to emergency telecommunications radio systems;
- (2) Changes to existing radio systems of the affected parties that are required by the move;
- (3) Emergency telecommunications equipment required by the regional telecommunications center to facilitate the incorporation of another municipality; and
- (4) Analysis, design or planning of a new regional emergency telecommunications center or multi-town PSAP. Municipalities are eligible for analysis, design and planning costs, allocated on a one-time basis, for new regional centers at the rate of fifteen thousand dollars for the first two member municipalities plus an additional five thousand dollars for each additional member municipality.

(b) Any entity provided with transition grant funds shall be audited in accordance with the provisions of Sections 4-230 to 4-236 of the Connecticut General Statutes.

(c) Transition grant requests shall contain the following information and documentation:

- (1) Detailed description of the current emergency telecommunications services offered by the participating municipalities that will be relocated to the regional center or multi-town PSAP;
- (2) Detailed listing of the expenses related to transition of the existing center to the regional center or multi-town PSAP;
- (3) Certification by the legislative body having jurisdiction over the existing municipal emergency telecommunications center or multi-town PSAP that the move to the regional center or multi-town PSAP is authorized, including the date of the effective change; and
- (4) Certification by the regional emergency telecommunications center or multi-town PSAP regarding the participation of an additional member municipality.

(d) Transition grant requests shall be submitted to the Department of Public Safety, Office of State-Wide Emergency Telecommunications, not less than six months prior to the effective date of the move. The Department of Public Safety, Office of State-Wide Emergency Telecommunications, shall act on transition grant requests no later than ninety days after its receipt of the grant application.

(e) Municipalities receiving transition grants for reimbursable expenses under the provisions of this section shall not be eligible for transition grants for a period of five years from the date of the award of the original transition grant.

(f) A municipality or group of municipalities that receives a transition grant and that relocates to a stand-alone operation, another regional emergency telecommunications center or to a multi-town PSAP within two years of receipt of a transition grant shall refund the amount of such grant to the State of Connecticut, Office of the State Treasurer, for deposit in the Enhanced 9-1 -1 Telecommunications Fund.

(g) Unconsolidated funded cities are eligible for transition grants for the purpose of consolidation of 9-1 -1 services.



Re: Grant Information

From Gaudett, Joseph <JGaudett@fairfieldct.org>
Date Tue 9/30/2025 8:10 AM
To Schuyler Sherwood <:ssherwood@eastonct.gov>

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

Here is what I believe that DSET considers reimbursable from the anticipated one-time fees for the FCRD:

Costs associated with merging the Easton stand-alone system with the CLMRN-based consoles in the FCRD. We have \$10,000.00 budgeted for that.

Costs associated with integrating the Easton administrative phone lines with the FCRD administrative phone system (which also acts as our backup system). We have \$10,000.00 budgeted for that.

Costs associated with adding Easton to the FCRD Nexgen Regional CAD System - \$50,000.00.

Costs associated with adding Easton's' administrative lines to the FCRD Eventide recorder. We have budgeted \$2,500.00 for that,

In addition, DSET has indicated that the costs that Easton will incur for migrating from their current CAD to Nexgen, are reimbursable. That amount is currently quoted at \$172,370.53.

So, the total amount from the above reimbursable items is \$244,870.53.

I am sure that Easton will incur other reimbursable costs not captured above. I am happy to discuss those further with you at any time.

Respectfully,

Joe

From: Schuyler Sherwood <:ssherwood@eastonct.gov>
Sent: Tuesday, September 30, 2025 6:07 AM
To: Gaudett, Joseph; Schuyler Sherwood
Subject: Re: Grant Information

Good Morning Chief,

are very hopeful that this will come to fruition.

Analysis, design or planning of a new regional PSAP or multi-town PSAP. Towns or cities are eligible for **analysis, design and planning costs, allocated on a one-time basis, for a new regional PSAP at the rate of fifteen thousand dollars for the first two member towns or cities plus an additional five thousand dollars for each additional member town or city.*

Regards
Carey

Thank you for your work on this.

I am hopeful that you can provide a break down of the \$150,000.00 FCRD transition fee to Clayton and Carey with the goal of those nice folks providing us with some guidance on what they anticipate the grant will cover. I believe \$50,000 of it was your side of NEXGEN. I am meeting with BRYX and NEXGEN today with the goal of firming up numbers from them. I believe you gave Clayton and Carey our NEXGEN Quote of \$172,370.53. I would like to confirm they believe most of that would be re-imbursed.

Thank you sir, we will talk soon!

Schuyler Sherwood
Fire Marshal/ Emergency Management Director
Town of Easton
1 Center Rd
Easton CT 06612
203-268-2833 O 203-650-0404 C

From: Gaudett, Joseph <JGaudett@fairfieldct.org>
Sent: Monday, September 29, 2025 1:52 PM
To: Schuyler Sherwood <ssherwood@eastonct.gov>
Subject: Fw: Grant Information

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Sir:

Please see below from DSET concerning reimbursement of legal fees as it relates to the reimbursement from the State.

Thank you,

Joe

From: Thompson, Carey <Carey.Thompson@ct.gov>
Sent: Monday, September 29, 2025 12:46 PM
To: Northgraves, Clayton; Gaudett, Joseph
Subject: Grant Information

Good afternoon

I followed up with DESPP legal division to discuss the language in the regulations that we spoke of last week, specifically, reimbursement of legal fees for developing the MOU between the municipalities and collective bargaining contracts. This is not an allowable expense, the intent of this section of the regulation*(see below) is to offset costs associated with conducting a study.

However, there may be other costs that you had not considered which **can** be covered under the grant. If you wish to review any other costs that you discover, I am happy to do so. We applaud your efforts and

Nexgen Easton

\$175,000

NEXGEN- the Easton side of the public safety software \$175,000.00

NexGen Public Safety Solutions, established in 1997 and based in East Haven, Connecticut, provides computer-aided dispatch (CAD), records management systems (RMS), and mobile systems to police, fire, and EMS agencies, mainly in New England. It offers a turnkey software solution.

- Provide live data and situational awareness to FCRD, using mapping (GIS) to visualize incident locations, patrol areas, and officer positions.
- Facilitate real-time communication, from managing 911 calls to enabling officers to communicate with FCRD and each other.
- Help dispatchers manage emergency calls, prioritize incidents, and allocate available resources like personnel and available vehicles to the scene.
- It is a database for storing, viewing, and searching all types of records, including incident reports, arrest records, warrants, and case management files.
- Provide live data and situational awareness to command centers, often using mapping (GIS) to visualize incident locations, patrol areas, and officer positions.

Attached you will find the NEXGEN Quote for the Easton side of the project



Quote

Quote Number: 1943

Payment Terms:
Expiration Date: 11/02/2025

Quote Prepared For

Schuyler Sherwood
Easton Police Department
 700 Moorehouse Road
 Easton, CT 06612
 United States
 Phone:203-268-2833
 ssherwood@eastonct.gov

Quote Prepared By

Jaime Scatena
NexGen Public Safety Solutions
 2488 Boston Post Rd
 Guilford, CT 06437
 United States
 Phone:203-500-3566
 Fax:
jaime@nexgenpss.com

Item#	Quantity	Item	Unit Price	Unit Discount	Adjusted Unit Price	Extended Price
One-Time Items						
1)	1	Nexgen RMS Software Downstream (Primary Dispatch FRCD)	\$85,000.00		\$85,000.00	\$85,000.00
2)	1	Nexgen Mobile Data Software	\$25,000.00		\$25,000.00	\$25,000.00
3)	1	Nexgen Data Conversion Accucon Data Conversion	\$20,000.00		\$20,000.00	\$20,000.00
4)	1	Nexgen AVL Software	\$10,000.00		\$10,000.00	\$10,000.00
5)	1	Nexgen Appeon RMS Software Engine Allows Realtime Live- Live database engine with 50 Concurrent Users	\$5,000.00		\$5,000.00	\$5,000.00
6)	1	Nexgen Visual Dashboard Analytics with PowerBi Requires a min of SQL Server 2016 or Greater	\$2,500.00		\$2,500.00	\$2,500.00
7)	1	Nexgen IA Internal Affairs Application	\$2,500.00		\$2,500.00	\$2,500.00
8)	20	Absolute (Netmotion) VPN Complete Full access to the NetMotion platform and all of its features, powering security, visibility and connectivity use-cases. Includes the software defined perimeter (SDP), enterprise VPN and experience monitoring solutions. 6 PD (5 Patrol 1 SRO) 3 EMS (2 AMB 1 FLY) 6 FD 5 Additional Licenses	\$120.00		\$120.00	\$2,400.00
9)	1	New England Geo Data Preparation New England Geo Services GIS data provided to be utilized for LEAS Software Solution.	\$10,000.00		\$10,000.00	\$10,000.00
10)	1	Nexgen eCitation Version 2 Labor to implement eCitation Version 2 includes Electronic Warnings & E-Citation (26 Hours of Labor)	\$3,120.00		\$3,120.00	\$3,120.00

Item#	Quantity	Item	Unit Price	Unit Discount	Adjusted Unit Price	Extended Price
11)	15	Trancite Easy Street Draw Easy Street Draw Accident Diagraming Software Provided by the State of Connecticut DOT.	\$300.00		\$300.00	\$4,500.00
12)	1	Nexgen Live Scan new IDEMIA Interface Implementation (CT)	\$2,500.00		\$2,500.00	\$2,500.00
13)	3	Nexgen CAD Status Viewer for Large TV displays Webpage with CAD calls for service displayed on 43" Smart Tvs or Larger. (Nexgen does not provide mounting or the TV) Includes 8 Hours of professional services for configuring view with department logo. 1 Police Department 1 Fire Department 1 EMS Department	\$2,500.00	\$1,250.00	\$1,250.00	\$3,750.00
14)	1	Nexgen Software Interface Advanced Fire Data (NFIRS)	\$2,500.00		\$2,500.00	\$2,500.00
15)	1	Nexgen Software Interface- EMS Charts (EPCR)	\$2,500.00		\$2,500.00	\$2,500.00
16)	1	Nexresponder Initial Setup Fee per/agency	\$1,250.00		\$1,250.00	\$1,250.00
17)	9	Nexresponder™ APP for iPad p/Device License (FD & EMS) Fire Department Rolling Fleet Engine 4 Engine 3 Engine 2 Engine 1 Utility 1 Chief's Car EMS Rolling Fleet 2 Ambulances 1 Fly Car	\$500.00		\$500.00	\$4,500.00
18)	6	NexResponder APP for iPhone p/Device License Per/Device License TBD By Agencies PD Administration FD Administration EMS Administration (See specifications for requirements)	\$250.00		\$250.00	\$1,500.00
19)	1	Nexgen NexShot Photobooking Bundle Photo booking Software - Includes Mirrorless Canon DSLR Camera, Mount & USB Cable	\$3,850.00		\$3,850.00	\$3,850.00
20)	1	E-Signature Pad NXGTOPAZ, SIGNATUREGEM LCD 4X3 (DUAL SERIAL/HID USB BACKLIT) ELECTRONIC SIGNATURE PAD, WITH SOFTWARE, 3-YEAR FACTORY WARRANTY	\$525.99		\$525.99	\$525.99
21)	1	Zebra Evidence Printer ZD471	\$715.99		\$715.99	\$715.99
22)	1	Zebra Labels (Case of 12)	\$299.99		\$299.99	\$299.99

Item#	Quantity	Item	Unit Price	Unit Discount	Adjusted Unit Price	Extended Price
23)	1	Zebra Ribbon (Case 12)	\$125.99		\$125.99	\$125.99
24)	1	LS428 Evidence Wireless Scanner	\$649.99		\$649.99	\$649.99
25)	1	Shipping and Handling Fee for Evidence	\$52.59		\$52.59	\$52.59
26)	1	Nexgen Software Training Microsoft Teams & Onsite Train the Trainer Program Included onsite and virtual if COVID levels rise to high based on State rules.	\$10,000.00	\$2,500.00	\$7,500.00	\$7,500.00
27)	1	Nexgen Professional Services Project Management Project Management provided to successful transition to Nexgen Software.	\$10,000.00	\$2,500.00	\$7,500.00	\$7,500.00
					One-Time Total	\$209,740.54
One-Time Discount Items						
28)	1	Discount Applied for New Year Implementaiton Discount applied/authorized by CEO, Sal Annunziato	\$0.00	(\$15,000.00)		(\$15,000.00)
29)	1	INCENT2025 Additional Discount under 20 Sworn Authorized By CEO 2025	\$0.00	(\$5,000.00)		(\$5,000.00)
30)	1	CEO Discount Applied EOY Discount applied for contract executed before EOY.	\$0.00	(\$5,000.00)		(\$5,000.00)
31)	1	CEO NXGWINTERUP Additional Discount Budget Constraint CEO authorized -applied Contract executed on or before Dec. 14th, 2025.	\$0.00	(\$5,000.00)		(\$5,000.00)
32)	1	Trancite Easy Street Draw Accident Diagramming Software Provided by the State of Connecticut DOT. Should the state not provide the agency is responsible for purchasing Trancite ESD.	\$0.00	(\$4,500.00)		(\$4,500.00)
					One-Time Discount Total	(\$34,500.00)
CT State Contract #. 04ITZ0006MA Master Agreement B-04-006: Law Enforcement Administration System (LEAS)					Subtotal	\$175,240.54
					Total Taxes	\$0.00
					Total	\$175,240.54

Authorizing Signature _____

Date _____

Upgrades to Town of Easton Police Station Lobby

\$10,000 to create safer entrance to the Police Department

PD/Town Hall Facility Upgrades to include new PD Lobby Doors \$10,000.00

The main entrance doors to the lower level of the Town Hall and Police Station need replacement. These doors have significant decomposition and do not provide any real security. An assessment of the doors indicated:

- Lower part of the doors, the lower 12-14" are completely rotten and bring held together by the kick plates.
- The old doors are not compatible with the strike plates that are required for remote access electric release.
- Current doors do not have structural integrity for the required 600lbs magnetic release.

New secure doors help create a balance between being a welcoming facility and a secure law enforcement facility. Because the police department will have no front desk coverage at night and on the weekends, secure doors can be locked to create safe zones for civilians to wait for a response from a police officer. There will be two-way communications in lobby secure area. Secure entrances help protect officers during arrival and departure when they may be more vulnerable or from unwanted access.

New doors will be either fiberglass or steel rather than the current wooden doors.

**NORTHEAST BUILDING & HOME
1452 BARNUM AVE
BRIDGEPORT CT 06610**

PHONE: (203) 366-4757

CUST NO: *10	JOB NO: 000	PURCHASE ORDER: EASTON PD	REFERENCE: SIMPSON FRONT DR SLAB	TERMS: CASH/CHECK/BANKCARD	CLERK: EM	DATE / TIME: 11/4/25 12:35
------------------------	-----------------------	-------------------------------------	--	--------------------------------------	---------------------	--------------------------------------

SOLD TO:
**** CASH ****

CT

SHIP TO:
EASTON POLICE DEPARTMENT
700 MOOREHOUSE RD

EASTON CT

EXP. DATE: 12/1/25

TERMINAL: 646

SALESPERSON: 18 TOM MONK

TAX: CT CONN. SALES TAX

ESTIMATE: 58277

LINE	SHIPPED	ORDERED	UM	SKU	DESCRIPTION	LOCATION	UNITS	PRICE/ PER	EXTENSION
1		2	EA	DES	1-3/4" 3/0X87.25" SIMPSON FIR DOOR SLAB, 10 LITE WITH 2W5H 7/8" CONTOUR SDL		2	2520.00 /EA	5,040.00
2									
3									
4									
5		2	EA	DES	1-3/4" 3/0X87.25" SIMPSON FIR DOOR SLAB, 10 LITE WITH 2W5H 1-1/8" CONTOUR SDL		2	2540.00 /EA	5,080.00
6									
7									
8									
9		2	EA	DES	1-3/4" 3/0X87.25" SIMPSON MAHOG DOOR SLAB, 10 LITE WITH 2W5H 7/8" CONTOUR SDL		2	2965.00 /EA	5,930.00
10									
11									
12									
13		2	EA	DES	1-3/4" 3/0X87.25" SIMPSON MAHOG DOOR SLAB, 10 LITE WITH 2W5H 1-1/8" CONTOUR SDL		2	2985.00 /EA	5,970.00
14									
15									
16									
17									
18					Wood door slab only. Custom height. 3/4" low-E argon insulated glass with black spacer bar & ovolo sticking. Slab beveled on lock side. Solid wood doors cannot be blocked. No bore, hinge prep or door bottom. Ultrablock & waterbarrier technology.				
19									
20									
21									
22									
23									
24									
25									
26									
29									
30									
31					All doors with WaterBarrier technology come with a 5-year warranty with no building overhang required. WaterBarrier technology features a medium density overlay over the exterior surface of the door				
32									
33									
34									
35									
36									

Continued...

¶^bAAA*10000A58277E32001G₅

**NORTHEAST BUILDING & HOME
1452 BARNUM AVE
BRIDGEPORT CT 06610**

PHONE: (203) 366-4757

CUST NO: *10 JOB NO: 000 PURCHASE ORDER: EASTON PD REFERENCE: SIMPSON FRONT DR SLAB TERMS: CASH/CHECK/BANKCARD CLERK: EM DATE / TIME: 11/4/25 12:35

SOLD TO:
**** CASH ****

CT

SHIP TO:
EASTON POLICE DEPARTMENT
700 MOOREHOUSE RD
EASTON CT

EXP. DATE: 12/1/25

TERMINAL: 646

SALESPERSON: 18 TOM MONK
TAX: CT CONN. SALES TAX

ESTIMATE: 58277

LINE	SHIPPED	ORDERED	UM	SKU	DESCRIPTION	LOCATION	UNITS	PRICE/ PER	EXTENSION
37					with PVC bars and glazing				
38					beads. Douglas Fir on the				
39					interior of the door.				
40									
41					Quote 15-5330469				
42					LEAD TIME 8-10 WKS				

REPRINT

(EASTON PD -)

TAXABLE 22020.00
NON-TAXABLE 0.00
SUBTOTAL 22020.00

TAX AMOUNT 1398.27

TOTAL 23418.27

1^bAAA*10000A58277E32002^

TOT WT: 0.00

5

X

Received By

Camera & Security Upgrades

\$50,000

Town Hall/Police Department Security Improvements - \$50,000.00

A security system with door access and cameras is essential for police departments and municipal buildings to prevent and respond to threats, secure sensitive areas, and provide evidence for investigations. Access control restricts entry to authorized personnel, while cameras deter unauthorized activity, monitor public and private spaces, and record events.

Cameras act as a deterrent, while access control prevents unauthorized entry that could lead to theft, vandalism, or other crimes.

Real-time monitoring allows staff to respond quickly to suspicious activity or emergencies.

Video footage from cameras will provide crucial evidence should an unwanted event occur.

Systems protect officers, staff, and visitors by controlling who can enter secure or sensitive areas, especially in the police stations.

Access control will help protect valuable equipment, sensitive data, and other important assets within the building.



18 HIGH STREET
NORWALK, CT 06851
LICENSES: CT# 182958 NY#12000207599

RESIDENTIAL # COMMERCIAL
BURGLAR # FIRE # POOL ALARM # STEREO
HOME THEATER # STRUCTURED WIRING

Phones: 203-852-4343 203-975-8171
1-888-ALARM-88 Fax: 203-852-4342
EMAIL: paulcomfortaa@gmail.com

Easton CT Police

Department
700 Morehouse Road
Easton CT 06612

Attention: Foti Koskinas

Project: Access Control Upgrade and Additions

American Alarm is pleased to provide a Quote for you for the Morehouse Road property. All work complies with current NFPA 72 standards. All work will be completed by American Alarm licensed personnel. All work to be scheduled after contract acceptance.

- We offer the latest in equipment and personalized service with innovative designs for your security needs. Equipment that the home owner can easily operate.
- Temporary monitored fire systems during the construction phase
- Structured wiring for phone, data, cable and satellite systems
- Premier installation of home theater and central stereo systems
- Video Surveillance Systems
- Competitive pricing and monitoring costs

American Alarm is a Norwalk CT based company since 1990. We specialize in serving Westchester and Fairfield counties and pride ourselves in providing expeditious and personal services to each and every one of our customers; I would be more than happy to provide you with references. We're members of the Connecticut Burglar and Fire Alarm Association (CBFAA), the National Burglar and Fire Alarm Association (NBAA) as well as Dun & Bradstreet. Each of our installers and service technicians is licensed and trained to work in both Connecticut and New York; something we've been finding to be overlooked by other companies.

American Alarm offers all of the following services to both residential and commercial sites:

Burglar Alarms	Pool Alarms	Smart Home Technology
Fire Alarms	Intercom Systems	CCTV
Multi-Room Sound	Access Control	Home Theater Systems

Environmental Alarms (CO/gas/freeze/heat/high-low temp/flood)
Structured Wiring (cable/phone/satellite/data/computer)

Thank you for your time

Paul Comfort

Please refer to the following pages for specifics of the project.

Based on walkthrough 10/9/25

There are 6 doors attached to current system. Users access these doors by Key Fobs. Programming is completed through local website page.

This project will replace the current system and add 2 additional doors (Main Entrance and Secondary Entrance). Existing wiring will be utilized where applicable.

Equipment

- 1 Paxton Server
- 8 Paxton POE Door Controllers
- 1 – 8 position door controller enclosure
- 6 Paxton 10 slimline readers Locations: Replace existing
- 2 Paxton 10 Reader Kaypads – Locations: Main Door and Secondary Door
- 100 Paxton Keyfobs
- 2 Paxton Turret Cameras – Locations: Main Door and Secondary Door
- 2 600lb Maglocks – Locations: Main Door and Secondary Door
- 2 Request to Exit – Locations: Main Door and Secondary Door
- 1 Maglock Power Supply with Fire Alarm relay for 2 maglocks

- 1 Code Blue Wall Mounted Help Point – Location: Outside Main Entrance
Phone line provided by client

Access System Service Agreement - \$40.00 per month billed quarterly with 3 year agreement

Total: *\$31,800.00

***Price Includes labor, installation, programming and Training. Does not include any town permits fees where applicable or piping where needed.**



18 HIGH STREET
NORWALK, CT 06851
LICENSES: CT# 182958 NY#12000207599

RESIDENTIAL # COMMERCIAL
BURGLAR # FIRE # POOL ALARM # STEREO
HOME THEATER # STRUCTURED WIRING

Phones: 203-852-4343 203-975-8171
1-888-ALARM-88 Fax: 203-852-4342
EMAIL: paulcomfortaa@gmail.com

Easton CT Police

Department
700 Morehouse Road
Easton CT 06612

Attention: Foti Koskinas

Project: Camera System upgrade and Camera Additions

American Alarm is pleased to provide a Quote for you for the Morehouse Road property. All work complies with current NFPA 72 standards. All work will be completed by American Alarm licensed personnel. All work to be scheduled after contract acceptance.

- We offer the latest in equipment and personalized service with innovative designs for your security needs. Equipment that the home owner can easily operate.
- Temporary monitored fire systems during the construction phase
- Structured wiring for phone, data, cable and satellite systems
- Premier installation of home theater and central stereo systems
- Video Surveillance Systems
- Competitive pricing and monitoring costs

American Alarm is a Norwalk CT based company since 1990. We specialize in serving Westchester and Fairfield counties and pride ourselves in providing expeditious and personal services to each and every one of our customers; I would be more than happy to provide you with references. We're members of the Connecticut Burglar and Fire Alarm Association (CBFAA), the National Burglar and Fire Alarm Association (NBAA) as well as Dun & Bradstreet. Each of our installers and service technicians is licensed and trained to work in both Connecticut and New York; something we've been finding to be overlooked by other companies.

American Alarm offers all of the following services to both residential and commercial sites:

Burglar Alarms	Pool Alarms	Smart Home Technology
Fire Alarms	Intercom Systems	CCTV
Multi-Room Sound	Access Control	Home Theater Systems

Environmental Alarms (CO/gas/freeze/heat/high-low temp/flood)
Structured Wiring (cable/phone/satellite/data/computer)

Thank you for your time

Paul Comfort

Please refer to the following pages for specifics of the project.

Based on walkthrough 10/9/25

The current system is located in the Dispatch office at 700 Morehouse Road. It is an analog system with 18 cameras connected.

The recommended new system will not only be able to utilize the current cameras, but will also be able to have IP cameras connected to the same system. 9 additional IP cameras will be installed throughout the interior/exterior of the building.

Equipment

1 - 32ch Analog x 4ch IP, 8MP Resolution, Hybrid NVR with 24T Hard Drive

Key Features

- Fully Adheres to National Defense Authorization Act (NDAA) Guidelines
- Hybrid network recorder supports recording of up to 8MP Resolution for HD Analog and IP Cameras with H.265 / H.264 Compression
- Simultaneously supports 32 Analog (AHD, TVI, CVI and CVBS) and 4 IP Video Inputs with adaptive access (or up to 36 IP channels if no analog cameras are connected)
- Supports High Definition Analog (HD Analog) over Coax Technology for use of Existing Coax Cables & BNC Connectors, allowing mega-pixel video images from AHD, TVI and CVI camera without any rewiring
-

9 – 4K white turret cameras – 96FT IR with Fixed 2.8 stationary lens

See below for locations

1 – 16 Port POE Switch – Location: Next to NVR

Camera System Service Agreement - \$20.00 per month billed quarterly with 3 year agreement

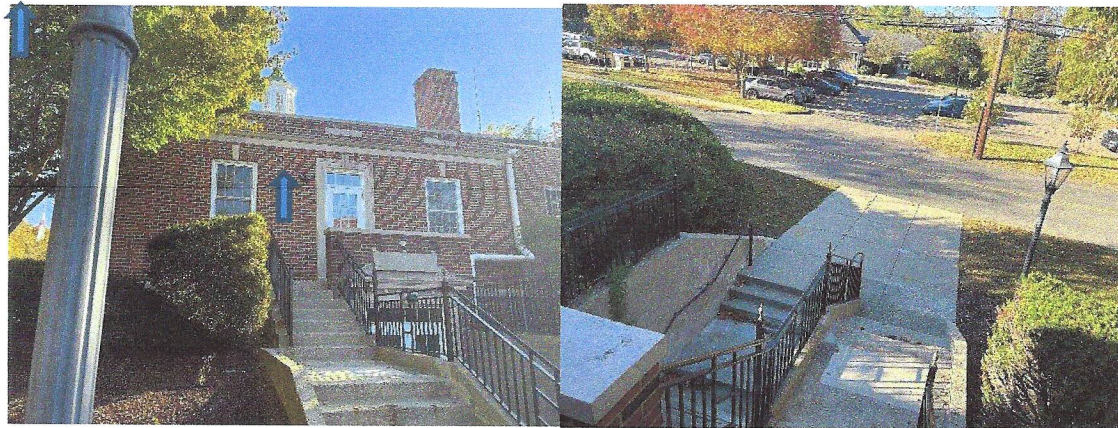
Total: *\$10,050.00

***Price Includes labor, installation, programming and Training. Does not include any town permits fees where applicable or piping where needed.**

Camera Additions -The Pictures below are for discussion purposes only.

1

View



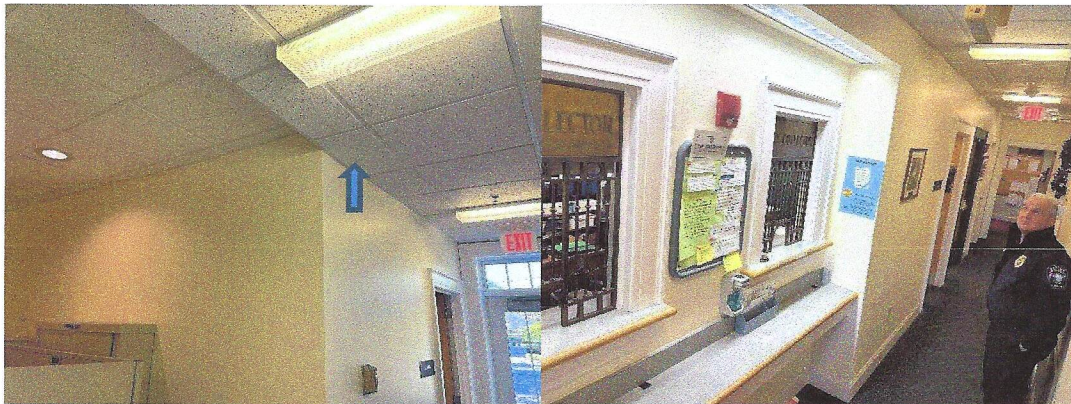
2

View



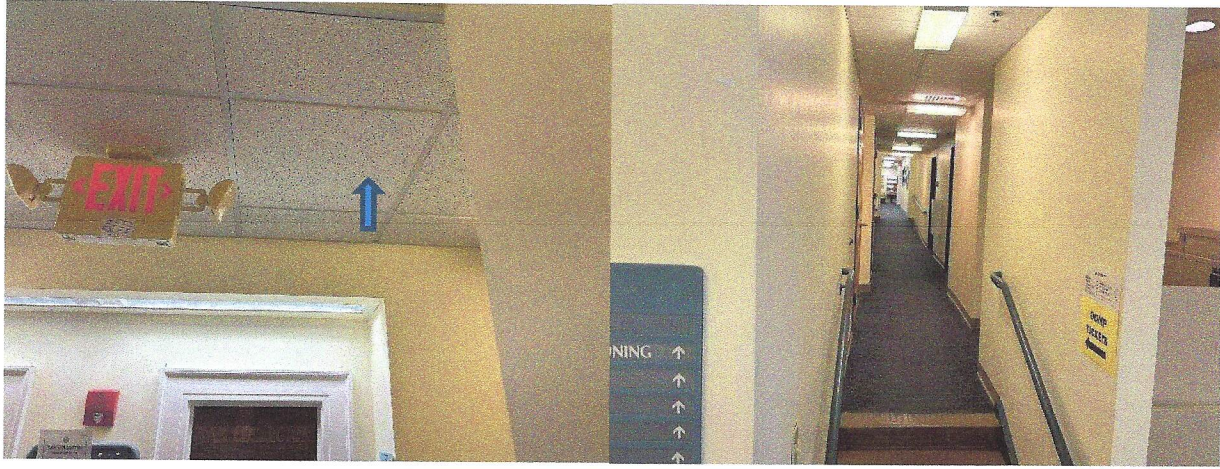
3

View



4

View



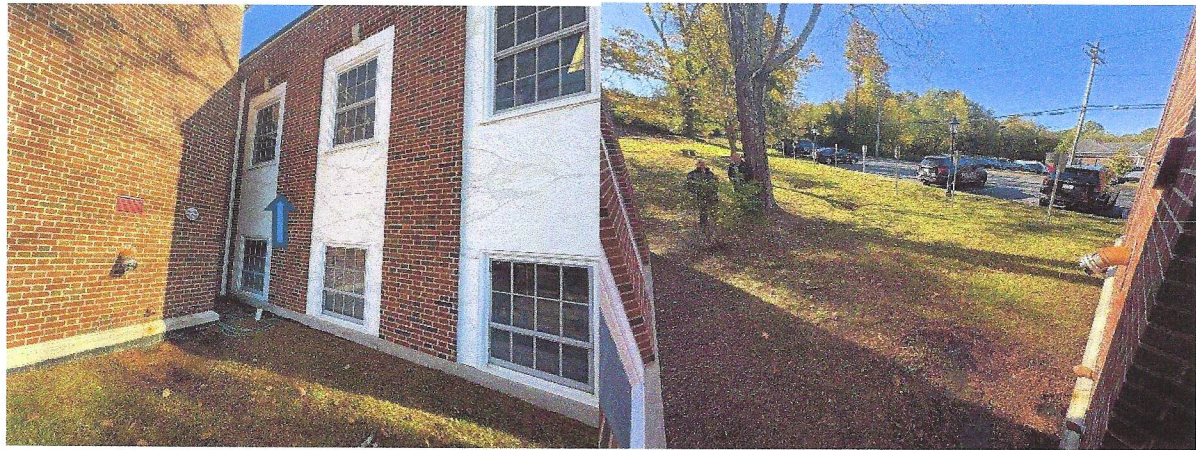
5

View



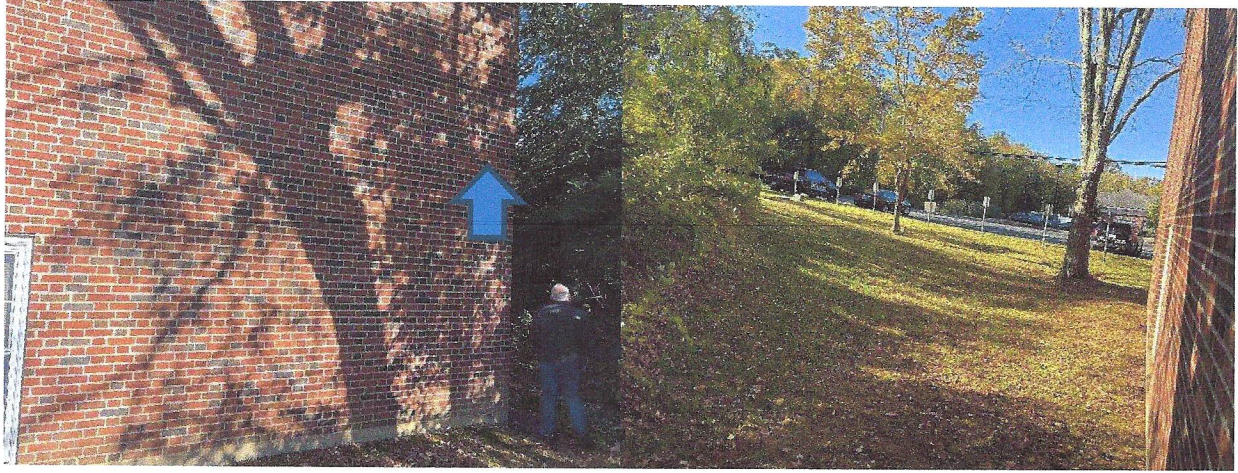
6

View



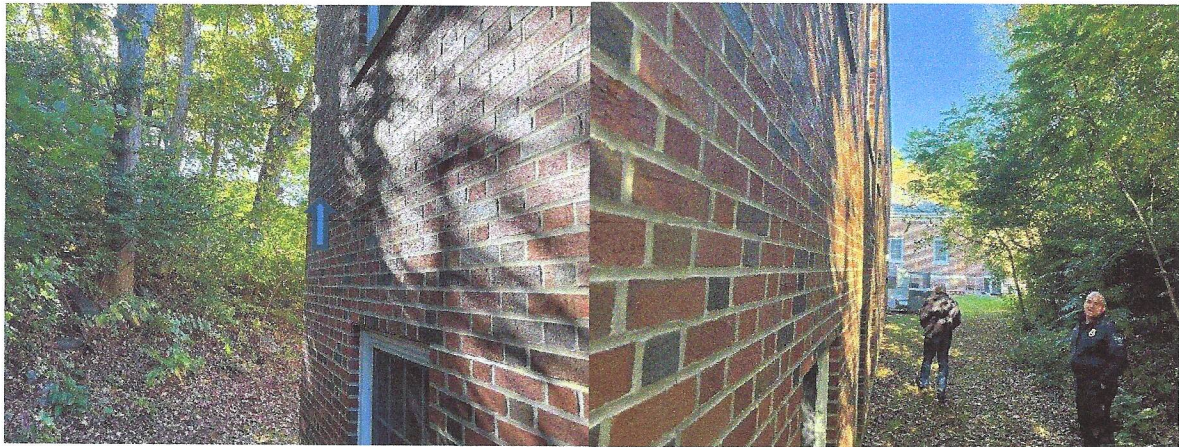
7

View



8

View



9



Vehicle Hardware Upgrades

\$45,000

Hardware Upgrades- 9 IPADS & PD Mobile Data Terminals - \$45,000.00

A police car's mobile data terminal (MDT) is a rugged computer that allows officers to communicate with dispatch and access critical information, such as vehicle registrations, warrants, and criminal records, directly from their vehicles. MDTs improve efficiency by reducing radio traffic and enabling officers to file reports in the field, get real-time updates, and use GPS navigation without returning to the station.

Fire apparatus iPads, also known as mobile data terminals, provide real-time information to firefighters, acting as a digital command center for incident management, navigation, and record-keeping. They improve situational awareness and safety by providing access to building plans, emergency protocols, and live updates, allowing crews to respond more efficiently and accurately.

IPADS in the ambulances will help ambulances by improving communication and efficiency through features like real-time navigation, dispatch call access, and status updates

Mobile Data Terminals (MDTs) also help coordinate emergency responses between agencies by providing real-time communication, situational awareness, and efficient data exchange between units and dispatchers.

Currently the police car mobile data terminals are nearing their end of life. This request is for only 4, the other 2 will need to be addressed in the budget process in the coming years. It would not make sense to load the new software on machines that will have outdated software.

The fire apparatus currently has no working mobile data terminals, which is a safety concern.

Isolated Public Safety Server &

Thank you for your interest in Verizon.

Here is your quote.



This quotation is based on the terms and conditions of the NASPO Value Point (NVLPT) #MA152-1 Contract (f/k/a WSCA) ("the Agreement"). The NVLPT Agreement, Addenda and Attachments can be found on www.naspovaluepoint.org site for your review. Please note Promotional Offers in this quote may expire prior to the quote expiration date and are subject to change at any time without notice.

Created: 10/31/2025

Expires: 12/29/2025

Quote ID: 110995822-Q-32701318

Prepared for:

EASTON FIRE
DEPARTMENT
1 CENTER RD
EASTON, CT, 06612

Prepared by:

John Mester
2032095300
John.Mester@VerizonWireless.com
Location: 0067301

Quote overview

\$20.00/mo per line

Average cost per line for 9 lines before taxes, fees, or surcharges

\$2,160.00 Total Cost

Over 12 months before taxes, fees, or surcharges

Your estimated charges

With applicable discounts; additional charges, taxes, fees and surcharges apply.

Due monthly¹

\$180.00/mo

Plans & Features \$180.00/mo
* includes monthly instant savings

Due today¹

\$1,799.91

Devices \$1,799.91
Estimated Taxes & Fees \$0.00



Download the My Verizon for Business App to shop, manage your account, and more.

Quote details

Plans & features

Verizon Broadband Facts

Access Verizon business broadband labels for service in your area www.verizon.com/about/broadband-facts/

First Responder 5G Tablet Plan with MBP - Unlimited (\$20.00/mo)

Qty: 9 x \$20.00	\$180.00
------------------	----------

Feature(s) / Add On(s)

Decline Device Protection

Qty: 9 x \$0.00	\$0.00
-----------------	--------

International Travel Voice Select Canada

Qty: 9 x \$0.00	\$0.00
-----------------	--------

Due monthly	\$180.00
--------------------	-----------------

Devices & accessories

Apple iPad (A16) 128GB in Silver (MD7F4LL/A)

Retail price

Qty: 9 x \$499.99	\$4,499.91
-------------------	------------

Offer(s) Applied

TOOLBOX \$199.99 IPAD 16A PP20.00 2Y ACT UPG. Valid through 01/05/2026

Qty: 9 x -\$200.00	-\$1,800.00
--------------------	-------------

Corporate Discount

Qty: 9 x -\$100.00	-\$900.00
--------------------	-----------

Net price (2 yr contract)	\$199.99
---------------------------	----------

Due today

Qty: 9 x \$199.99 (price per device)	\$1,799.91
--------------------------------------	------------

Total due monthly for plan & features	\$180.00 \$180.00
---	-----------------------------

Taxes & fees

Total due today with tax for device(s) & accessories for business solution(s)	\$1,799.91 \$1,799.91 \$0.00
--	---

Additional fees for usage and coverage may apply. Offers & Coverage vary by services & equipment. See Verizonwireless.com for coverage map. Equipment and accessories are subject to availability while supplies last. Additional charges, taxes, fees and surcharges apply.

Important customer information

Prices referenced in this document are for estimating purposes only. Actual prices will be based on current equipment, calling plan and feature charges available at purchase are subject to change without notice. Equipment and accessories are subject to availability while supplies last.

Shipping cost and taxes are subject to change during checkout. Activation/upgrade fee/line up to \$40; restocking fee per device up to \$50. An Economic Adjustment Charge/line/mo may also apply; \$0.98 for basic phones & tablets; \$2.98 or \$3.97 for smartphones & data devices and for wireless business internet plan lines. Subject to business agreement, Calling Plan & credit approval. Either an Offer Recovery Fee or up to \$650 Early Termination Fee may apply. If applicable, your line's Offer Recovery Fee will be the sum of device discounts plus device credits you receive. Offers & coverage, varying by svc, not available everywhere; see vzw.com. Monthly charges are shown before taxes, and VZW surcharges/line/mo (including 38.1% Fed. Univ. Svc.; \$3.78 (voice)/\$1.60 (data-only) Machine to Machine data-only lines will remain \$0.06 Admin Chrg; \$0.21 (voice)/\$0.02 (data-only) Regulatory Chrg). Your organization may qualify for better pricing when the final price is calculated upon checkout. In some states, sales tax is calculated on the full retail price or the VZW cost of the device you purchase, and not on the discounted price you pay. Some users may not be permitted to bill charges to their account, purchase order, and/or credit card. This may prevent you from completing your order online today. CA and NV calculate tax based on full retail value of the item(s) purchased. MA calculates tax on whichever is greater: full retail value or Verizon's cost of the item(s) purchased.

Legal Disclaimer

Prices referenced in this document are for estimating purposes only. Actual prices will be based on equipment, calling plan and feature charges available at the time of purchase and are subject to change without notice. Service plans, features and offers are subject to terms and conditions. Additional fees for usage and overages may apply. Offers & Coverage vary by service & equipment. See VerizonWireless.com for coverage map. Equipment and accessories are subject to availability while supplies last. *Additional charges, taxes, fees, and surcharges apply. Offer Recovery Fee: We are able to make Equipment available to our government customers at significantly lower prices than the manufacturer's list prices by offering various subsidies in exchange for the customer meeting certain conditions. Here, if the Customer purchases Equipment from Verizon Wireless at a discounted price and then disconnects that Equipment from the Verizon network, or moves the Equipment to a Lesser Price Plan, prior to the expiration of 24 months after the date of activation, Verizon Wireless may recover an Offer Recovery Fee for the disconnected Equipment. The Offer Recovery Fee will be the difference between the full retail price of the Equipment at time of purchase and the discounted price paid by the Customer for the Equipment, plus any additional service discounts, credits, waived fees, and other offers provided, less 1/24 of that amount for each month the Equipment was connected to the line of service

Why Verizon

The network businesses rely on

If your network is down, you're down. Our award-winning network delivers the speed, reliability, coverage and performance that you need to succeed.

Superior Coverage

Our 4G LTE network covers 327 million people. That's over 99% of the U.S. population.

5G innovation

Verizon 5G Ultra Wideband is the fastest 5G in the world¹, with ultra-low lag and Massive capacity.²

Trusted security

Managing over 500,000 security network and hosting devices gives us valuable insights into the digital landscape.

Performance

Verizon is the most awarded brand for Wireless Network Quality according to J.D. Power.³

Massive capacity

We obsess over the details, analyzing millions of gigabytes of data every day.

Easy integration

We've certified 900+ machine-to-machine (M2M) chipsets, modules and devices.

1 Global claim from May 2020, based on Opensignal independent analysis of mobile measurements recorded during the period January 31– April 30, 2020 © 2020 Opensignal Limited.

2 5G Ultra Wideband (UWB) available only in parts of select cities. 5G UWB access requires a 5G capable device with select voice/data & 5G UWB plans. 5G Nationwide available in 2,700+ cities.

3 Verizon received the highest number of awards in network quality for the 25th time as compared to all other brands in the J.D. Power 2003- 2020 Volume 1 and 2 U.S. Wireless Network Quality Performance Studies. Network Quality measures customers' satisfaction with their network performance with wireless carriers. For J.D. Power 2020 award information, visit jdpower.com/awards for more details.

Digital transformation begins with a partner you can trust.

Thousands of businesses, organizations and agencies rely on Verizon's network leadership and deep understanding of technology. And we have a track record of helping teams big and small with products and solutions that are flexible, reliable and secure.

Let's get started.

Public Safety Server

\$70,000

Isolated Public Safety Server & Police Server Upgrades - \$70,000.00

The project will require an upgrade to our current public safety server. The NEXGEN component will require a dedicated server. The police department server supports the police domain, required records management, critical confidential security information, and day to day operations. We have learned that many of the individual servers that support the police department operations are nearing the end of life. All vendors that have visited our server room have noted the strong need to upgrade what we have and simply refine our IT operation.

Currently none of the hypervisors are currently supported. The VMware is on version 8 and will soon release version 9. There are an absence of a network diagram poses another challenge, as having one available is a CJIS requirement.

System back up will be included, both onsite and in the cloud.

Much of this work is done on an hourly basis as it is a conversion. Access to a public safety computer is extremely limited, which makes determining the exact amount of work required to transition to new server complicated.

NEXGEN Only

SMC Hours

5 days @ 150 an hour for 8 hours a day: \$6,000.00

Server

Approximately \$20,000.00

OS/SQL

SQL Server 2022 Standard Core - 2 Core License Pack (NCE COM BAS PER 1TM) 2 cores:
\$3,854.36

Qty 2 (4 cores total):

\$7,708.72

Windows Server 2025 Standard - 16 Core License Pack (NCE COM BAS PER 1TM) 16 Cores:
\$1,149.27

Qty 1 (16 cores total):

\$1,149.27

Wires Miscellaneous equipment

\$1000.00

Conversion Bracket 4-Pack

2U Conversion Bracket 4-Pack for 2-post rack

\$ 500

Total: \$36,357.99

Additional Items

SMC Hours

3 days @ 150 an hour for 8 hours a day: \$3,600

Switches

Qty 2: USW-Pro-XG-48-PoE (1080W)
\$6000.00

Windows Server 2025 Standard - 16 Core License Pack (NCE COM BAS PER 1TM) 16
Cores: \$1,149.27

Total: \$10,749.27

Backup Solution

On-site backup with cloud offload of data

NAS Synology **DiskStation DS1621+**

\$1,100

6 x 4 TB HDDs \$200 Each

\$1,200

Offsite Option 1: Synology Cloud backup, Options **499.95 / year (16.5% off)**, Or \$49.95 / month for 5 TB

Offsite Option 2: Back Blaze **\$6.00 per TB per month**

Veeam Software

5 pack: \$500 – Yearly cost

PC to run Veeam: \$900.00 *preferred setup instead of running a VM on the server

Complete BCDR solution (Business Continuity and Disaster Recovery)

This solution is based on the amount of data backed up. This solution is a complete disaster recovery solution, which I believe is overkill for the site, but I need to present it.

S6-D2 – 2TB backup 4500 for the year

Synology with Veeam Software: \$4,128.00 - \$500/year + option 1 or 2 for offsite backup.

BCDR: Yearly cost \$4,500.00 – Hardware included with 3-year contract. 1-year of data retention.



Prepared for: Town of Easton

Prepared by: Michelle Tyler

Date: November 15, 2025

Dear Schuyler,

We're happy to put together this proposal for upgrading your server infrastructure. After looking at what you currently have in place, this upgrade will help keep the Town's systems running smoothly and securely as your needs continue to grow.

Our team took a close look at your setup and built out a solution around HPE's Gen11 servers, they're a solid platform that will give you better performance and reliability while leaving room to grow down the road. We're also recommending a Synology NAS for backups, with offsite replication to our datacenter for strong disaster recovery coverage.

Beyond the hardware, we've included our managed services to keep everything running well, EDR protection, patch management, and monitoring from our SOC team. The goal is to minimize downtime and stay ahead of any security issues.

You'll find everything spelled out in the proposal: hardware specs, licensing, backup setup and managed services. We're focused on making the migration as smooth as possible and setting you up with infrastructure that'll support the Town's needs for the long haul.

Looking forward to building a new partnership with Talix and the Town of Easton. If you have questions or want to sit down and talk through timelines or any adjustments, just let us know.

Best,

Michelle Tyler
Tim Ouellette
Brian Veinot

PD Hardware

2	HPE ProLiant DL360 Gen11 server with one Intel® Xeon® Silver 4514Y Processor 16-core, 128 GB (4x32 GB) Dual Rank Memory, one HPE MR408i-o Gen11 x8 Lanes 4GB Cache OCP SPDM Storage Controller, support for eight SFF drives, one HPE ProLiant DL3X0 Gen11 1U Standard Fan Kit, two HPE 1.2TB SAS 12G Mission Critical 10K SFF Multi-Vendor 2-HPE 1000W Flex Slot Titanium Hot Plug Power Supply Kits # P72985-005	\$5192.00	\$10384.00
2	Intel Xeon-S 4514Y 2.0GHz 16-Core 150W Processor for HPE	\$1554.00	\$3108.00
4	HPE 1.92TB SSD 2.5in mixed use drive #P40504-B21	\$764.00	\$3056.00
2	HPE DL3X0 Gen11 1U Standard Heat Sink Kit	\$119.00	\$238.00
2	HPE DL3X0 Gen11 1U 2P Standard Fan Kit (2 fans)	\$141.00	\$282.00
2	HPE iLO Advanced Electronic License with 1yr Support on iLO Licensed Features #E6U59ABE	\$235.00	\$470.00
2	3 Year Tech Care Essential DL360 Gen11 Smart Choice Service # H44ZBE	\$1060.00	\$2120.00
1	2U conversion bracket for 2-post rack #2POST-2UKIT	\$149.00	\$149.00
48	Windows Server 2025 Standard Edition 2 core license- to license 2 VM's need a total of 48 cores to license 6 Windows Server VM's	\$140.00	\$6720.00
2	Windows 11Enterprise VDA annual subscription to license 2 vm's to replace RAMEPD-Fi and EPD-CJIS	\$150.00	\$150.00
TOTAL			\$26677.00

Nexgen Server

1	HPE ProLiant DL360 Gen11 server with one Intel® Xeon® Silver 4509Y Processor, 64 GB (2x32 GB) Dual Rank Memory, one HPE MR408i-o Gen11 x8 Lanes 4GB Cache OCP SPDM Storage Controller, support for eight SFF drives, one HPE ProLiant DL3X0 Gen11 1U Standard Fan Kit, two HPE 480GB SATA 6G Read Intensive SFF BC Multi-Vendor SSDs, two HPE 1000W Flex Slot Titanium Hot Plug Power Supply Kits # P71676-005	\$4341.00	\$4341.00
1	HPE Intel Xeon-S 4509Y 2.6GHz 8-Core 125W Processor	\$1109.00	\$1109.00
2	HPE 480GB SATA 6G Mixed Use SFF (2.5in) Basic Carrier Multi-Vendor SSD-	\$312.00	\$624.00
1	HPE DL3X0 Gen11 1U Standard Heat Sink Kit	\$119.00	\$119.00
1	HPE DL3X0 Gen11 1U 2P Standard Fan Kit (2 fans)	\$141.00	\$141.00
1	HPE iLO Advanced Electronic License with 1yr Support on iLO Licensed Features	\$235.00	\$235.00
1	HPE 3 Year Tech Care Essential DL360/DL365 Gen11 Smart Choice Service	\$1060.00	\$1060.00
1	2U conversion bracket 4-pack for 2-post rack #2POST-2UKIT	\$149.00	\$149.00
2	SQL Server 2022 Standard Edition 2- cpu cores (4 cores total)	\$3797.00	\$7594.00
16	Windows Server 2025 Standard Edition 2 core license- 16 core license, licenses 2 vm's- 1 Database and 1 App server	\$140.00	\$6720.00
22	Windows Server 2025 - 1 User CAL	\$48.00	\$1056.00
22	Windows RDS user cals	\$163.00	\$3586.00
1	1yr SSL security certificate for VPN access	\$69.00	\$69.00
1	SonicWall 25 user ssl vpn client licenses	\$350.00	350.00
TOTAL			\$27153.00

Backup Solution

1	Synology RS1619XS+ Rackstation 4-Bay NAS	\$2114.00	\$2114.00
4	Synology 8TB Enterprise SATA drive	\$305.00	\$1220.00
TOTAL			\$3334.00

Project Labor

Inhouse-

- Setup Hardware on Servers
- Update Firmware
- Install Windows Server Operating System
- Setup Hardware for NAS
- Update firmware on NAS
- Setup Array and Share on NAS

Onsite/Remote

- Install servers in rack
- Install NAS in rack
- Join servers to domain
- Install Hyper-V Role on new servers
- Install Labtech Agents and uninstall any other management agents on servers
- Install Sentinel One and Huntress and uninstall existing antivirus agents on servers
- Install StorageCraft backup agents on servers
- Configure Server Backups

Additional Managed Services Work

- Install Labtech Agents and uninstall any other management agents on workstations
- Install Sentinel One and Huntress and uninstall existing antivirus agents on workstations
- Setup Patching for servers and workstations

Additional Work - TBD

- Evaluate if Windows 10 VM's can be upgraded to Windows 11 or if we need to build new Windows 11 VM's and migrate to them
- In Place Upgrade Windows Server 2016 VM's if applications support newer operating system
- Review remote access to ensure everything is locked down properly to ensure things are secure with MFA for remote access.
- Review wireless setup
- Remove old equipment from rack

Project Quote excluding TBD work- 96 hours

Managed Services

22	Monthly Fee for Workstation Management: <ul style="list-style-type: none">• Sentinel One Endpoint Detection and Response (EDR) and Huntress 24x7 Security Operations Center (SOC)• Windows Patching	\$35.00	\$770.00
22	DUO MFA (2 Factor) for network logins	\$3.00	\$66.00
2	Auvik- license for 1-Managed Switch, 1-Firewall	\$10.00	\$20.00
25	Huntress ITDR for M365 (Incident Detection and Threat Response: <ul style="list-style-type: none">• 24/7 threat detection and response, backed by human analysts• Identifies persistent threats and active attacks• Provides clear, actionable steps to Talix for remediation <i>*Licensed by email address count which I do not have a total count for 1yr commitment sold in 5 license increments</i>	10.00	\$250.00
8	Monthly Proactive Server Management: <ul style="list-style-type: none">• Sentinel One Endpoint Detection and Response (EDR) and Huntress 24x7 Security Operations Center (SOC)	\$100.00	\$800.00
8	Monthly Server Backup to Synology NAS with encrypted offsite replication to Talix's datacenter and annual test restore	\$150.00	\$1200.00
Monthly Total			\$3106.00

Optional-

We can scope out wireless, I wasn't sure if you already had wireless installed.

We can also manage your O365 tenant but need to clarify what type of access is available

2025 Hourly Fees:

Network Engineer	\$215.00/Hour
Senior Network Engineer	\$255.00/Hour

*Network Engineer rates will be billed for desktop, printer, moves, adds, changes and software updates

*Senior Network Engineer rates will apply to high-level network security, switch, server, firewall, network infrastructure and VPN deployments.

Block time plans will provide fixed hourly rates for all levels of service and support at the rates outline below:

PLAN	DESCRIPTION	BLOCK PRICE	BLOCK SAVINGS
1	10 hours prepaid at \$195.00 per hour	\$1,950.00	\$ 200.00 - \$600.00
2	20 hours prepaid at \$185.00 per hour	\$3,700.00	\$ 600.00 - \$1,400.00
3	50 hours prepaid at \$175.00 per hour	\$8,750.00	\$ 2,250.00 - \$4,250.00
4	100 hours prepaid at \$165.00 per hour	\$16,500.00	\$5,000.00 - \$9,000.00
5	250 hours prepaid at \$155.00 per hour	\$38,750.00	\$15,000.00 - 25,000.00

Any block time plan selected is paid in advance, in full and non-refundable. Block pricing includes a Monday-Friday 8:30am to 5pm Call-Window. Block services used outside this Call-Window will be deducted at a 1.5 times rate uplift Monday-Saturday and at a 2 times rate uplift Sunday and Holidays.

Telephone support charges will be incurred at a quarter block hour minimum commencing at the time of a return call by a Network Synergy Customer Engineer. On-site support charges will include travel to and from installation site (portal to portal) and shall require a minimum of one hour, with additional time in **¼ hour increments**.

Consolidated Computing
 380 Morehouse Road
 Easton, CT 06612
 2032583405
 mbarr@consolidatedcomputing.com



Quote

ADDRESS

Town of Easton
 Schuyler Sherwood
 1 Center Rd.
 Easton, CT 06612

SHIP TO

Town of Easton
 Schuyler Sherwood
 1 Center Rd.
 Easton, CT 06612

QUOTE # 10894

DATE 10/28/2025

ITEM NUMBER	DESCRIPTION	QTY	RATE	AMOUNT
	HPE Aruba Switching			
R8Q71A	Aruba 6200M 36G 12SR5 CL6 PoE 4SFP+ Switch	2	9,458.99	18,917.98T
H92A0E	Aruba 3 Year Foundation Care Next Business Day Exchange for the 6200M 36G PoE SVC Ethernet Switch	2	2,325.00	4,650.00T
JL087A	Aruba X372 54VDC 1050W PS	2	992.95	1,985.90T
R7J50A	HPE Aruba Networking AP-615-US Dual Radio Tri Band 2x2 Wi-Fi 6E Int Antennas Campus AP	1	788.20	788.20T
H62E6E	HPE Aruba Networking Foundational Care 3Y NBD Exch Hardware Only AP-615 Campus SVC	1	28.65	28.65T
S4K79A	HPE ANW AP-MNT-U Campus Type U Brkt Kit	1	51.49	51.49T
Q9Y59AAE	HPE Aruba Networking Central AP Foundation 3 year Subscription E-STU	1	216.66	216.66T
				Subtotal: 26,638.88
	HPE Server			
P52499-B21	HPE ProLiant DL360 Gen11 8SFF NC Configure-to-order Server	1	2,057.22	2,057.22T
P67079-B21	INT Xeon-G 5515+ CPU for HPE	2	1,841.05	3,682.10T
P64706-B21	HPE 32GB (1x32GB) Dual Rank x8 DDR5-5600 CAS-46-45-45 EC8 Registered Smart Memory Kit	24	362.39	8,697.36T
P48895-B21	HPE DL360 G11 8SFF x1 U.3 TM BP Kit	1	145.85	145.85T
P40506-B21	HPE 960GB SAS RI SFF BC VS MV SSD	7	530.49	3,713.43T
P26259-B21	BCM 57412 10GbE 2p SFP+ Adptr	2	256.76	513.52T
P01366-B21	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	1	50.60	50.60T

ITEM NUMBER	DESCRIPTION	QTY	RATE	AMOUNT
P48918-B21	HPE ProLiant DL360 Gen11 Storage Controller Enablement Cable Kit	1	11.64	11.64T
P47781-B21	HPE MR416i-o Gen11 SPDM Storage Cntrl	1	1,087.11	1,087.11T
P51181-B21	BCM 5719 1Gb 4p BASE-T OCP Adptr	1	113.23	113.23T
455883-B21	HP BLc 10Gb SR SFP+ Transceiver	4	118.91	475.64
339779-B21	HP Raid 5 Drive 1 FIO Setting	1	1.00	1.00
P48908-B21	HPE ProLiant DL3X0 Gen11 1U High Performance Fan Kit	1	262.08	262.08T
P03178-B21	HPE 1000W FS Ti Ht Plg PS Kit	2	241.89	483.78T
BD505A	HPE iLO Adv 1-svr Lic 3yr Support	1	393.80	393.80T
S1A05A	HPE Compute Cloud Management Server FIO Enablement	1	1.00	1.00T
P48830-B21	HPE DL3XX Gen11 CPU2/OCP2 x8 Enable Kit	1	41.44	41.44T
P52416-B21	HPE DL360 Gen11 OROC TM Cbl Kit	1	137.24	137.24T
P48183-B21	HPE NS204i-u Gen11 NVMe Hot Plug Boot Optimized Storage Device	1	664.04	664.04T
P48905-B21	HPE ProLiant DL3XX/560 Gen11 High Performance Heat Sink Kit	2	101.27	202.54T
P48920-B21	HPE ProLiant DL360 Gen11 NS204i-u Internal Cable Kit	1	31.21	31.21T
P52341-B21	HPE DL3XX Gen11 Easy Install Rail 3 Kit	1	67.02	67.02T
R7A11AAE	HPE GreenLake COM En 3y Up ProLiant aaS	1	450.00	450.00T
HU4A6A3	HPE Tech Care Essential Service - extended service agreement - 3 years - on-site 24x7x4hour	1	2,051.80	2,051.80T
				Subtotal: 25,334.65
	HPE VM Essentials (Virtualization)			
S5Q85AAE	HPE Morpheus VM Essentials Software for Private Cloud Business Edition 3-Year	2	1,800.00	3,600.00T
				Subtotal: 3,600.00
	Server Rack			
SR25UB	Eaton Tripp Lite Series 25U SmartRack Standard-Depth Half-Height Server Rack Enclosure, Doors and Side Panels	1	1,267.63	1,267.63
	Datto Backup			
S5-4-HDW	Datto Siris 5-4 TB. This is provided at no charge with a 3 year commitment to Consolidated Computing for the 1-Year Time Based Retention subscription.	1	0.00	0.00T
S5-4TB-1YRTBR	Datto 1-Year Time Based Retention -	12	633.15	7,597.80T

ITEM NUMBER	DESCRIPTION	QTY	RATE	AMOUNT
	monthly			
	Microsoft Licensing			
DG7GMGF0M80J 0002	SQL Server 2022 Standard Edition	1	987.00	987.00T
DG7GMGF0MF3T 0002	SQL Server 2022 - 1 User CAL	10	229.00	2,290.00T
14325860	Windows Server 2025 Standard - 16 Core License Pack	1	1,176.00	1,176.00T
14325854	Windows Server 2025 - 1 User CAL	10	50.00	500.00T
				Subtotal: 13,818.43

	Services			
	GSA (MAS) 070 Contract# GS-35F-032GA services cost is typically \$250.00 an hour, but our services are discounted to \$220.00 an hour for the Town of Easton.			
CCI-SERV-SERVER	Server installation and configuration, firmware assessment/updates, Hypervisor installation, storage configuration, VM provisioning.	21	220.00	4,620.00T
CCI-SERV-NET	Switch Firmware assessment/updates, switch OS updates, network provisioning, access point configuration and installation, systems integration and testing.	11	220.00	2,420.00T
				Subtotal: 7,040.00

Thank you!

SUBTOTAL	76,431.96
TAX	0.00
TOTAL	\$76,431.96

Accepted By

Accepted Date

BRYX First Responding Alerting System

\$70,000

BRYX Facility Hardware \$70,000.00

BRYX Software is used to alert the First Responders of an emergency call.

The use of this technology shaves off critical seconds from the time a 911 call is received to the time responders are enroute. The system helps first responders arrive at the scene quicker, which can be the difference between life and death in critical situations. The overall goal of the system is to help first responders work faster, smoother, and smarter, which directly translates to improved public safety and better results during emergencies.

Detailed and timely information provided by the system ensures that the proper resources and personnel are dispatched to the specific type of emergency (e.g., lights for medical calls vs. fire calls), leading to more effective outcomes.

The system provides immediate, real-time alerts and detailed call information (location, call type, etc.) to stations and first responders' mobile devices in parallel, reducing the time spent waiting for a human dispatcher and ensuring they have crucial information enroute.

It uses "heart-smart" ramping tones that start at a low volume and gradually increase, minimizing the "startle response" and associated adrenaline rush, which helps reduce long-term health risks like heart problems common among first responders.

The system integrates seamlessly with the free BRYX 911 mobile app, which offers direct messaging, status tracking, and live location updates for team coordination.

Utilizing cloud-based platforms and commercial off-the-shelf components ensures reliability and redundancy, so alerts still function effectively even during an internet outage.



BRYX

Emergency Response, Simplified.®

EASTON FD CT -

Issued

October 8, 2025

Expires

January 6, 2026

Bryx Inc.

59 Halstead St

Rochester, NY 14610

United States

Brian Bush

brian.bush@bryx.com

Prepared for

Easton CT

Connecticut

United States

Schuyler Sherwood

Fire Marshal/ Emergency Management Director

ssherwood@eastonct.gov

203-268-2833

Products & Services

Products & Services	Billing Frequency	Quantity	Unit price	Price
Bryx Fire Station Alerting System Comes complete with the Bryx Station Control Unit, UPS, LED Light Bridge and Audio Cable from Amp to Bryx Control Unit		2	\$27,000.00	\$54,000.00
Annual Service and Maintenance Includes 24/7/365 phone and email support. All future software upgrades and enhancements and a lifetime warranty on the Bryx Station Control Unit.	Annually	2	\$3,000.00 /year	\$6,000.00 /year
Installation		2	\$8,000.00	\$16,000.00
Bryx Station Board Kiosk (for Existing Monitor)		3	\$500.00	\$1,500.00

Annual subtotal	\$6,000.00
<hr/>	
One-time subtotal	\$71,500.00
<hr/>	
Total	\$77,500.00

Comments

Terms and Conditions

Payment Terms: A deposit of 50% of the total price below is due upon acceptance of this Quote, which is required prior to the delivery of materials and scheduling of installation (if applicable). The remaining 50% of the total price will be due upon activation of the Bryx Station Alerting system. Thank you for your interest in Bryx, Inc.

Project Acceptance

Town of Easton Proposed Telephone System Replacement

\$15,000

IP Phone System

The Town of Easton should adopt an IP-based phone systems (VoIP) across all departments because it will offer significant cost savings, enhanced features, greater flexibility, and improved reliability compared to our traditional landline systems.

The police department phone system is at the end of its useful life. Many of our current phone systems do not have features such as voice mail that improve customer service.

VoIP systems operate over existing internet connections, eliminating the need for separate, expensive traditional phone networks and their associated maintenance costs.

IP systems offer a wealth of features that streamline operations and improve public service, many of which are not available with our traditional system. These include:

- **Auto-attendants and smart call routing:** Efficiently direct incoming calls to the appropriate department or person, reducing waiting times for citizens.
- **Voicemail-to-email/text transcription:** Allows staff to manage messages from their email inbox or mobile device, improving responsiveness.
- **Unified Communications (UC):** Integrates voice, video conferencing, instant messaging, and email into a single platform, fostering seamless internal collaboration across all departments.

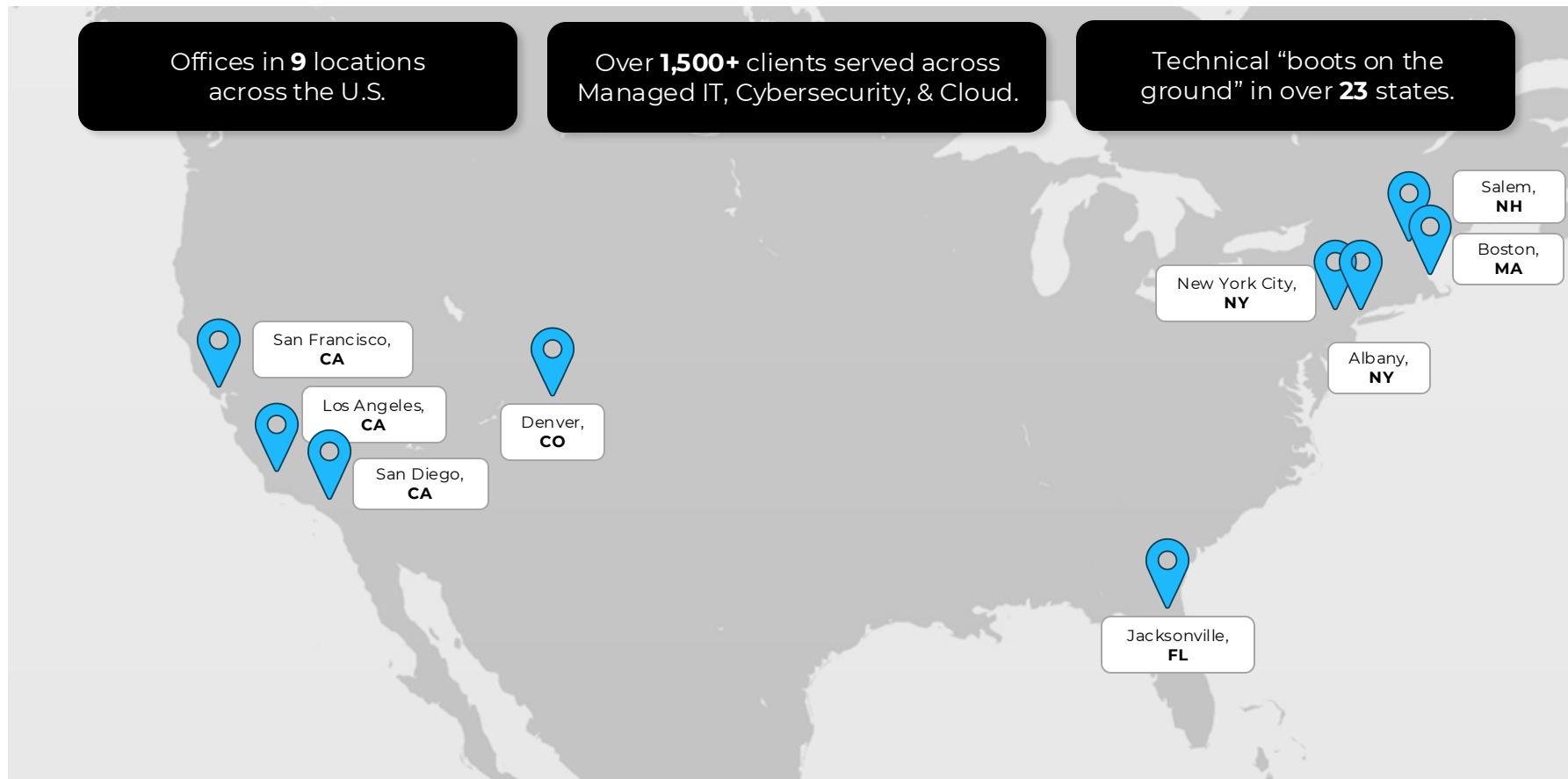
With the transition to Fairfield County Regional Dispatch, the ability for someone remote from our town to properly transfer a call is very important.



HARBOR

Unified Communications





300+
Harbor Employees



2,500+
Supported Clients



50,000+
Devices Supported



5,000+
Tickets Resolved (Monthly)



1,500+

Clients
Onboarded



50,000+

Devices
Migrated



12,500+

End Users
Onboarded

Our discovery and documentation process ensure **seamless** transition.

MANAGED IT | **BUNDLED**

- ✓ Helpdesk IT Support
- ✓ Server Management
- ✓ Managed Data Backups
- ✓ Network Management

MANAGED CYBERSECURITY WITH QUADRANT | **BUNDLED**

- ✓ Extended Detection and Response
- ✓ Cyber Programs and Training
- ✓ Cybersecurity and Compliance Advisory
- ✓ Email Security

CLOUD & INFRASTRUCTURE

- ✓ Office 365 and Azure Management
- ✓ Unified Communications
- ✓ Network Design and Implementation
- ✓ Professional Services



Dedicated Project Engineer to oversee all phases of the project.

- Guidance through necessary documentation including regulatory, database collection and call flow requirements
- Make recommendation on porting numbers and submit / manage telco port requests

Provide consultation on best practice for network setup, QoS, and deployment of desktop/mobile application.

- Pre-programming of hosted PBX platform and endpoints
- Coordination of Harbor IT's resources to execute implementation/cutover tasks and provide cut coverage

End User and Administrative training included.

- Project closeout and transition to HarborCloud Support Services

Elevate Platform

CRAZY

VIDEO MEETINGS



ZOOM

CISCO WEBEX

GOTOMEETING

BUSINESS PHONE



AVAYA

RINGCENTRAL

CISCO

MITEL

EMAIL/PRODUCTIVITY



GSUITE

MS 365

ZOHO

CONTACT CENTER



FIVE9

NICE INCONTACT

GENESYS

STORAGE



DROPBOX

BOX

GOOGLE DRIVE

SECURITY



PROOFPOINT

OKTA

MCAFEE

CHAT

MS TEAMS

SKYPE

SLACK

SIMPLE



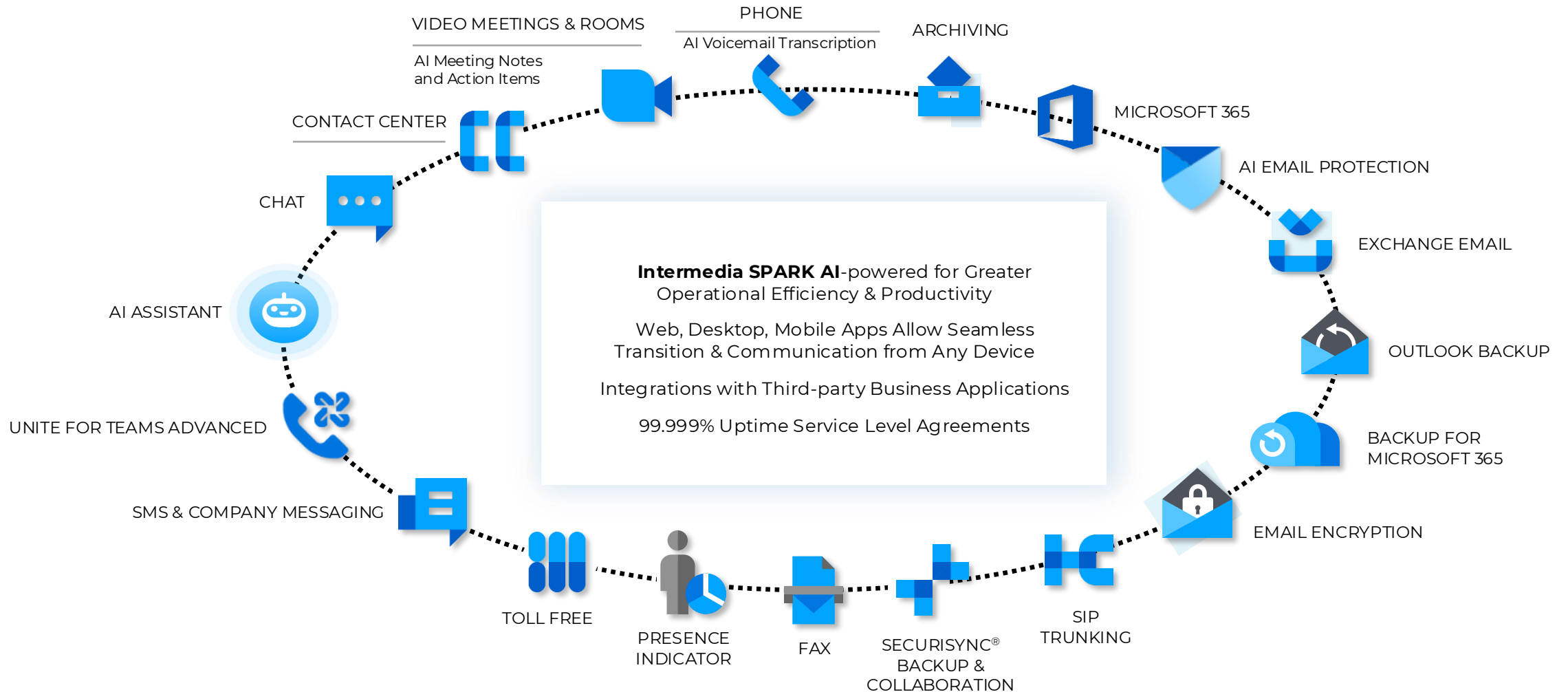
ONE Intelligent Communications, Collaboration & Productivity Platform
ONE Low Monthly Rate | **ONE** Seamless, Worry-Free Experience™

VIDEO / PHONE / CHAT / SMS / CONTACT CENTER / ARCHIVING / FILES / EMAIL

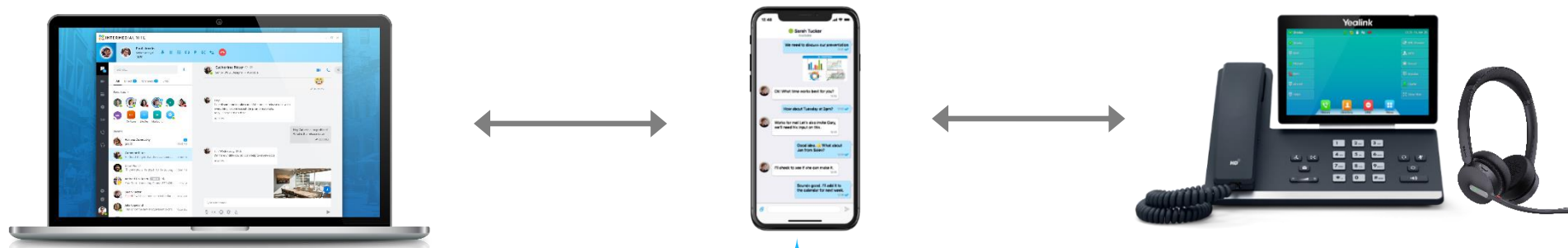


Unified Communications as a Service (UCaaS)

Business Cloud Applications (BCA)



Eliminating the need for multiple point solutions and associated costs, IT complexity, as well as usability, support, and interoperability issues



INTEGRATED USER EXPERIENCE



VIDEO MEETINGS



CONTACT CENTER



VOICE



TEAM CHAT AND SMS



FILE COLLABORATION



EMAIL & PRODUCTIVITY



ARCHIVING

AI-powered for Greater Operational Efficiency & Productivity

Integrations with Third-party Business Applications, Including MS Teams

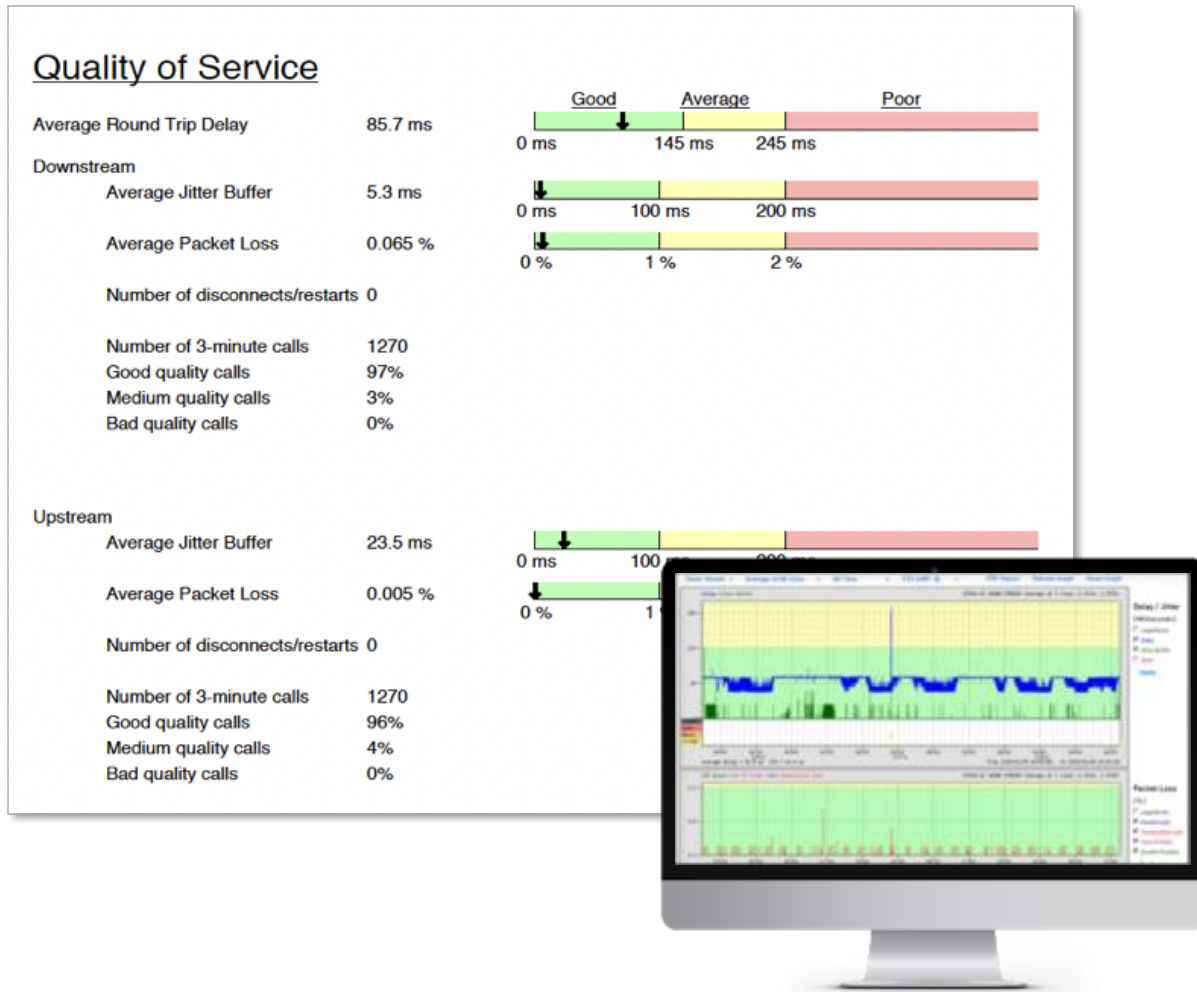
HostPilot® Control Panel for Partners, Admins & Users

99.999% Uptime Service Level Agreements

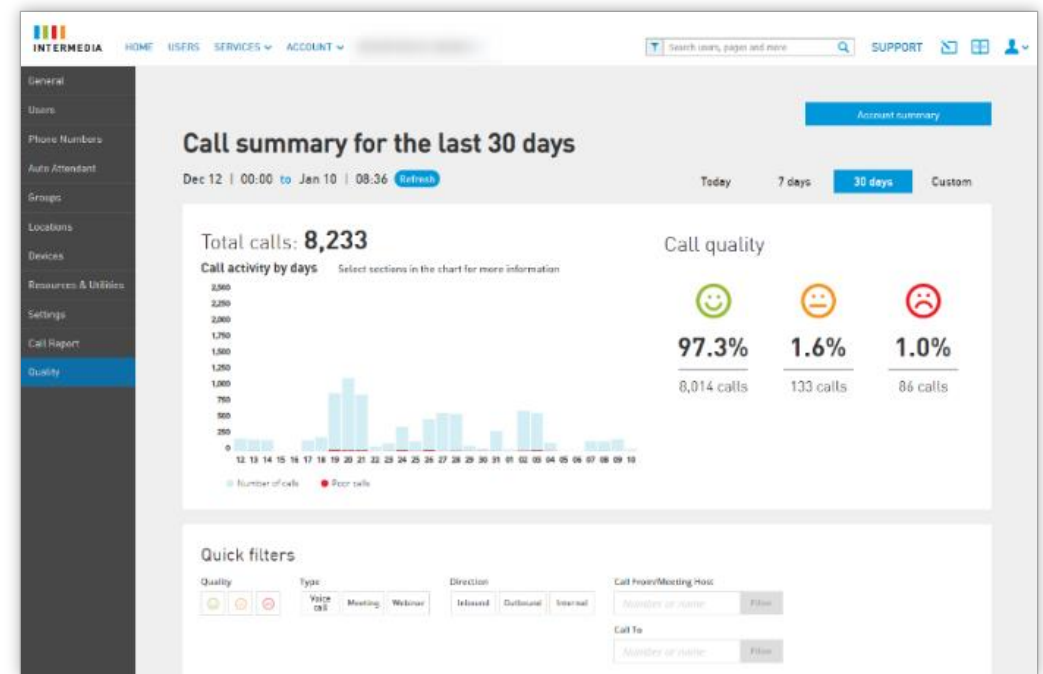
Advanced Security & Compliance

J.D. Power-certified Technical Support

VoIP Scout for Network Testing



Customer QoS Dashboard



A single-app experience:

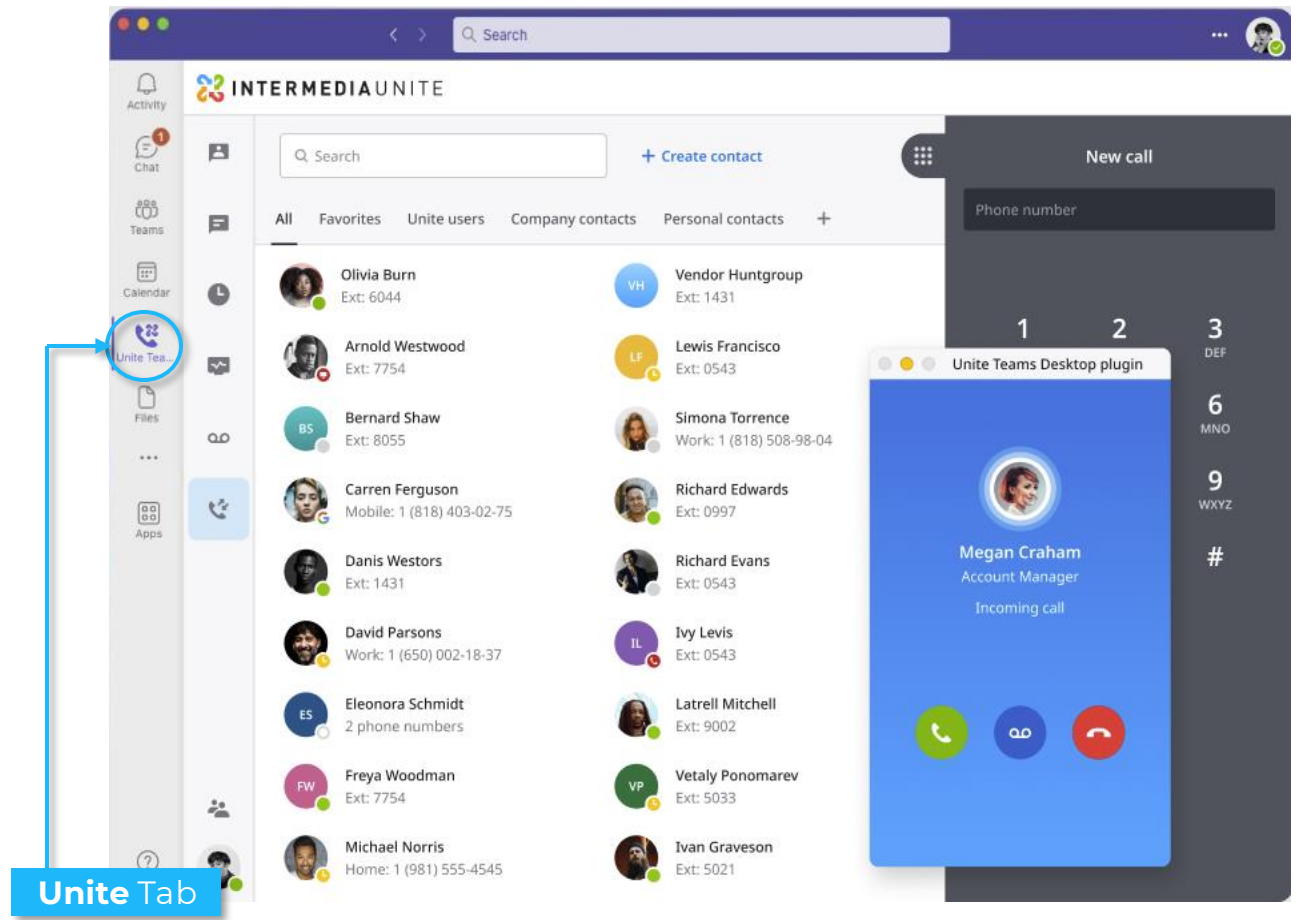
Users will continue to work within the Teams app, using Teams for chat, meetings, and files, while using Unite for calling and SMS. No MS Teams Phone license or middleware needed.

Easy-to-use:

Unite collaboration features, such as meetings and file sharing, are disabled so users aren't faced with confusing options.

Advanced capabilities: Organizations will have access to Unite's enterprise-grade cloud phone system, Business SMS, Call Center features (like monitor, whisper, barge, and call queuing), and CRM integrations without any additional charges.

Single sign-on: Users sign into Unite with their M365 credentials.



- Local phone number with unique extension (bring your own numbers)
- Unlimited local and domestic long-distance calling
- Inbound/Outbound Caller ID
- MS Outlook, Teams (add-on), Gsuite Integration
- SPAM Caller Protection
- Call Recording
- Access to 100+ enterprise-grade PBX features
- Instant Messaging and SMS messaging from your business phone number
- Webfax license per Pro User subscription
- Voicemail box with transcription
- Up to 5 endpoints per profile (IP phone, mobile application, tablet, softphone)
- Elevate desktop application - controls devices and system features
- Elevate mobile application (iPhone & Android) - Mobile version of desktop application
- Personal audio conference bridge for up to 200 callers
- Dedicated video and web conference bridge for up to 100 web and 100 video participants
- 10 GB hosted filesharing & backup via ShareSync application
- **24x7 HarborCloud Support**

Cloud PBX Resource Line (pay per use)

Elevate's Cloud PBX Resource Line delivers a scalable, cloud-hosted phone line that's billed strictly for usage—no seat license required. It's ideal for departmental lines, shared resources, or seasonal demand.

Solution Pricing

Managed Cloud & Infrastructure Services

Description	Qty
Elevate Pro with Device	24
Fax Line (unlimited)	2
Promotional Yealink T44W Deskphone	24

One-time Hardware Purchase & Phone Number Porting

Description	Qty
Poly Obi400 Analog Adapter	2
Local Number Porting	26

Police Department Only: Pricing and Discounts Summary



SERVICE OFFERINGS COST	Price (Monthly)	DISCOUNTED (Monthly)
Cybersecurity	N/A	N/A
Managed IT Services	N/A	N/A
Cloud and Infrastructure	\$999.00	\$663.98
Harbor IT Services Total	\$999.00	<u>\$663.98</u>

IMPLEMENTATION FEES	LIST	DISCOUNTED
Managed IT	N/A	N/A
Cybersecurity	N/A	N/A
Cloud and Infrastructure	\$9,845.83	\$3,900.00
One-time Hardware Purchase	\$5,580.00	\$380.00
Harbor IT Services Total (One-Time)	\$15,425.83	<u>\$4,280.00</u>

APPLIED DISCOUNTS	
MANAGED IT (Core Services)	DISCOUNT
Multi-Service Discount	N/A
Multi Year Discount (Annual)	N/A
CYBERSECURITY	DISCOUNT
Multi-Service Discount	N/A
Multi Year Discount	N/A
UNIFIED COMMUNICATIONS	DISCOUNT
Multi-Year Discount (Annual)	\$335.02
Volume Discount	N/A
One-time Fees	DISCOUNT
Implementation Discount	\$5,945.83
Hardware Purchase Discount	\$5,200.00
Discount Expiration Date	11/30/2025

Managed Cloud & Infrastructure Services

Description	Qty
Elevate Pro with Device	61
Fax Line (unlimited)	2
Promotional Yealink T44W Deskphone	61

One-time Hardware Purchase & Phone Number Porting

Description	Qty
Poly Obi400 Analog Adapter	2
Local Number Porting	26

Police, Town, and Library: Pricing and Discounts Summary



SERVICE OFFERINGS COST	Price (Monthly)	DISCOUNTED (Monthly)
Cybersecurity	N/A	N/A
Managed IT Services	N/A	N/A
Cloud and Infrastructure	\$1,999.00	\$1,644.48
Harbor IT Services Total	\$1,999.00	<u>\$1,644.48</u>

IMPLEMENTATION FEES	LIST	DISCOUNTED
Managed IT	N/A	N/A
Cybersecurity	N/A	N/A
Cloud and Infrastructure	\$19,443.75	\$9,150.00
One-time Hardware Purchase	\$17,460.00	\$380.00
Harbor IT Services Total (One-Time)	\$36,903.75	<u>\$9,530.00</u>

APPLIED DISCOUNTS	
MANAGED IT (Core Services)	DISCOUNT
Multi-Service Discount	N/A
Multi Year Discount (Annual)	N/A
CYBERSECURITY	DISCOUNT
Multi-Service Discount	N/A
Multi Year Discount	N/A
UNIFIED COMMUNICATIONS	DISCOUNT
Multi-Year Discount (Annual)	\$4,254.24
Volume Discount	N/A
One-time Fees	DISCOUNT
Implementation Discount	\$10,293.75
Hardware Purchase Discount	\$17,080.00
Discount Expiration Date	11/30/2025

Managed Cloud & Infrastructure Services	
Description	Qty
Elevate Pro with Device	92
Fax Line (unlimited)	2
Promotional Yealink T44W Deskphone	92

One-time Hardware Purchase & Phone Number Porting	
Description	Qty
Poly Obi400 Analog Adapter	2
Local Number Porting	92

All Locations, 92 Phones: Pricing and Discounts Summary



SERVICE OFFERINGS COST	Price (Monthly)	DISCOUNTED (Monthly)
Cybersecurity	N/A	N/A
Managed IT Services	N/A	N/A
Cloud and Infrastructure	\$2,944.00	\$2,024.00
Harbor IT Services Total	\$2,944.00	<u>\$2,024.00</u>

IMPLEMENTATION FEES	LIST	DISCOUNTED
Managed IT	N/A	N/A
Cybersecurity	N/A	N/A
Cloud and Infrastructure	\$38,886.00	\$13,800.00
One-time Hardware Purchase	\$26,333.11	\$380
Harbor IT Services Total (One-Time)	\$65,219.11	<u>\$14,180.00</u>

APPLIED DISCOUNTS	
MANAGED IT (Core Services)	DISCOUNT
Multi-Service Discount	N/A
Multi Year Discount (Annual)	N/A
CYBERSECURITY	DISCOUNT
Multi-Service Discount	N/A
Multi Year Discount	N/A
UNIFIED COMMUNICATIONS	DISCOUNT
Multi-Year Discount (Annual)	\$11,040
Volume Discount	N/A
One-time Fees	DISCOUNT
Implementation Discount	\$25,086.00
Hardware Purchase Discount	\$25,953.11
Discount Expiration Date	11/30/2025

Yealink SIP-T44W IP Phone - Corded/Cordless - Bluetooth, Wi-Fi





THANK YOU!

HarborIT.com

Name
Email

(508) 652-3000

Proposed Contract between
Fairfield County Regional Dispatch
Center & the Town of Easton

JOINDER AGREEMENT
TO THE INTERLOCAL AGREEMENT FAIRFIELD COUNTY DISPATCH

WHEREAS, the Town of Easton (“Easton”) desires to become a Ratifying Municipality under the Interlocal Agreement Fairfield County Dispatch (the “Interlocal Agreement”) and receive Dispatch Services from the Regional Public Safety Answering Point (“Regional PSAP”) known as Fairfield County Dispatch (“FCD”);

WHEREAS, Easton accepts and agrees to all of the terms and conditions of the Interlocal Agreement (a copy of which is attached to this Joinder Agreement), and unless otherwise defined in this Joinder Agreement, capitalized words and phrases appearing in this Joinder Agreement shall have the meanings ascribed to them in the Interlocal Agreement;

WHEREAS, the Control Board has invited Easton to join the Interlocal Agreement and approved the terms of this Joinder Agreement;

WHEREAS, Easton’s legislative body approved and ratified the Interlocal Agreement and this Joinder Agreement on _____, 2025;

WHEREAS, Easton will become a Ratifying Municipality on the date this Joinder Agreement is executed by its First Selectman (the “Effective Date”); and

NOW, THEREFORE, the following special conditions apply to participation by Easton in the Regional PSAP:

1. **Participation Scope:** Participation in the Regional PSAP will initially be limited to the following department(s): 911 call taking (PSAP), Easton Fire Department, Easton Police Department, and EMS Dispatching no later than April 1, 2026.

2. **One-Time Fee to Join:** Easton shall pay to the Town of Fairfield a one-time fee of \$150,000, due on or about January 1, 2026.

3. **Annual Service Fee:** Effective July 1, 2026 Easton shall pay to the Town of Fairfield annual service fees as follows: Year 1: \$236,951.05; Year 2: \$244,059.58; Year 3: \$251,391.37; Year 4: \$258,922.81. For year 5 and beyond, the annual service fee payable to the Town of Fairfield will be set annual by the Control Board, but such fee shall not be less than \$258,922.81. Annual service Fees shall be invoiced and paid quarterly in arrears in accordance with Section 6(C) of the Interlocal Agreement. The Annual Service Fee amounts above are contingent upon participation being limited to the department(s) identified in Section 1. Easton acknowledges that the Service Fee will be subject to renegotiation with the Control Board if participation is expanded to include other departments or entities of Easton.

4. **Easton’s Operational and Connectivity Obligations:**

a. Easton shall provide such data and records as may be reasonably requested by the FCD’s Chief Administrative Officer to enable the Center to effectively and efficiently provide Dispatch Services.

b. Easton shall provide, maintain, repair, and replace, at its sole cost and expense, all of Easton's Field Equipment and shall be responsible for its Connectivity Costs, consistent with Sections 5 and 6(I) of the Interlocal Agreement.

c. Easton shall comply with all operational protocols and procedures established by the Control Board and with the Technology Appendix, which is attached as Appendix "A".

5. **Entire Agreement:** This Joinder Agreement, together with the Interlocal Agreement and any exhibits, schedules, and duly adopted amendments thereto, constitutes the entire agreement among the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous negotiations, representations, understandings, and agreements, whether written or oral, relating thereto. No amendment, modification, or waiver of this Joinder Agreement shall be effective unless in a written instrument expressly referencing this Joinder Agreement and executed by duly authorized representatives of the parties; provided, however, that any amendment affecting the Interlocal Agreement shall be adopted in accordance with the amendment procedures set forth therein.

TOWN OF EASTON

By: _____ Date _____
David Bindelglass
Its First Selectman

ACCEPTANCE AND ACKNOWLEDGMENT OF THE CONTROL BOARD

David Farrell, Chief of Police, Town of Westport Date _____

Michael Paris, Chief of Police, Town of Fairfield Date _____

Nicholas Marsan, Fire Chief, Town of Westport Date _____

Kyran Dunn, Acting Fire Chief, Town of Fairfield Date _____

TOWN OF EASTON JOINDER AGREEMENT
APPENDIX "A"
TECHNOLOGY APPENDIX

- The Easton Police Department shall provide the FCD with the means necessary to receive COLLECT/NCIC information at the FCD and shall provide whatever cooperation and authorizations that may be required by COLLECT in order to receive such information in the FCD.
- The Town of Easton will purchase a Firewall and Cellular OOB management device as specified by FCD, with three years of warranty support to be installed on their Town network. These devices provide secure two-way communication between the Town of Easton and the FCD, and serve as the demarcation point between the Town of Easton and the FCD. Ownership of the devices will be transferred to FCD and FCD will bear the costs of maintenance and replacements, after the warranty expires, as part of this agreement. The Town of Easton will bear the cost of cellular service with an appropriate provider that can provide adequate service at the location of the Firewall and Cellular OOB management device. The installation, configuration and control of the Firewall and Cellular OOB management device will be solely by FCD and/or its designated contractor(s),
- The level of telephone system integration to be provided to the Town of Easton shall be defined by this agreement. The FCRD shall provide appropriate recording for all Easton lines that come into the FCRD and shall provide appropriate administrative access to designated Easton personnel.
- The Town of Easton shall purchase and deploy Nexgen PSS CAD and RMS and BRYX Fire Station Alerting for Easton PD, Easton FD and Easton EMS. The cost for any API's necessary for systems used by the Town of Easton shall be borne by the Town of Easton.
- The Town of Easton shall enter into agreement with the Connecticut Land Mobile Radio Network (CLMRN) in order to provide radio console/dispatch access to the FCRD.
- If there is a conflict in Unit Designations between member Towns, the Control Board shall have the authority to determine alternate designations. The Town of Easton shall use the current database of call types within the FCRD Nexgen CAD system. Any requests for additional call types shall be reviewed by the Department Liaisons and approved by the Control Board. In addition, the Easton Fire Department shall, with the assistance of Nexgen, determine appropriate response plans utilizing the Incident Type (not run cards).
- Any cameras or other security or monitoring devices that the Town of Easton expects to be utilized by FCRD personnel shall be deployed in a manner that is acceptable to the FCRD at the Town of Easton's expense.
- It shall be the Town of Easton's responsibility to fund, maintain, repair and secure reasonable upgrades to all necessary equipment described above.

**INTERLOCAL AGREEMENT
FAIRFIELD COUNTY DISPATCH**

THIS INTERLOCAL AGREEMENT (the "Agreement") is by and among the TOWN OF FAIRFIELD ("Fairfield"), the TOWN OF WESTPORT ("Westport") and each Ratifying Municipality (defined below) that has entered into a Joinder Agreement (defined below).

RECITALS

WHEREAS, Connecticut General Statutes, Sections 7-148cc and 7-339a, et seq., authorize two or more municipalities to jointly perform any function that each municipality may perform separately upon entering into an Agreement to effect such with other municipalities; and

WHEREAS, Fairfield and Westport currently have independent 9-1-1 dispatch centers; and

WHEREAS, Fairfield and Westport desire to create a regional Public Safety Answering Point ("Regional PSAP") and emergency communications center ("Center"); and

WHEREAS, Fairfield is a recognized State of Connecticut 9-1-1 Communication Center and PSAP capable of providing dispatch services for police, fire, and emergency medical services ("EMS") (collectively, "Dispatch Services"); and

WHEREAS, Fairfield and Westport have entered into a Lease Agreement dated May 20, 2020 (the "Lease") with Sacred Heart University (the "University") for space in a building on the University's property located at 5151 Park Avenue, Fairfield, Connecticut (the "Leased Premises").

NOW, THEREFORE, in consideration of the foregoing and the mutual covenants herein contained, the parties agree as follows.

Section 1. Purpose of Agreement and Name of Center.

The purpose of this Agreement is to provide for Dispatch Services within Fairfield, Westport and such other municipalities as may ratify this Agreement by means of a Regional PSAP. The Center shall be named Fairfield County Dispatch or FCD. This Agreement shall be referred to in the future as the Interlocal Agreement for Fairfield County Dispatch dated [Insert Effective Date (defined in Section 2(A), below)].

Section 2. Ratification, Withdrawal, Termination and Amendment.

A. For the purposes of this Agreement: (i) "Member Municipality" means Fairfield, Westport and each Ratifying Municipality; (ii) "Prospective Municipality" means a Connecticut town or city other than Fairfield or Westport that is invited by the Control Board to add its territory to the coverage area of the Regional PSAP; and (iii) "Ratifying Municipality" means a Prospective Municipality that ratifies this Agreement by affirmative vote of its legislative body. This Agreement shall be effective and legally binding as to Fairfield and Westport (the "Effective Date") on the date appearing below the signature of the Westport First Selectman or the Fairfield First Selectwoman on the signature page of this Agreement, *whichever is later*. This Agreement shall be effective and legally binding as to each Ratifying Municipality on the date that the Ratifying Municipality's chief elected official signs a joinder agreement with form and content satisfactory to the Control Board (a "Joinder Agreement").

B. This Agreement shall remain in effect as to each Member Municipality until the Member Municipality withdraws pursuant to Section 2C or the Agreement is terminated pursuant to Section 2D.

C. A Member Municipality may withdraw from this Agreement after adoption of a resolution by its legislative body by giving written notice to the chief elected official of each of the other Member Municipalities provided that: (i) the notice may not specify an effective date other than June 30th; (ii) the notice must be delivered not later than July 31st of the year prior to the June 30th effective date; and (iii) the Member Municipality must meet all of its financial obligations under Section 6, below, through the effective date of the withdrawal.

D. This Agreement may be terminated by: (i) approval of a resolution to terminate this Agreement by the legislative bodies of all of the Member Municipalities specifying a termination date; or (ii) approval of a resolution to terminate this Agreement by the legislative bodies of Fairfield and Westport, provided that the resolution specifies a termination date that is not less than eighteen (18) months after delivery of notice to each Ratifying Municipality, unless the chief elected official, police chief and fire chief of the Ratifying Municipality agree in writing to accept a shorter notice period. Notwithstanding, this Agreement will terminate on the date specified in a notice by Fairfield and Westport to the Ratifying Municipalities as the date on which the term of the Lease will expire, provided that Fairfield and Westport will first make reasonable efforts: (i) to negotiate with the University an extension of the term of the Lease; and (ii) if those efforts are unsuccessful, to secure a suitable alternative location for the Center.

E. This Agreement may be amended by approval of the legislative bodies of Fairfield, Westport and a majority of the Ratifying Municipalities, provided that the approval of the legislative bodies of Fairfield and Westport will suffice if the amendment affects only a cost-sharing arrangement between Fairfield and Westport described in Section 6.

Section 3. Functions to be Provided by the Center's Staff.

The functions of the personnel staffing the Center are as follows.

A. Monitor all police, fire, and EMS radio frequencies for Member Municipalities on a twenty-four (24) hour basis.

B. Provide Dispatch Services for all police, fire, and EMS calls in accordance with standard operating procedures adopted by the Control Board.

C. Provide tactical radio contact and support to police, fire, and EMS personnel while such personnel are engaged in the performance of their duties.

D. Act as the Regional PSAP for 9-1-1 calls originating within the Member Municipalities.

E. Retain such reasonable Dispatch Services data as may be requested by the Control Board.

F. Answer all incoming 9-1-1 calls in accordance with protocols and procedures adopted by the Control Board.

G. Provide any other public safety communication services mandated by State law or authorized by the Control Board.

Section 4. Obligations of Fairfield.

Fairfield's obligations are as follows.

A. Provide management control over the Center, specifically, supervision of employees, human resources management, and management of payroll and benefits.

B. Serve as the employer of the personnel assigned to the Center for all purposes, including, without limitation, payroll, employment taxes, personnel records, employee benefits, workers' compensation, medical, dental and vision insurance, retirement benefits and collective bargaining.

C. Issue such purchase orders and execute such contracts for goods and services in furtherance of the operation of the Center as may be authorized from time to time by the Control Board. Following authorization by the Control Board, procurement of goods and services shall be governed by the policies and procedures of Fairfield.

D. Provide appropriate staffing of the Center by trained personnel 24 hours per day at levels established by the Control Board. *minimum staffing?*

E. Provide maintenance for communications and other systems within, or used by, the Center.

F. Provide a Chief Administrative Officer, who shall be a sworn Fairfield police officer, until such time as the Control Board determines that a civilian director should be appointed with adequate funding in the Operating Budget. If a civilian director is appointed, the civilian director will be an employee of Fairfield pursuant to Section 4(B) unless the Center becomes an independent quasi-governmental entity.

G. Provide a Chief Financial Officer, who shall be the Town of Fairfield Chief Fiscal Officer.

H. Provide for supervision of the personnel assigned to the Center to ensure that Dispatch Services are provided in accordance with protocols and procedures established and/or modified from time to time by the Control Board.

I. Provide data and records, as may be reasonably requested by the Chief Administrative Officer, to enable the Center to effectively and efficiently provide Dispatch Services.

J. Provide, maintain, repair and replace, at its sole cost and expense, all of Fairfield's Field Equipment.

K. Maintain necessary and appropriate FCC licenses.

Section 5. Obligations of Westport and Ratifying Municipalities.

The obligations of Westport and each Ratifying Municipality will be as follows.

A. Provide such data and records, as may be reasonably requested by the Chief Administrative Officer, to enable the Center to effectively and efficiently provide Dispatch Services.

B. Provide, maintain, repair and replace, at its sole cost and expense, all of Westport's (or the Ratifying Municipality's, as the case may be) Field Equipment.

C. Maintain necessary and appropriate FCC licenses.

Section 6. Financial Obligations.

A. Fairfield and Westport will share equally in the cost of construction and build-out of the Center within the Leased Premises. Fairfield and Westport agree that the construction cost and build-out cost shall be only for work performed within the walls of the Leased Premises, and costs associated with connecting to the State for connectivity to COLLECT and 9-1-1.

B. Each Ratifying Municipality will be charged a service fee established annually by the Control Board (a "Service Fee"). In establishing the Service Fee for a Prospective Municipality, the Control Board will consider the Prospective Municipality's population, 911 call volume and any operational or logistical challenges associated with adding the Prospective Municipality to the coverage area of the Regional PSAP. A Ratifying Municipality's Joinder Agreement may provide for such limits on the initial amount and future increases in the Service Fee as may be negotiated and agreed upon by the Control Board and the Prospective Member.

C. Fairfield will deliver invoices for Service Fees in accordance with the Operating Budget to each Ratifying Municipality on a quarterly basis in arrears. Each Ratifying Municipality will forward payment for each quarterly invoice within thirty (30) days of receipt. Interest will accrue at a rate of eighteen percent (18%) per annum on all amounts that are overdue and shall not be considered revenue to the Center.

D. Fairfield will provide the operational funding and administrative support for the Center. Fairfield will maintain a separate account, identified as *Fairfield County Dispatch*, in Fairfield's municipal budget for costs, expenses, Service Fees, grants and other revenues associated with the Center.

E. Each December, Fairfield will deliver to the Control Board and to the police chief, fire chief and EMS chief of each Ratifying Municipality an itemized estimate of the costs, expenses, Service Fees, grants and other revenues of the Center for the next fiscal year (a "Proposed Budget"). To the extent that Fairfield incurs incremental costs that are not specifically identified in its municipal budget, such as, by way of example, allocation of the time of Fairfield employees to payroll processing, accounts payable, human resource management, legal services and benefits administration for personnel assigned to the Center who were not previously employees of Fairfield, Fairfield shall include those incremental costs in the Proposed Budget. Line items for the acquisition of new equipment and the replacement of damaged or obsolete equipment located within the Center shall be included in each Proposed Budget. Proposed Budgets will be subject to review and approval by the Control Board. Upon approval by the Control Board, a Proposed Budget will be considered and referred to as the "Operating Budget" for the next fiscal year. Within one (1) week after approval by the Control Board, the Chief Financial Officer of the Center will deliver to the police chief, fire chief and EMS chief of each Ratifying Municipality a copy of the Operating Budget, together with a list of Service Fees to be charged to all of the Ratifying Municipalities for the next fiscal year. A Ratifying Municipality may contest any Service Fees (following the process described in Section 11(J)) if the Ratifying Municipality reasonably believes that certain charges reflected therein are inappropriate or questionable. If a Ratifying Municipality contests any Service Fees, the Ratifying Municipality shall pay all charges that it believes are appropriate within the time period prescribed in Section 6(C) and the Ratifying Municipality shall pay the balance (if any) within fifteen (15) days after the amount due from the Ratifying Municipality is determined pursuant to Section 11(J).

F. If a Member Municipality applies for, or receives a State or federal grant for: (i) the performance of Dispatch Services within the territory served by the Center; (ii) the purchase of hardware or equipment to be used by the Center; (iii) operational costs; or (iv) employee costs, such as salaries, overtime or staff certifications, then the grant proceeds will be paid over to the Center and reflected in the Operating Budget as revenues of the Center, regardless of the Member Municipality that applied for the grant or to which the grant was awarded. Service Fees shall be reflected in each Proposed Budget and Operating Budget as revenues of the Center. Each Member Municipality will work in good faith to assist or participate in grant applications initiated by another Member Municipality or the Control Board.

G. For the purposes of this Agreement, "Net Costs" means the excess of operating and capital costs and expenses of the Center over revenues of the Center. Fairfield and Westport agree to the following allocation of the Net Costs identified in each Operating Budget: Fairfield 67%; and Westport

33% (the "Allocation Formula"). The Allocation Formula will be reevaluated in the first quarter of 2025 and in the first quarter of every fifth year thereafter. Operating costs shall be subject to the collective bargaining process and other factors influencing annual costs for staff and Dispatch Services.

H. Fairfield will deliver invoices to Westport for Dispatch Services in accordance with the Operating Budget and the Allocation Formula on a quarterly basis in arrears. Westport will forward payment for each quarterly invoice within thirty (30) days of receipt.

I. Proposed Budgets and Operating Budgets will not include Connectivity Costs. Each Member Municipality is responsible for its own Connectivity Costs. For the purposes of this Agreement, "Connectivity Costs" means and includes the cost of: (i) any necessary communication lines between the Leased Premises and a facility or facilities located within a Member Municipality ("Communication Lines"); (ii) Field Equipment; (iii) maintenance, repair and replacement of Communication Lines and Field Equipment; and (iv) programming and configuration of Field Equipment and other hardware located within a facility of a Member Municipality. If a Member Municipality retains the services of a telecommunications consultant to assist with establishing, maintaining or replacing Communication Lines or Field Equipment or programming or configuring Field Equipment or other hardware located within a facility of the Member Municipality, then the Member Municipality will be responsible for the fees and compensation of the telecommunications consultant.

Section 7. Indemnification

A. Each Member Municipality (an "Indemnitor") agrees to indemnify and hold each other Member Municipality (an "Indemnitee") and the Indemnitee's employees, appointed and elected officials, agents, and representatives harmless from any and all claims, lawsuits, administrative orders, penalties, damages, liabilities, losses, and expenses (including reasonable attorneys' fees and out-of-pocket expenses) incurred by the Indemnitee that are caused by the Indemnitor's breach of its obligations under this Agreement or by the negligent or willful acts or omissions of the Indemnitor's, employees, agents or contractors who are not members of the Control Board or otherwise employees of the Center.

B. Notwithstanding any alleged act or omission by any member of the Control Board member or any personnel staffing the Center, each Member Municipality will be solely liable for the claim coverage and corresponding costs for any loss arising from or relating to a call for service in its jurisdiction.

C. All administrative and liability costs associated with employers' liabilities pursuant to Connecticut's Workers' Compensation statutes will be included for purposes of determining the Proposed Budget and Operating Budget under Section 6(E).

Section 8. Equipment and Property Ownership, Employees.

A. Ownership of furniture, fixtures and equipment contributed by Fairfield and Westport, respectively, during the initial period of construction and build-out of the Center will remain with the contributing municipality, and responsibility for maintenance and licensing of such assets will remain with the contributing municipality.

B. Furniture, fixtures and equipment procured by Fairfield during initial period of construction and build-out of the Center will be owned $\frac{1}{2}$ by Fairfield and $\frac{1}{2}$ by Westport. Furniture, fixtures and equipment procured by Fairfield after the initial construction and build-out period will be owned as follows: 67% Fairfield; and 33% Westport. Upon termination of this Agreement, property shall be distributed on the basis of current value of the furniture, fixtures and equipment and the applicable cost share percentage of the property at time of purchase.

C. If, upon the earlier of the termination of this Agreement or the date that Westport ceases

to be a Member Municipality, the two computer server nodes purchased by Westport in 2019 are still in use at the Center, then Westport will be entitled to remove the server nodes from the Center or, at Westport's election, to a payment equivalent to the fair market value of the server nodes.

D. Upon the operational date of the Center, Westport will terminate the employment of, and Fairfield will offer employment to, each of the current full-time, qualified, Westport civilian dispatchers. Those Westport employees who wish to transfer their employment to the Center must commit to the move at least five (5) months prior to the operational date of the Center. Fairfield will provide full recognition of years of service for purposes of compensation, benefits (to the extent allowed by law) and selection of assignments.

Section 9. Insurance.

Each Member Municipality shall maintain in force at all times during the term of this Agreement its customary property, casualty, liability and workers' compensation insurance coverages.

Section 10. Administration of Agreement.

A. The Member Municipalities agree that no interlocal advisory board, as permitted by Connecticut General Statutes Section 7-339b(a)(2), is required to accomplish the purposes of this Agreement.

B. The Center's Chief Administrative Officer and Chief Financial Officer shall report to an operational control board (the "Control Board"). The members of the Control Board shall be the Fairfield Police Chief, the Westport Police Chief, the Fairfield Fire Chief and the Westport Fire Chief. The First Selectwoman of Fairfield and First Selectman of Westport or their designees shall be ex officio members of the Control Board. The Control Board shall hold regular meetings once per calendar quarter to review Dispatch Services and resolve any pending matters. The Fairfield Police Chief shall be responsible for convening the regular quarterly meetings. The Control Board shall hold a budget meeting each November to review and approve the Proposed Budget for the next fiscal year. The Control Board shall hold a special meeting upon the request of the police chief and fire chief of at least two (2) Member Municipalities to discuss any matter or matters related to the Center. Meeting Agendas and Minutes of each regular, budget and special meeting of the Control Board shall conform to the provisions of the State's Freedom of Information Act.

C. Ratifying Members will not have voting membership but shall receive notice of each meeting of the Control Board and such notice shall be delivered to the police chief, fire chief and EMS chief of each Ratifying Member, and the police chief, fire chief and EMS chief of each Ratifying Member shall be entitled to attend and be heard at any meeting of the Control Board. Minutes of each regular, budget and special meeting of the Control Board shall be provided to the police chief, fire chief and EMS chief of each Member Municipality.

D. The vote of a majority of the members of the Control Board shall be required to take action on any matter coming before the Control Board. In the case of a tie vote, the First Selectman of Fairfield and the First Selectman of Westport, shall cast a single deciding vote but only if they can jointly agree. If they cannot jointly agree, the parties will proceed with the dispute resolution procedures in Section 11(J).

E. Any member of the Control Board may designate a member of his/her department to participate and vote in his/her place at any regular, budget or special meeting of the Control Board.

F. In addition to the powers and responsibilities described elsewhere in this Agreement, the following matters shall be within the purview of the Control Board.

- i. Establishing and modifying protocols for Dispatch Services.

- ii. Training and discipline recommendations to the Chief Administrative Officer for employee misconduct and violations of procedures.
- iii. Selecting the hardware and software for the Center.
- iv. Establishing and modifying standard operating procedures for the Center.
- v. Authorizing purchase orders and contracts for goods and services for the Center in excess of \$10,000.00.
- vi. Developing schedules for replacement of equipment and equipment upgrades.
- vii. Appointment of a civilian Chief Administrative Officer. The Chief Administrative Officer will initially be a sworn Fairfield police officer but may, by majority vote of the Control Board, be a civilian director.
- viii. Approval of personnel prior to assignment to the Center and recommendation and approval of promotions of personnel assigned to the Center.

Section 11. Miscellaneous.

A. **Definition of Field Equipment.** For purposes of this Agreement, "Field Equipment" means and includes all communications equipment necessary for a Member Municipality's police, fire, and EMS personnel to effectively transmit voice and data to the Center and receive voice and data transmitted by the Center, including, without limitation, back-up systems and accessories. By way of example, Field Equipment includes mobile and hand-held two way radios, land line telephones, smart phones and mobile data terminals.

B. **Assignment.** The rights and obligations of the Member Municipalities under this Agreement are non-assignable.

C. **Waivers.** The failure of a Member Municipality to insist upon strict performance of any provision of this Agreement shall not constitute a waiver of, or estoppel against, asserting the right to require such performance in the future, nor shall a waiver or estoppel in any one instance constitute a waiver or estoppel with respect to a later breach of a similar nature or otherwise. The waiver of any of the terms and conditions of this Agreement shall not be construed to be a waiver of any other term or condition of this Agreement.

D. **Integration.** This Agreement incorporates all the understandings of the Member Municipalities and supersedes any and all agreements with respect to the subject matter hereof reached prior to the execution of this Agreement, whether oral or written.

E. **Severability.** If any provision of this Agreement or part thereof is determined to be illegal or otherwise unenforceable by a court of competent jurisdiction, such provision or part thereof shall be modified to the minimum extent necessary to render such provision enforceable and preserve the parties' intent or, if not possible, severed, and in either case the other terms and provisions of this Agreement shall continue in full force and effect.

F. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument. A facsimile or .pdf copy of a signature or electronic signature of a party hereto shall have the same force and effect and validity as an original signature.

G. **Governing Law.** This Agreement shall be deemed to be entered into, executed and

performed in the State of Connecticut and shall, at all times, be subject to the laws of the State of Connecticut, exclusive of conflict of laws rules.

H. Captions. The captions used herein are inserted only as a matter of convenience and for reference, and in no way define, limit, or describe the scope of the intent of any section or paragraph hereof.

I. Notices. All notices required under this Agreement shall be in writing addressed to a Member Municipality at the address of the Member Municipality's town hall or city hall, as applicable, and labeled "Attention First Selectman" or "Attention Mayor", as applicable, and shall be deemed to have been duly given on the date delivered if sent by certified or registered mail return receipt requested or nationally recognized express delivery service, or on the date of hand delivery.

J. Dispute Resolution Process. Any dispute between or among Member Municipalities (each a "Party" and collectively, the "Parties") arising out of this Agreement shall be resolved in accordance with this Section 11(J) with the understanding that all statements and efforts to resolve the dispute prior to arbitration and any agreed-upon resolution shall not prejudice the legal position of any Party in any subsequent proceeding.

i. The dispute resolution process will commence when a Party that believes that it is aggrieved by a dispute delivers written notice to each Member Municipality describing the nature of the dispute and identifying the Parties to the dispute (a "Dispute Notice").

ii. Within one (1) week of receipt of the Dispute Notice, each Party identified in the Dispute Notice shall designate a representative from among the following individuals: chief of police; chief of fire department; or chief of EMS (a "Designated Representative"), to negotiate a resolution of the dispute.

iii. Within two (2) weeks of receipt of the Dispute Notice, the Designated Representatives of the Parties shall meet in person at a neutral location and negotiate in good faith to resolve the dispute. The Designated Representatives shall meet in person at least once. After the in-person meeting, the Designated Representatives may communicate by telephone, text message or e-mail and/or schedule one or more follow-up in-person meetings. If the Designated Representatives reach agreement upon a resolution of the dispute, the resolution shall be memorialized in writing and approved by majority vote of the Control Board.

iv. If the Designated Representatives are unable to resolve the dispute within three (3) weeks of the first in-person meeting or the resolution proposed by the Designated Representatives is not approved by the Control Board within two (2) months of the first in-person meeting, then the Parties will submit the matter to binding arbitration by a single arbitrator under the rules of the American Arbitration Association (AAA). Arbitration proceedings may be commenced by any Party by filing an application with the AAA.

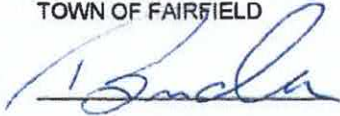
v. Notwithstanding the above, no Party shall be obligated to follow the above dispute resolution procedures if the Party takes legal action seeking preliminary or temporary relief of an emergency nature.

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IN WITNESS WHEREOF, the parties hereto have executed or have caused this Agreement to be executed by their duly authorized representatives.

TOWN OF FAIRFIELD

Signature:



Name:

Brenda J. Kupchick

Title:

First Selectwoman

Date:

8-5-20

TOWN OF WESTPORT

Signature:



Name:

James S. Marpe

Title:

First Selectman

Date:

8/6/2020

Town of Easton Public Safety Enhancements

Additional enhancements beyond the 911 Center

Public Safety Technology Improvements Beyond the 911 Center Move

Replacement of the Police Department Server- The current Police Department Server is nearing the end of its service life. Some of the equipment is not supported any more.

First Responder Vehicle Technology- many of the Police Mobile Data Terminals are nearing the end of life. The software version is no longer supported. None of the front-line apparatus in the Fire Department have working tablets, making it impossible for them to receive much needed pre-plan information.

Town Hall Complex Cameras- The Town Hall Police Department currently has limited security camera views- Most of the second floor and many areas outside the building are not covered by cameras. This is not acceptable and creates a public safety concern.

Police Department Camera Storage - the current video storage unit for the police department has reached its maximum storage capacity. Additionally, this unit should have been discontinued for use two years ago because of its manufacturer. See above

Off Site Police Department Information Storage- We have budgeted to have off-site back up for the police department computer systems.

BRYX Station Alerting- Both the EMS Building and Fire Station are currently alerted of Emergency Calls over the radio system and then a third-party software company. As part of this project, we will be installing station alerting systems for both the Fire Department and EMS. These systems can progressively notify the first responders of a call which reduces the cardiac impact of call notification on the first responders. These systems do this by controlling lights in the building and using ramping tones. This type of system is now an emergency services industry standard.

Building Security for Town Hall Complex- Currently the Town Hall and Police Station have no security system. Grade level windows at the Police Station have no alarm. An alarm system will be installed.

Private Consulting Report

ESCI Information

Open Code Violations or Deficiencies	1	Cooling Generation and distribution	2
Applied Fireproofing	1	Testing, balancing, controls and instrumentation	2
Fire doors, fire escapes	3	Chimneys, vents and exhaust systems	2
Emergency lighting	1	Refrigeration systems, freezers and ice machines	2
Fire Detection and alarm	1	Elevators, escalators and lifts	1
Automatic Sprinklers, standpipes and Fire pumps	None	Cascade system/Breathing air compressor	N/A
Eyewash stations	1	Apparatus Bay Exhaust Systems	1
Decontamination Area	1	Washer Dryer for Station Wear	2
		Washer/Extractor for PPE	2

Recommendation #9: Easton’s EMS organization needs a new facility to include vehicle quarters, headquarters, space, office space, living quarters, and adequate space for growth.

Facilities – Emergency Communications Center

The current emergency communications center is located in the main lobby of the police department. While two consoles are available, this position is staffed by one emergency dispatcher at a time. While this is an appropriate and financially prudent level of staffing, the required technology and telecommunications cost of maintaining a stand-alone dispatch and public safety answering point should be evaluated. As additional state mandates for Public Safety Answering Points (PSAPs) are rolled out, costs to maintain these facilities grow. Opportunities exist to join regionalized dispatching centers which offer higher staffing levels along with the most modern telecommunications equipment and technology.

One of these opportunities is the recently redesigned Fairfield County Regional Dispatch Center. Opened in the spring of 2022, the Fairfield County Regional Dispatch Center is a joint venture between the towns of Fairfield and Westport and is the first of its kind in the realm of municipal partnerships in the State of Connecticut. The center streamlines public safety responses in both Fairfield and Westport and is working to incentivize municipal partnerships and modernize local public safety answering points. The center is located on the campus of Sacred Heart University as part of yet another innovative community partnership.

Apparatus – Fire Department

The Easton Fire Department maintains a fleet of four engines and one utility vehicle. Traditional staffing has the two career members on one engine, with a frontline volunteer engine along with two additional engines in reserve. The department survey identifies the following apparatus:

Recommendation #12: Easton FD considers automatic aid agreements with neighboring fire jurisdictions to increase initial response effectiveness and potentially help reduce the town's ISO rating.

Recommendation #13: Both Easton EMS and Fire should establish structured training programs, including documentation, compliant with NFPA and ISO standards.

Recommendation #14: Develop specific performance standards related to both the responses of the organizations as well as the administrative aspects of the organization, such as training hours or skills evaluation.

Recommendation #15: The Easton FD should conduct an ISO evaluation as soon as possible and expect to repeat them every 5-7 years or if a significant change is made to the fire department, water supply, or communications system.

Recommendation #16: The Town of Easton should conduct a comprehensive communications assessment that includes all users of the existing town radio system to determine a strategic plan forward. The assessment should include an evaluation of a migration to a regional dispatch center and what the requirements would be to participate.

Recommendation #17: The Town should build a new EMS station attached to the existing Easton volunteer fire station.

frequencies which means the agencies cannot speak to each other through their daily radio systems with the exception of the newest radios, communications cannot take place between radios on different bands. Neighboring departments such as Fairfield and Redding operate in the UHF band and use a communications system technology known as 'trunking' which allows for a more efficient use of available radio frequencies. Easton FD cannot communicate with any of them unless they have a radio provided to them by the agency they want to speak with. This means there is a significant complication when Easton is part of a firefighting team composed of outside departments.

However, changing radio systems is not an inexpensive transition as not only do the appropriate radios need to be purchased but the supporting infrastructure such as base stations, transmitters, and possibly repeaters, all need to be replaced.

Two options the fire department does have is to switch to the VHF radio system that the town uses which would allow communications at least between those units the fire department interacts with most frequently, the police and EMS departments. This likely would be a lower expense transition as the infrastructure is already in place and the fire department would only need to purchase the appropriate radios and receive FCC licensing. The second option would be to participate in a regional communications system.

Dispatch Center Staffing

Fire department communications are handled by the town's police department, a not uncommon practice in small towns. The dispatch center is staffed by a single dispatcher who monitors all the radio channels for all the town's functions: police, fire, and EMS. It is located in the police station and also serves as the police reception area for the general public. The on-duty dispatcher is also the receptionist.

Dispatchers work around the clock eight-hour shifts and if relief is needed, an on-duty police officer is called to the center. While an inexpensive staffing model, a single-dispatcher model is not without its risks:

- A relief police officer may not be available
- Critical incidents may overwhelm a single dispatcher
- Incident management that requires a dedicated dispatcher is not a possibility without calling in extra staff
- Walk-ins to the reception area that require assistance may distract from radio communications
- 9-1-1 callers may emotionally overwhelm a single dispatcher to the point of distraction
- Safety issues increase with a single dispatcher

Dark Center Concerns

Customer Service Support after Transitioning to the Fairfield County Regional Dispatch Center

Information Campaign: We will be developing an awareness campaign to "reintroduce" 911 to the community, explaining the benefits of the regional center and highlighting the professionalism and expertise of the consolidated staff. We will also highlight the access to non-emergency services. Both the Town of Easton and Easton Police Websites will be enhanced to provide as much information as possible.

Routine Phone Numbers: The routine business phone number will be answered 24/7 by a live person. Depending on the hours of the day, this may be done at by a front desk staffing at the Police Department or at the Fairfield County Regional Dispatch Center. Phones will be answered 24/7/365 unless there is something unforeseen happening.

Front Desk Staffing: The Police Department front desk/information window will be staffed by part-time staff during normal business hours and possibly some limited weekend hours. Our goal is to be able to provide the necessary walk-up support the citizens have become accustomed to during normal business hours. Our hope is that some of our current dispatchers will consider these part-time jobs as we know how excellent they are at supporting our community needs. For the remainder of this fiscal year, we have budgeted for 48 hours per week. This can be adjusted up or down for next fiscal year.

Intercom System: After hours, visitors or people requesting emergency services can use an intercom system on the exterior of the building by the Police Department entrance with video capability, to communicate directly with the Fairfield County Regional Dispatch Center when the exterior doors are locked. Access can be granted to a secure lobby by the Fairfield County Regional Dispatch Center.

Secure Lobby: The Easton Police station will have a secure vestibule area (a set of exterior doors and a set of interior doors). During dark or after hours, the interior doors are locked, creating a secure space for the public to communicate with a live 911 dispatcher without accessing the main building but while being secure.

Access Control: The locked interior and exterior doors can only be opened by authorized personnel, using remote or local access control. Doors will be integrated into a central control system, allowing personnel to automatically lock down the entire entrance area in case of an emergency.

Bullet-Resistant Materials: The Lobbies will be protected with bullet-resistant glass to protect personnel and the public from potential gun violence.

Surveillance Systems: The Police Station and Town Hall areas, interior and exterior, will be monitored 24/7 by security cameras, providing a record of all activity and deterring criminal behavior.

Exterior Lighting: The areas outside the Police station and Town Hall, including parking lots and the immediate vicinity of the entrance, are well lit to enhance visibility and security.

Remote 911 Center Access at other locations: There will be a call box, direct connection phone line to the Fairfield County Regional Dispatch Center, located on the outside of the Easton Volunteer Fire Company.