



Proposal of Service

RAVE
MOBILE SAFETY

Monroe County, IN

Proposal Valid Until: April 28, 2017

Proposed Solutions:

Rave911 Suite

Rave911 Suite Overview

Rave911 Suite helps 9-1-1 call takers and first responders make faster, better decisions, shorten response times, and save lives.











Rave911 Suite is trusted by thousands of 9-1-1 centers and first responders nationwide.

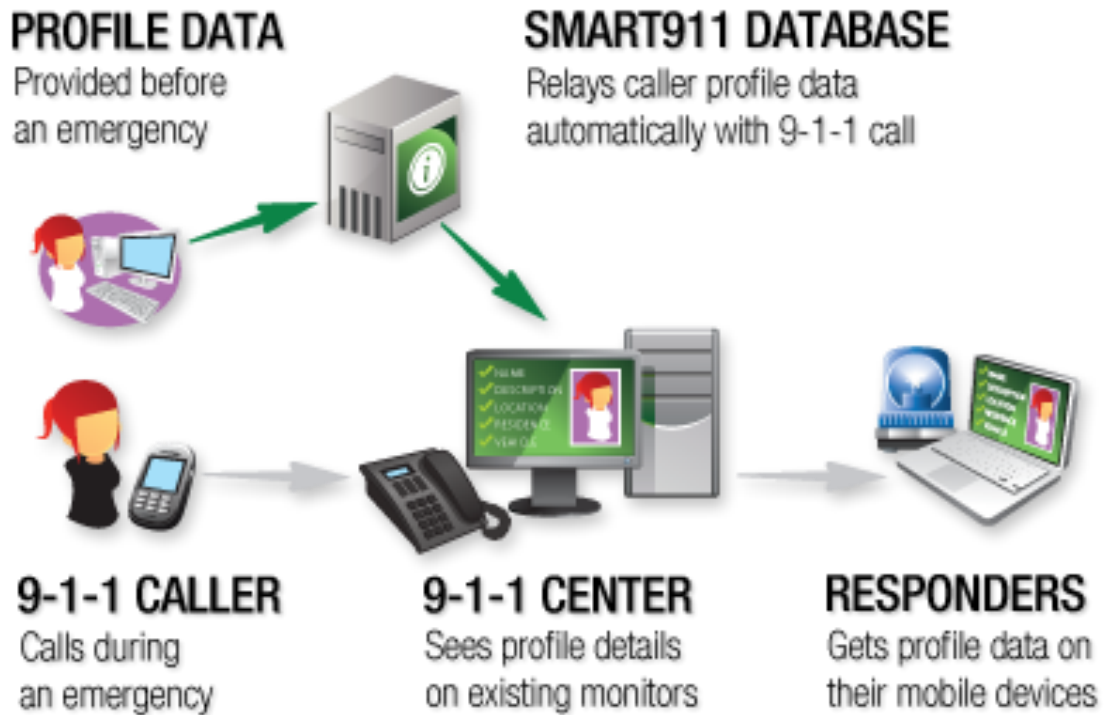
Comprehensive Community Information and Communications Platform

- **Helps protect first responders** – improves situational awareness with information about people and facilities when they need it most.
- **Responsive to vulnerable populations** – better understand and serve your community members with access or functional needs.
- **Advances community oriented policing** – promotes and encourages positive 9-1-1, law enforcement, community, and media interactions.
- **Embraces mobile technology** – reduces 9-1-1 mobile location issues and provides alternatives for dropped 9-1-1 calls and unnecessary dispatch to accidental dials.
- **Trusted public safety platform** – Rave911 Suite protects millions every day and integrates with Rave Alert emergency notification system and Rave Panic Button to provide your community with a wide range of alerts and notifications.

Rave911 Suite allows members of the community to register and provide information about themselves, their family members, their homes and workplaces, medical conditions, and other pertinent information.

	Smart Facilities	Facilities create profiles containing floor plans, key holder, alarm, and Hazmat information, gate/access codes, points of contact, AEDs, and more. Profiles automatically display during 9-1-1 calls and are searchable by authorized users
	Smart Chat	Allows telecommunicators to initiate 2-way text message sessions with any mobile caller regardless of registration with Rave911 Suite. Enhances communication capabilities when callers are non-verbal or when calls are abandoned, facilitating an enhanced response.
	Smart Citizen Profiles	Gives PSAPs and first responders access to a 9-1-1 caller's profile: family member info, photos, medical conditions, disabilities, exact addresses, even pet information, to make informed dispatch decisions.
	Smart Notes	Create, annotate, and share secure notes for any telephone number to provide information on prank callers, NSI phones, frequent fliers, transfer histories, and dropped calls.
	Smart Locations	Mapping of home, work, or other registered addresses.
	Rave Panic Button Data Access	Rave911 Suite provides access to Rave Panic Button data. Dramatically reduces response time for 9-1-1, facility personnel, and first responders. Rave Panic Button instantly alerts 9-1-1 and on-site personnel – speeding up emergency procedures. Campus layout and details are shared with first responders and 9-1-1.
	Rave911 Suite Connect	Provide additional data sources to your call takers and first responders. Rave911 SuiteConnect lets PSAPs aggregate and automatically securely deliver additional data to telecommunicators from approved third party sources.
	Rave Alert	As an optional add-on, Rave Alert is the only emergency notification system that is fully integrated with the Rave911 Suite system.

How Rave911 Suite Works



Facilities and Residents build their Safety Profile on a secure and private data repository, registering the life-saving information they want to make available to 9-1-1 in the case of an emergency. When the user initiates a 9-1-1 call from a registered phone number, the data automatically displays on the call takers work station, helping them respond more quickly and effectively.

Scope of Services

A summary of the components of Rave911 Suite being delivered and the services involved in a deployment follows.

Rave911 Suite Components

- > **Rave911 Suite.com citizen registration portal**
 - Hosted, secure web site enabling citizens to register and maintain their profile
 - Unlimited citizens can register and manage their profiles at no cost
- > **Rave911 SuiteFacility.com Facility registration portal.**
 - Hosted, secure web site enabling facilities to register and maintain their profile
 - Unlimited facilities can register and manage their profiles at no cost
- > **Rave911 Suite SaaS XERDS Server**
 - Hosted, secure online extensible emergency response data service (XERDS) that maintains subscriber account profiles and provides results to CPE Server (or Client Workstation app / First Responder Portal) when queried.
- > **Rave911 Suite First Responder Portal**
 - Hosted, secure online portal providing first responder and dispatchers access to subscriber account profiles for active cases based on user id, password and case ticket number (which is generated by Rave911 Suite)
- > **Rave911 Suite CPE Server Software**
 - Software installed on local server which listens to the ALI spill, queries the Rave911 Suite SaaS Server and broadcasts results on the local network to the Rave911 Suite Workstation client.
- > **Rave911 Suite Client Workstation Application**
 - Lightweight application installed on work station that interacts with CPE server to provide call taker or dispatcher with customer profile data via an embedded, pop-up web browser.
- > **Rave911 Suite Administration Portal**
 - Hosted, secure online portal providing administrative functions such as user management and reporting.

Remote Deployment Services

The following remote deployment steps will be performed to implement these components:

- > **Perform the necessary set up and configurations** to track citizen registrations and PSAP usage data for reporting purposes
- > **Facilitate installation** of the Rave911 Suite Client Workstation Application on all call taker workstations (either CAD or Admin stations) on a remote basis.
- > **Perform the necessary configurations** and testing to provide secure access from the Rave911 Suite CPE Server(s) and Rave911 Suite Client Workstation Applications to the Rave911 Suite SaaS XERDS Server.
- > **Work with Client** to remotely install the Rave911 Suite CPE Server Software on dedicated server(s), connect the server via serial port to the CAD/ALI Spill at necessary locations, and make the necessary configurations to ensure proper parsing of the ALI spill.
- > **Perform testing to ensure proper configuration** and handling of profile display on correct workstations
- > **Set up and provide access information** for administrative accounts

Deployment services include the initial deployment of Rave911 Suite. Changes to the customer environment that require an additional installation or configuration will be billed at then current rates.

Training and Support

To ensure successful operation of the system and integration into various state workflows and processes, Rave will provide the following additional training and support services:

- > **Provide training tools** (PowerPoint decks, Administration Guide, etc)
- > **Provide online reviews** as needed for new feature deployments
- > **Provide 24x7 phone and email technical support** as well as 8x5 phone and email support for non-critical support questions
- > **Provide sample SOPs** and FAQ documents

Marketing Services

To ensure maximum community awareness, Rave Mobile Safety will provide the following tools:

- > Marketing manager to conduct onboarding and to help plan Rave911 Suite press launch.

- > Marketing best practices guides and Rave911 Suite outreach materials toolkit including flyers, web graphics, social media graphics, and content for presentations and newsletters and eblasts.
- > Targeted monthly marketing campaigns for community outreach and partners.
- > Support from the Rave911 Suite marketing team that provides best practices, resources, and answers any questions.

Client Responsibilities

This project requires technical and operational support within the client environment as well as marketing support across the supported communities to ensure success. The following outlines expected functions to be performed in support of the Rave911 Suite deployment:

- > **Project management** and executive support
- > **Integration of information** available from Rave911 Suite into the correct PSAP procedures and best practices as well as any training required to ensure proper implementation of those procedures
- > **Support for the technical deployment** providing remote access for Rave Mobile Safety to be able to complete the installation of Rave911 Suite CPE software and Workstation Profile viewer.
- > **Hardware and connectivity.** Client is responsible for all hardware including Rave911 Suite CPE hardware (physical or virtual), firewalls, cables, converters, and splitters.
- > **ANI/ALI Spill.** Client responsible for providing the ANI/ALI spill.
- > **Broad public awareness campaign** to ensure citizen adoption. Examples include: inclusion of registration links on community web sites; inclusion of registration reminders in written communications with citizens; email marketing campaigns; and distribution of registration information through community channels such as schools, elderly centers, hearing disabled communities and libraries.

Software Costs & Professional Fees

Licensed Application Fee(s)			
	# of Workstations	Annual License Fee per Position	Annual License Fee
Rave911 Suite License Price	4	\$4,000	\$16,000
License for backup positions	5	\$0	\$0
Total Annual License Fee (s)			\$16,000
Rave911 Suite Set-up and Configuration-One Time Set up Fee			\$10,000
Discount			(9,000)
Total One Time Set up Fee(s):			\$1,000

	Year One	Year Two	Year Three
Total Annual Fees:	\$17,000	\$16,000	\$16,000

*All pricing and discounts based on a (3) year agreement. Setup fees include initial deployment only.

**Rave911 Suite annual license includes”

- Citizen Safety Profiles
- Facility Profiles
- Chat feature on inbound mobile calls
- Notes featuren
- First Responder Portal for with up to 100 logins
- Analytics
- Rave Command View with up to 5 logins
- Rave911 Server Software and Client