

BILL NO. S-25-10-01

ORDINANCE NO. S-_____

AN ORDINANCE approving the purchase of critical components to the Vesta 911 Call Handling System at a total cost of \$516,227.73 (City's cost is \$258,113.86 after 50/50 split with County) from and through INdigital by the City of Fort Wayne, Indiana,

Whereas, the Vesta 911 Call Handling System was passed by City and County councils in March 2025;

Whereas, several shortcomings have been identified in the Vesta 911 Call Handling System in that it lacks certain critical components (mapping feature, an adequate number of workstations for the backup center, geographic redundancy) to fully support public safety operations;

NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:

SECTION 1. That the purchase of these necessary enhancements from INdigital, which includes a translation service capable of providing communications in over 50 languages, for a total cost to the City of \$258,113.86, is hereby approved in all respects.

SECTION 2. That the City is authorized and directed to take all action necessary for the purchase and installation through INdigital.

SECTION 3. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.

Council Member

APPROVED AS TO FORM AND LEGALITY

Malak Heiny, City Attorney



Proposal for

Allen County – Fort Wayne

Consolidated Communication Partnership

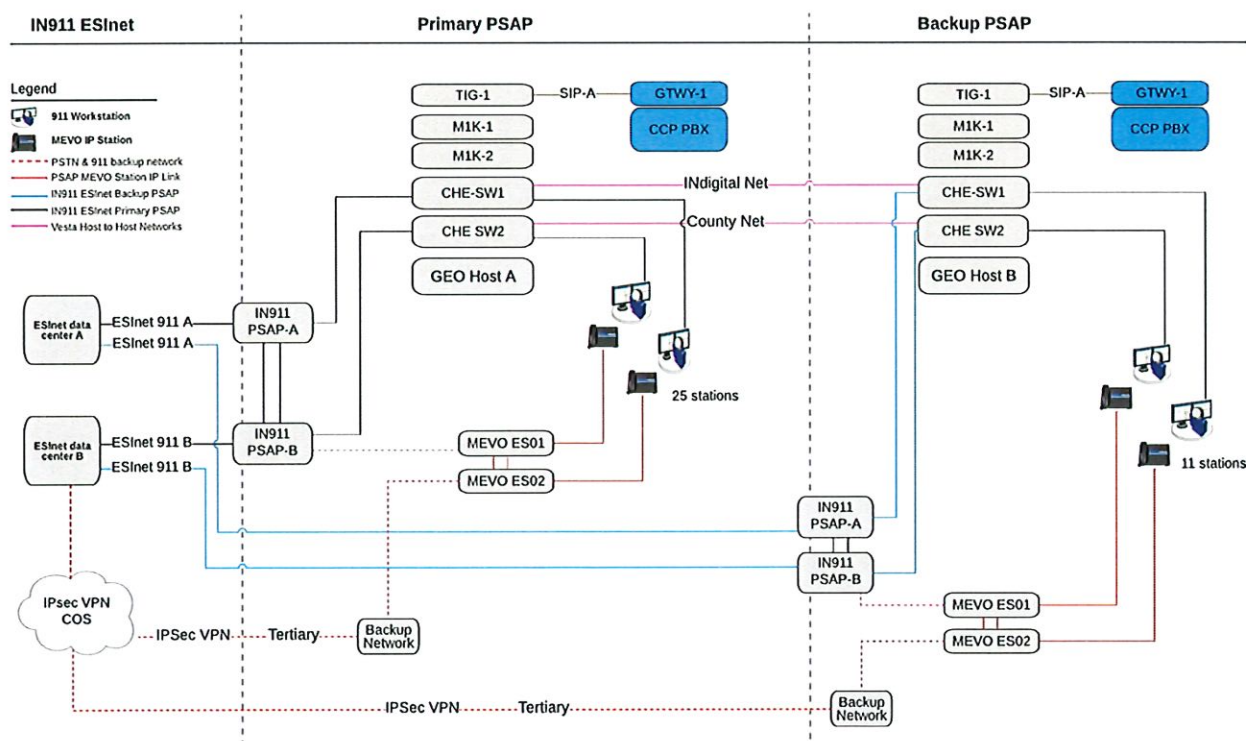
- NG911 GEO Redundant Call Handling System
- Motorola 911 Assist Service & Subscription
- Telephony Integration System and Services

Mike Reichard
 Technical Director
 Fort Wayne 911 Communications/Radio Shop



This document provides a summary of the INdigital proposal, presented in an updated format with revised network design, pricing, and payment structure. The original quote to add GEO redundancy was structured as a 5-year prepaid agreement, following the same model used for the previously purchased VESTA 9-1-1 Single Backroom (SBR) system. However, based on our discussions during the Executive Board meeting, INdigital and Motorola have collaborated to restructure the proposal, reducing the upfront cost by distributing payments across the 5-year term. This revised approach offers greater budget flexibility while preserving the full scope of the project and all associated support services.

Design Overview





This proposal includes all associated costs for the addition of GEO Redundancy to the originally purchased VESTA NG9-1-1 system at the Allen County primary PSAP. It features one (1) 100MB network connection between VESTA Host A and B provided by INdigital, and one (1) 100MB connection provided by Allen County. Customized reduced pricing from Motorola and INdigital is included, along with additional allowances from INdigital to utilize an Allen County-owned point-to-point IP circuit, which will be operated and maintained by INdigital.

The proposal covers eleven (11) fully equipped VESTA workstations with 911 Assist for seamless dispatch operations at the backup "Academy" PSAP. Each workstation includes all necessary primary and ancillary components to process 9-1-1 and administrative calls using the VESTA 911 interface, with (11) 24" monitors, wireless headsets, handsets, Genovation keypads, and full site preparation, project management, installation, and configuration provided by INdigital. Additional elements include one (1) INdigital Telephony Interface Gateway (TIG) used for Administrative system integrations, eleven (11) Poly Wireless Bases with Push-to-Talk (PTT), and twenty (20) Poly Headsets. Full interoperable configuration with the local Allen County PBX systems and services is included in this design proposal.

The 911 Assist subscription is included as a five (5) year term with annual invoicing. It covers implementation, training, and service

9-1-1 Assist

Enhanced call handling tools for your VESTA 9-1-1

turn-up using customer-provided internet. The system includes support for (81) named users (system-wide) and (36) monitors (25 at the CCP and 11 at the Academy) These monitors are in addition to the primary monitors at each PSAP for the call handling MAP interface which also includes transcription, translation, GIS mapping, SMS, MMS, video, and streaming video functionality.

The 911 Assist solution provides significant operational enhancements to the PSAP environment, including real-time call transcription, translation, and caller data integration that reduce call-taker workload and improve response accuracy. By leveraging AI-powered tools, integrated mapping, and media intake capabilities, 911 Assist streamlines workflows, enhances situational awareness, and shortens response times. This investment supports long-term efficiency, resiliency, and better service to the public while reducing cognitive load on dispatch staff.



Services included:

- A 5-year agreement for Motorola Software Support (invoiced annually).
- A 5-year agreement for Motorola 911 Assist (invoiced annually).
- A 5-year agreement for INdigital Maintenance, Support, and Service (invoiced annually).
- A 5-year agreement for network connectivity, (invoiced annually).

Payment Terms – Total 1st year Project Cost: \$516,227.73

- 50% due at contract signature: **\$258,113.87**
- 40% due at installation: **\$206,491.09**
- 10% due at system acceptance by Allen County: **\$51,622.77**

Annual invoicing for Motorola 911 Assist, Motorola Software Support, INdigital Maintenance, and network services will begin on the one-year anniversary of the agreement execution date and continue through the 5th year at **\$154,445.56**.

Total investment at end of year 5: \$1,134,009.97

See full system quote on next page.

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This quote contains all costs for the VESTA System, 911 Assist and upgrade to full Geo redundancy.

VESTA 911 upgrade to Geo redundant with 911Assist				issue date:	5-Aug-25
line	qty	Part #	Description	Price	Extended 1st year
1			Vesta GEO PSAP Equipment		
2	1	VESTA911	PSAP/ECC Call Handling System	\$ 252,841.43	\$ 252,841.43
3				section total	\$ 252,841.43
4					
5			Professional Services		
6	1	INdigitalProfSrv	Installation, Configuration, PM, Training	\$ 43,350.00	\$ 43,350.00
7				section total	\$ 43,350.00
8					
9			Motorola Software Support		
10	1	IN460521	VESTA CHS PSAP/ECC EQPT/SFT SUPPORT (1YR)	\$ 29,437.42	\$ 29,437.42
11				section total	\$ 29,437.42
12					
13			INdigital Maintenance/Service/Support		
14	1	IN460599	INdigital Network Services (1) 100MB (1YR)	\$ 6,687.24	\$ 6,687.24
15	1	IN460521	INdigital Hardware/Software Support Maintenance includes 24/7/365 NSOC service (1YR)	\$ 21,919.59	\$ 21,919.59
16				section total	\$ 28,606.83
17					
18			Motorola 911 Assist		
19	1	AssistNRC	911 Assist Setup and Implementation (NRC)	\$ 65,590.74	\$ 65,590.74
20	1	AssistSUB	911Assist Subscription (5YR Term) (Annual 1YR)	\$ 96,401.31	\$ 96,401.31
21					
22					\$ 161,992.05
23					
24			Main Section Total		\$ 516,227.73
25					
26			Annual Recurring Cost years: 2, 3, 4, and 5	\$ 154,445.56	

Thank you for considering our proposal. We look forward to the opportunity to expand our partnership with your team in providing reliable emergency services throughout Allen County IN.

Sincerely,



Sr. 911 Solutions Architect, INdigital



COUNCIL DIGEST SHEET

RFPs , BIDS, OTHER PROJECTS

Name of Project	VESTA 911 Call Handling System
Awarded To	Indigital
Amount	\$516,227.73
Number of Registrants	
Number of Bidders	
Required Attachments	RFPs – attach Award Matrix; Bids- Tab Sheet, or Contract

EXTENSIONS

Date Last Bid Out	
# Extensions Granted To Date	

SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback--Authority)	
Sole Source/ Compatibility Justification	Compatibility—basic portions of the VESTA system were previously purchased and adding these essential components will complete the project.

BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	☐ Yes ☐ No <i>If no, explain below</i>
If not lowest, explain	

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	Fort Wayne/Allen County 911 is currently utilizing a phone system called Motorola-Callworks, which was installed in 2019. Over the past six years, the system has faced ongoing issues, and the support and maintenance have been less than satisfactory. In response, our previous director explored a new 911 system, Vesta, also owned by Motorola. In early 2025, Indigital, the Motorola Vesta dealer, provided proposals and details for replacing the existing Callworks system with Vesta. The initial quote, which was approved by the CCP board and passed by the city and county councils, amounted to \$567,756. However, there are notable limitations in the system purchased, especially when compared to our current operational needs. The system lacks a mapping feature, does not provide an adequate number of workstations for the backup center at the PSA, and, most critically, does not include geographic redundancy. The additional cost to implement these necessary enhancements, which were not part of the original purchase, is \$516,227.73.

REQUEST FOR PRIOR APPROVAL

<i>Provide justification if prior approval is being requested.</i>	

FUNDING SOURCE

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<i>Account Information.</i>	445CCCP4 536A



CONSOLIDATED COMMUNICATIONS PARTNERSHIP



ALLEN COUNTY SHERIFF ALLEN COUNTY COMMISSIONER

FWPD POLICE CHIEF

FWFD FIRE CHIEF

September 22, 2025

Dear Fort Wayne City Council Members,

After taking over the Vesta phone system project that was purchased by the former director, we identified several shortcomings in the system that was originally purchased, particularly when compared to our current operational requirements. The system lacked a mapping feature, did not provide an adequate number of workstations for the backup center, and most importantly did not include geographic redundancy.

We have since collaborated with the vendor, Indigital, to obtain a revised quote that includes these critical components to fully support public safety operations. In addition, the upgraded system includes a translation service capable of providing communications in over 50 languages. This feature will significantly enhance our ability to respond to non-English speaking individuals in emergency situations particularly those from the diverse communities within Fort Wayne and Allen County.

The additional cost for these necessary enhancements, which was not included in the original purchase, is \$516,227.73. This amount would be included as a 50/50 split with the county, making the city's contribution approximately \$258,114.

We respectfully request your approval of this purchase. These improvements will greatly enhance our department's communication capabilities and help us continue providing exceptional service to the residents of Fort Wayne and Allen County.

Please feel free to contact us with any questions or for further information.

Respectfully,

Susan Rarey & Brody Ruble