



SCHOOL SAFETY  
AND SECURITY



# VENDOR DIRECTORY

Spring 2025

## Silent Panic Alert Technology

*LEAs are not required to use service providers on this list.  
This list is provided for informational purposes only.*

# Silent Panic Alert Technology

## Vendor Directory

Service providers on this list are eligible for inclusion on this list if they provide information to TEA indicating they meet specific requirements and criteria. LEAs that wish to engage any of these service providers should independently verify that the service providers are able to provide the services that the LEA needs.

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In accordance with TEC, §48.115(c-1), the Office of School Safety and Security at the Texas Education Agency is providing a directory of approved vendors of school safety technology and equipment that local education agencies may select from when using school safety allotment funds.

### Silent Panic Alert Technology - State Requirements

- An alert must be triggered automatically in the event a district employee makes a 9-1-1 call using the hardware or integrated telecommunications devices described in this subparagraph from any location within the school system.
- With any alert generated, the location of where the alert originated shall be included.
- The alert must notify a set of designated school administrators as needed to provide confirmation of response, and, if confirmed, notice must be issued to the 9-1-1 center of an emergency situation requiring a law enforcement and/or emergency response and must include the location of where the alert originated. A notice can simultaneously be issued to all school staff of the need to follow appropriate emergency procedures.
- For any exterior doors that feature electronic locking mechanisms that allow for remote locking, the alert system will trigger those doors to automatically lock.

**Each vendor response includes the following information to assist LEAs in making an informed decision when selecting a Silent Panic Alert Technology vendor.**

<b>Company Background and History</b> - Please provide a profile of your company or organization (no more than two pages) to include the following information:	
<input type="checkbox"/>	Background: Provide an overview of the company's background and history. Experience:
<input type="checkbox"/>	Relevant experience in delivering school safety products and services within Texas.
<input type="checkbox"/>	Current Users: Number of Texas school districts currently using the product.
<input type="checkbox"/>	Service Area: Geographic service areas within Texas.
<b>Product Overview</b> - Please provide product information (five pages or less) that includes the following:	
• Product Name	
• Description: A detailed description of the product, including its main features and capabilities.	
<i>Technical Information</i>	
• Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.	
<input type="checkbox"/>	Silent Panic Alert Technology: Details about the technology used.
<input type="checkbox"/>	Integration: Compatibility with existing systems and software.
<input type="checkbox"/>	Data Security: Measures in place to protect sensitive information.
<i>User Experience and Implementation</i>	
• Training and Support: Availability of user training, onboarding, and ongoing support.	
• Customization Options: Ability to tailor the product to specific needs (e.g., district size, site-specific layouts, custom labeling).	
• Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.	
• Updates: Frequency and process for issue resolution and product enhancements or updates.	
<i>System Reliance and Continuity</i>	
<input type="checkbox"/>	Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.
<input type="checkbox"/>	Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.
<input type="checkbox"/>	Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.
<b>Product Pricing</b> - Please provide an overview of your pricing structure (no more than two pages) to include the following information:	
<input type="checkbox"/>	Cost Structure: Pricing model, to include any one-time or ongoing costs.
<input type="checkbox"/>	Licensing Options: Types of licenses available and any associated costs.
<input type="checkbox"/>	Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.

# Vendors

<b>Active Defender</b>	<b>7</b>
<b>Aiki Incorporated</b>	<b>14</b>
<b>AT&amp;T</b>	<b>24</b>
<b>AtlasIED, LLC</b>	<b>46</b>
<b>Audio Enhancement, Inc.</b>	<b>59</b>
<b>A-V Corp Fire &amp; Security</b>	<b>72</b>
<b>Balco Systems</b>	<b>79</b>
<b>Becklar, LLC</b>	<b>88</b>
<b>CENTEGIX</b>	<b>96</b>
<b>Computer Telephony Distributing, Inc.</b>	<b>107</b>
<b>CrisisGo, Inc.</b>	<b>118</b>
<b>Everbridge</b>	<b>130</b>



# Vendors

<b>FiveStones Safety, LLC</b>	<b>149</b>
<b>GarCom, Inc.</b>	<b>170</b>
<b>HeyHQ, Inc.</b>	<b>198</b>
<b>HQE Systems, Inc.</b>	<b>209</b>
<b>Lightspeed Technologies, Inc.</b>	<b>233</b>
<b>Navigate360, LLC</b>	<b>246</b>
<b>Netsync Network Solutions</b>	<b>257</b>
<b>Pikmykid</b>	<b>271</b>
<b>Pyrocom Systems, Inc.</b>	<b>286</b>
<b>Raptor Technologies</b>	<b>295</b>
<b>SecureTech Systems, Inc.</b>	<b>310</b>
<b>Silent Beacon LLC</b>	<b>321</b>
<b>Singlewire Software</b>	<b>333</b>

# Vendors

<b>Status Solutions, LLC</b>	<b>344</b>
<b>STOPit Solutions</b>	<b>352</b>
<b>Tessera Technology Group</b>	<b>362</b>
<b>T-Mobile</b>	<b>375</b>
<b>Vocera Communications</b>	<b>402</b>
<b>WSPR</b>	<b>413</b>
<b>Zoom Communications, Inc.</b>	<b>421</b>

**Active Defender**  
School Safety Platform  
&  
Panic Button Pro

PO Box 996  
261 Niagara Carthage Rd STE J  
Carthage NC 28327

Jim Boyte, CEO  
[j.boyte@active-defender.com](mailto:j.boyte@active-defender.com)  
910-212-5005 (o) 910-783-6300 (m)

RFI: 701-25-013

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-012, School Safety and Security Mapping Technology Vendors**

**Name of Company or Organization:**

Active Defender

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Jim Boyte, j.boyte@Active-Defender.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?**

(Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

Response contains proprietary information?

Yes ☐ No ☒

# Appendix C

## RFI 701-25-013 – School Safety and Security Silent Panic Alert Technology Vendors

### 1. Company Background and History

#### Background

Active Defender was founded in 2018 with a clear mission: to provide real-time, location-specific emergency information to schools, empowering staff to make the safest and most informed decisions during a crisis. Recognizing the need for immediate and effective emergency communication, we developed a comprehensive school safety platform designed to streamline emergency reporting, alerts, and response coordination.

#### Experience

Active Defender has years of experience delivering school safety technology solutions to K-12 schools, administrators, and first responders across the U.S., including Texas. We currently serve 215+ schools and districts across 26 states. Our team works closely with school administrators, safety officials, and emergency response professionals to ensure our solutions align with state and federal safety requirements.

#### Current Users in Texas

Active Defender is currently deployed in 14 schools across Texas, including four public ISDs, providing real-time emergency response tools that help schools enhance safety and preparedness.

#### Service Area

Active Defender is prepared to support public and private schools statewide in Texas. Our solutions are scalable for individual campuses, multi-campus districts, and regional safety networks.

### 2. Product Overview

#### Product Name

- **Active Defender School Safety Platform** (Base Software with Silent Digital Panic Buttons)
- **Panic Button Pro** (Stationary & Wearable Silent Alarm System)



## Product Description

Active Defender provides a multi-layered emergency alert and response system designed for **instant crisis communication**. The platform ensures compliance with **Texas School Safety Requirements (19 TAC §61.1031 & TEC Sec. 37.117) and Alyssa's Law (SB 838/HB 669)** by delivering:

- **Silent Digital Panic Buttons** (Accessible on mobile, desktop, and tablet devices using the Active Defender platform)
- **Panic Button Pro** – Wired, stationary, and wearable silent panic button system with **automatic, direct 911 notification**
- **Campus-Specific Mapping with Latitude and Longitude** – Pinpoints the exact alert location for faster response
- **Multi-Function Alerting** – Customizable alerts for lockdowns, medical emergencies, security threats, and more
- **Automatic Electronic Door Locking** – Integrates with electronic door systems where API and SDK capabilities are available
- **Real-Time Staff & Student Roll Call** – Supports reunification efforts and accountability during crises

Active Defender ensures that all campus staff, including substitutes, can trigger an alert from any enabled device or physical panic button, meeting **Texas state and federal safety mandates**.

## 3. Technical Information

### Product Type

- **Software-Based & Hardware-Integrated Solution**
  - **Base Software:** Active Defender School Safety Platform, seamlessly available across **PC, Mac, iOS, and Android**. Schools retain full **ownership and management of their data**.
  - **Hardware Component:** Panic Button Pro (Stationary & Wearable Silent Alarm System)

### Silent Panic Alert Technology Details

- Alerts are **triggered instantly** via digital panic buttons (on any device) or **Panic Button Pro hardware**

- **Active Defender Panic Button Pro** automatically initiates **electronic, direct 911 notification** upon activation, along with **precise mapping data**
- Configurable alert system for different emergencies, ensuring appropriate responses from staff and security teams

### Integration Capabilities

- **Works seamlessly with existing school security & communication systems**, where API and SDK integrations are available
- **Compatible with access control systems for automatic door locking**, where API and SDK integrations are available

### Data Security Measures

- **Role-Based Access Control** – Only authorized personnel (administrators or internal responders) can manage alerts
- **Multi-Tap Crisis Alerting** – Active Defender Panic Button Pro supports multi-tap activation for different crisis scenarios
- **Cloud-Based with Local Data Storage Option** – Schools retain control over critical safety data

## 4. User Experience and Implementation

### Training and Support

- **Onboarding:** Step-by-step implementation training for administrators, SROs, and staff
- **Live & Virtual Training Sessions** for smooth adoption
- **Ongoing Technical Support** – 24/7 assistance for troubleshooting and updates

### Customization Options

- Configurable emergency alert settings based on school protocols
- Scalable for single-campus, multi-campus, or district-wide use
- Integration with security systems and access controls

### Implementation Process

1. **Enrollment & Setup** – Schools provide initial safety data and floor plans
2. **Device Installation (if applicable)** – Panic Button Pro Hubs installed by **school's IT/Wiring professionals using PoE (Power over Ethernet) with Cat 6**
3. **Configuration & Testing** – System setup and verification
4. **Training & Drills** – Staff and administrators are trained in real-world emergency scenarios
5. **Ongoing Support & Updates** – Continuous improvements and system monitoring

## **System Updates & Enhancements**

- Regular security patches and software updates
- New feature rollouts based on **user feedback and evolving safety needs**

## **5. System Reliability & Continuity**

### **Operational Assurance**

- **Active Defender Panic Button Pro** remains fully functional during **power outages or network failures**, with **backup battery options**
- **Active Defender School Safety Platform** ensures alert transmission using **cellular network fallback**
- Backup **server infrastructure** to ensure system uptime

### **Accessibility**

- **Panic alerts can be triggered by any authorized staff, including substitutes**
- **Alerts can be activated from digital devices or dedicated Panic Button Pro hardware**

### **Accuracy**

- **Panic Button Pro alerts include latitude and longitude** for precise emergency response

## **6. Product Pricing**

### **Cost Structure**

- **One-Time Setup Fee** for school integration and mapping
- **Active Defender School Safety Platform:** Priced per staff size
- **Panic Button Pro:** Priced based on **campus size, required hubs, and buttons**

## Licensing Options

- **1-Year, 3-Year, or 5-Year License Packages Available**

## Tiered Packaging Options

- **Base Package:**
  - **Active Defender School Safety Platform** (Includes Silent Digital Panic Buttons, Emergency Reporting, Behavioral Analysis, and Reunification)
- **Add-On:**
  - **Panic Button Pro** (Stationary & Wearable Silent Alarm System) – Optional hardware upgrade for additional security
  - **Standalone Option:** Panic Button Pro can function independently as a **silent panic button system with alerts sent to 911, including latitude and longitude**

## Why Active Defender?

- **Meets Texas Silent Panic Alert Requirements (TX TAC 61.1031 & TEC Sec. 37.117) and Alyssa's Law (SB 838/HB 669)**
- **Automatic, direct 911 notification** upon panic button activation
- **Flexible alerting:** Digital panic buttons on **any device** + physical panic button options
- **Seamless integration** with existing school safety infrastructure
- **Proven track record** with Texas schools & districts

With **Active Defender**, Texas schools gain an **advanced, compliant, and reliable silent panic alert solution** to enhance campus safety.

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Aiki Incorporated
<b>Mailing Address:</b>	7216 Providence Ave Austin, Texas 78752
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Ashley Hamilton Ceo & Co-Founder <i>Ashley Hamilton 3/26/25</i>
<b>E-Mail:</b>	Ashley@aikiplans.com
<b>Phone Number:</b>	903-880-6999

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**



**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Aiki ClassroomSAFE

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Ashley Hamilton  
Ashley@aikiplans.com

*Ashley Hamilton*

*3/26/25*

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

Yes ☒ No

## Attachment C: Requested Information and Required Order

### a. Company Background and History

#### i. Background:

Aiki Incorporated was founded by first responders who were deeply impacted by the tragic events at Uvalde and set out to revolutionize school emergency response systems. Founded in 2022 as a C-corporation. We are now actively selling our products and services.

- *Damian McKeon (Co-Founder)*: 31+ years in fire service, former Green Beret, and 15 years developing a national curriculum for active shooter response with ALERRT.org.
- *Ashley Hamilton (Co-Founder)*: 16 years of firefighting experience, including six in the Austin Fire Department Special Operations Battalion. Specializes in developing image-based decision-making tools for first responders.

#### ii. Experience:

- Both Founders are registered by the Texas School Safety Center as approved school safety consultants.
- Have developed training curriculum with ALERRT.org and trained Responders nationally in active attack and school crisis response.
- Aligned with iloveyouguys.org SRP and SRM
- Pilot program with San Marcos ISD (12 schools, 8,000 users).
- Have studied multiple school attack events participating and, in some cases, facilitating after-action reviews on those incidents.
- Collaboration with ALERRT.org at Texas State University to align training protocols with national standards for active attack response.

#### iii. Current Users:

- Following a successful pilot program with San Marcos ISD (12 schools, 8,000 users), Aiki ClassroomSAFE is in active contract negotiations with multiple districts across Texas.

**iv. Service Area:**

Statewide coverage in Texas expanding to the rest of the United States.

## **b. Product Overview**

**i. Product Name:** Aiki ClassroomSAFE

**ii. Description:**

Aiki ClassroomSAFE is a cutting-edge Silent Panic Alert Technology platform offering:

- Instant lockdown alerts to every included device on campus (<4 seconds).
- Real-time situational awareness heatmaps showing occupant locations.
- Two-way direct communication between staff and first responders at the Command Post provides redundancy rather than relying on an overwhelmed 911 system after an alert has been triggered.
- Integration with ResponseREPS for immersive first responder training.
- Compatibility and ability to work with Navigate360, Everbridge systems, AI Video detection, locking doors, alarm lighting, and PA sound systems.
- Real-time supportive guidance and mentorship on immediate actions to take during the crisis.
- Aligned with iloveyouguys.org Standard Response Protocol and Standard Reunification Model.

## **c. Technical Information**

Aiki ClassroomSAFE is designed to fully comply with the TEA Silent Panic Alert Technology (SPAT) requirements, ensuring seamless integration into school safety protocols. The platform includes the following capabilities:

**i. Product Type:** Software-based solution.

**ii. Silent Panic Alert Technology Specifications:**

- Manual Alert Triggering

- Alerts can be triggered manually by campus staff, including temporary or substitute staff, using mobile devices or integrated systems.
- Automatic Alert Triggering
  - An alert is triggered automatically in the event a district employee calls 911 from any location within the school system.
- Every alert includes precise location data where it originated, which is displayed on real-time heatmaps accessible to administrators and first responders
- Notifies
  - School Administrators and once confirmed
    - notice is issued to law enforcement and emergency responder agencies of an emergency requiring law enforcement and/or emergency response,
    - notice can simultaneously be issued to all school staff of the need to follow appropriate emergency procedures.
- For any exterior doors that feature electronic locking mechanisms that allow for remote locking, the alert system can trigger those doors to automatically lock and automatically notify relevant campus staff of any door where the lock cannot engage.

### **iii. Integration Capabilities:**

- Aiki ClassroomSAFE is designed to seamlessly integrate with a wide range of existing safety and communication systems, recognizing that school safety is a complex issue requiring a cohesive ecosystem. Our platform supports dynamic integration to ensure that all components work together to enhance situational awareness, streamline response efforts, and foster a safer educational environment.
- Compatible with PA systems, camera systems, and gunshot detection sensors, alarm lighting, and automatic door locks.
- API-Driven Flexibility:
  - APIs allow for real-time data sharing to support dynamic recognition (identifying threats), reaction (coordinating responses), and resets (restoring normal operations).
- Aiki ClassroomSAFE recognizes that effective school safety depends on the ability of multiple systems to work together seamlessly. By providing

flexible integration options and focusing on interoperability, we empower schools to create a unified safety ecosystem that enhances situational awareness for unified command operations during emergencies.

#### **iv. Data Security Measures:**

- Encryption for sensitive data (AES-256).
- Compliance with FERPA standards.
- Vulnerability testing is conducted regularly.
- Engaged with Secureframe to bring the system to full SOC2 compliance which is normally reserved for financial institutions.

### **d. User Experience and Implementation**

#### **i. Training and Support:**

- Onboarding sessions for staff (30 minutes).
- Regular drills with local first responder agencies using ResponseReps.
- FREE mapping of the schools and integration into the First Responder dispatch systems.

#### **ii. Customization Options:**

Tailored configurations for district-specific needs (e.g., map updates).

**iii. Implementation Process:** Aiki ClassroomSAFE follows a structured three-phase implementation process—Create, Onboard, Monitor—to ensure a smooth rollout across all campuses:

##### **1. Create Phase:**

- Develop digital 3D maps of every campus.
- Provide district personnel with tools to manage map updates dynamically.
- Integrate existing systems like Navigate360 or Everbridge for seamless operation.

##### **2. Onboard Phase:**



- Upload CSV files containing names and school ID's of all occupants on campus
- Conduct onboarding sessions for staff, students, and first responders to ensure familiarity with the platform.
- Facilitate a drill with local first responder agencies to test readiness.

3. Monitor Phase:

- Ensure constant readiness through regular drills and simulations.
- Analyze performance during drills using data-driven insights from ResponseReps.
- Provide detailed feedback reports to improve emergency protocols and user performance.

**iv.Updates:**

**Issue Resolution Process:**

- Problems are reported via integrated ticketing systems accessible through the app or dashboard.
- Issues are prioritized based on urgency (e.g., critical system outages are addressed within 4 hours).
- Root Cause Analysis (RCA) is conducted to identify underlying causes and prevent recurrence.
- Resolutions are tested rigorously before deployment to ensure system stability.
- Product Enhancements:
  - Regular updates are informed by user feedback collected through surveys, support tickets, and training sessions.
  - Enhancements focus on improving usability, expanding features (e.g., gunshot sensor integration), and optimizing performance.
  - Updates are deployed progressively using automated canary analysis to minimize disruptions.
  - User feedback collected during drills is analyzed quarterly to identify areas for enhancement. Updates are deployed via automated processes to ensure minimal disruption.
- Continuous Monitoring:
  - Performance metrics such as response times, alert accuracy, and user engagement are tracked continuously.

- Quarterly reviews assess system reliability and identify areas for improvement.

## e. System Reliance and Continuity

### i. Operational Assurance:

System remains functional during power outages or network failures through cloud-based architecture.

### ii. Accessibility:

All campus staff, including substitutes or temporary personnel can trigger alerts.

### iii. Accuracy:

Alerts include precise location data where they originated.

## f. Product Pricing

Provide a simplified pricing structure:

### i. Cost Structure:

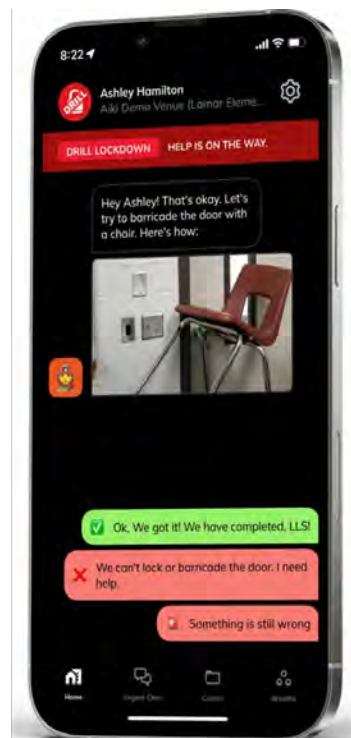
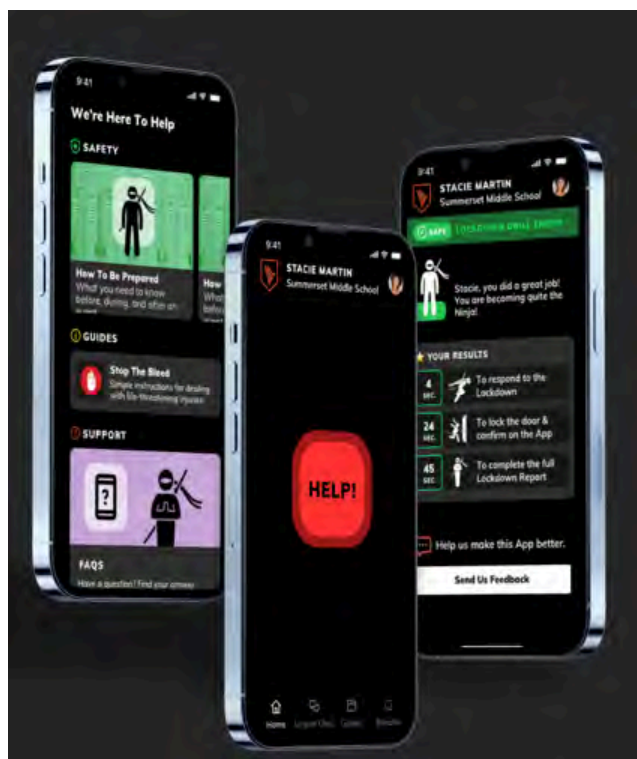
- Annual subscription fees based on the number of teachers, staff, and students in each district: \$3 per person per year, with a minimum charge of \$5,000 per year.
- The access to 3D mapping for each building is free.

**ii. Licensing Options:** Standard 12-month licensing with an annual subscription. Multi-year licenses are available by contract and result in a reduced cost per year.

**iii. Tiered Packaging:** Small schools or districts with less than 600 students and staff qualify for our Small Schools Program at a reduced cost to ensure that all campuses are protected, whether they are big or small.



# AIKI






**AIKI**

## Testimonials

**"This is so simple my 6-year-old could use it."**  
-CHIEF OF STAFF, SORM

**"I've never seen anything like this before!"**  
-HEAD OF SECURITY, CELEBRATION CHURCH

**"We needed this like 7 years ago. Where has it been?"**  
-AUSTIN POLICE SWAT LT.

**"Used it to guide my folks into the complex... it helped organize the chaos."**  
-AUSTIN FIRE DEPT. LT.



## CLASSROOMSAFE PRICING



### \$3

Per Student & Staff  
in the School District  
Per Year

- ☒ Covers ALL your school district buildings, not just schools
- ☒ Provides the fastest available alerting for your campus & every school official
- ☒ Quick set-up time with no tech or infrastructure to buy, install, or maintain
- ☒ Operational clarity with VISUAL situational awareness
- ☒ Tailored alerts and communication between the school, the students/staff, and Responders
- ☒ Integration with existing response system components ie, Auto door locks, ID card alerting systems, and intercoms
- ☒ Fastest and most easily updated maps that YOU own

## AIKI IS THE ONLY SCHOOL SAFETY TOOL THAT USES CROWD-SOURCED DATA TO EMPOWER RESPONDERS



	AIKI	RAVE	RAPTOR	GABRIEL	Navigate360
3D HEAT MAPS & TRACKING of USERS*	<input checked="" type="checkbox"/>				
First Responders Know the EXACT Location of the Injured*	<input checked="" type="checkbox"/>				
Empowers Students	<input checked="" type="checkbox"/>				
Improves User's Performance Under Stress*	<input checked="" type="checkbox"/>				
Meets Requirements for Grant Funds	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Direct Communication Between Users And First Responders ON SCENE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Creates Audit Trails and Analyzes Response Data*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	*International Patent Pending	

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**ATTACHMENT A: COVER PAGE****RFI 701-25-013, School Safety and Security Silent Panic Alert  
Technology Vendors**

<b>Name of Organization:</b>	<b>AT&amp;T</b>
<b>Mailing Address:</b>	208 S. Akard Street Dallas, Texas 75202
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Josh Yeager
<b>E-Mail:</b>	Jy014k@att.com
<b>Phone Number:</b>	334-652-4258



## **ATTACHMENT B: WORKSHEET**

### **RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

#### **Technology Vendors Name of Company or Organization:**

AT&T, FirstNet Built with AT&T, and Intrado

#### **Name and Email of Regional or State Representative:**

JOSH YEAGER  
JY014K@ATT.COM

**Does your product meet the requirements of 19 TAC §61.1031, School  
Safety Requirements and TEC Sec 37.117.**

**Yes**

**Does your product meet the security requirements of Texas Government  
Code 2054-516?**

**Yes**

**What is your geographic service area?**

**State of Texas statewide**

**Response contains proprietary information?**

**No**

## **ATTACHMENT C: REQUESTED INFORMATION AND REQUIRED ORDER**

### **RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

AT&T welcomes the opportunity to respond to this RFI and provide the Texas Education Agency with the critical safety solutions required not only by this RFI, but to protect all staff and students within the State of Texas School Districts. AT&T and FirstNet, with our partner Intrado, understands the challenges that come with securing schools against the unthinkable tragedies we've unfortunately been exposed to. That is why AT&T, FirstNet and Intrado have developed innovative solutions based on lessons learned from these tragedies and verified the integrity of our solutions with teachers, school faculty and first responders to provide the only true end-to-end solution available.

AT&T, FirstNet and Intrado are the nation's two leading public safety solution providers for both Next Generation 9-1-1 (NG9-1-1) and school safety solutions. As a result of the unique partnerships and infrastructure that AT&T and Intrado have built, the State of Texas School Districts will set the benchmark across the country for how schools can maximize their safety investment efforts and make every second count by providing public safety officials with the critical information expected to significantly reduce the response time of first responders and keep staff and students safe.

- AT&T is the market leader in Next Generation 9-1-1.
- Intrado is the market leader in 9-1-1 call handling with awards in Campus Safety in 2021 and 2022.

### **Connect using America's Public Safety Broadband Network**

FirstNet is the Nationwide Public Safety Broadband Network, services and solutions built with and for first responders and those who support them. It is more than a network including advanced services, applications and purpose-built devices. We are accountable for keeping your lines of communication open – with dedicated, mission-critical solutions to modernize public safety. The school safety ecosystem from FirstNet® helps reduce response times by connecting school staff, school information systems, 9-1-1 call takers and first responders during emergencies.

- **No throttling** for FirstNet subscribers anywhere in the country
- The only **dedicated** physically separate **network core**
- 24/7 priority and, for first responders, preemption capabilities
- FirstNet Band 14 spectrum – deployed across the country
- **2.97M+ square miles\*** of coverage nationwide – with over **250K+ square miles** more than commercial networks
- Covers more first responders than any other network
- Prioritized access on **all** AT&T bands – across voice, text and data
- A dedicated **fleet of 180+ deployable assets**, including Satellite Cells on Light Trucks (SatCOLTs), Communications Vehicles (CVs) and Compact Rapid Deployables (CRDs)

The Intrado Safety Suite solution being offered to the State of Texas School Districts by AT&T and FirstNet, is an award winning, best-in-class solution specifically developed to close known gaps in today's school safety solutions and is the only solution on the market natively integrated within the 9-1-1 infrastructure without the need of any web-based solutions. Our solution ensures rapid, information-rich emergency communication automatically delivered to 9-1-1 centers and first responders. It also dependably delivers emergency information and guidance to teachers and staff while capable of instantly sending pre-scripted information to families ensuring they receive timely and accurate information from the district and not third-party unverified sources.

Intrado has more than 40 years' experience designing and deploying public safety products and services across the United States. In fact, we take our commitment to public safety so seriously, that our business unit within Intrado is called "Life and Safety". For us, this is more than a name – it is our mission.

To truly understand the Intrado story and the advantage an Intrado solution provides, allow us to take you back to the beginning.

## Public Safety Leadership

The Intrado story began in 1979, then under the name SCC Communications. With backgrounds in law enforcement, our co-founders saw the potential in using technology to protect the public more effectively. This clarity of vision led them to start SCC Communications, later renamed to Intrado. They redesigned the telephone switches dedicated to 9-1-1 call delivery and the Computer-Aided Dispatch (CAD) systems used to dispatch emergency responders.

## K-12 Leadership

While Intrado was gaining momentum in the public safety arena, the SchoolMessenger story was beginning in 1984, with the first automated calling system for schools. Then, in 1999, the team from this earlier generation formed SchoolMessenger to create the next era of school communications technology. SchoolMessenger solutions have become the trusted platform for communication in more than half of all schools in the country. Our successful track record includes the nation's largest school systems, as well as numerous first responders.

SchoolMessenger products run on the world's largest K-12 communications network. Thanks to patented technology and rock-solid infrastructure, those products successfully deliver billions of notifications per year and effortlessly handle the most complex voice, text, email, mobile app, social media, and website communications.

## The Creation of Life and Safety

Under West, which in turn, was rebranded in 2019 as Intrado, these two technology leaders would join forces to create an unstoppable suite of tools. Together, the Life and Safety group at Intrado connects solutions that have been trusted for years by governments, K-12 districts, and first responders. The result of this technology merger is committed, passionate professionals who make up the Life and Safety team and spend every day anticipating, developing, maintaining, and improving 9-1-1, emergency communications, and K-12 technologies. Consequently, we're best known for our extensive contribution to Life and Safety markets. In fact, we're the leading provider of emergency response technology in the United States, with a footprint that extends not only to safety services (including carrier services, telecommunication services, enterprise 9-1-1 services, alarms and security services, Geographic Information Systems (GIS), Next Generation 9-1-1 (NG91-1) services, and much more) and K-12 communication technology (including mass notification systems, websites, mobile apps, and more), but also encompassing utilities and patient communication technologies.

## Current Texas Schools Using Intrado

- 14 Schools using Safety Shield (\*\*legacy service without FirstNet SIM\*\*)
- 28 Schools using Safety Shied and Revolution (\*\*legacy service without FirstNet SIM\*\*)

## Service Area

- State of Texas statewide

## Intrado Safety Shield Solution Overview

Intrado has leveraged over 40 years of 911 innovation and expertise to design the most advanced set of school safety solutions available for K12 schools and districts. Safety Suite addresses emergencies from every angle with an end-to-end safety management platform, making safety management easier, crisis communications more effective, and emergency dispatch faster and more accurate. Intrado has modernized school safety committing to Make Every Second Count. Safety Shield offers an unmatched set of tools to help enhance school safety and improve your emergency response capabilities. Uniting Intrado's market-leading 9-1-1 and mass notification capabilities with panic buttons, first responder collaboration, emergency response planning, and reunification solutions, we have created an unrivaled and comprehensive incident management and crisis response offering. Delivering a single operational view made possible by our seamless integration with relevant safety and K-12-specific software, we provide schools with their own fully customizable hub for incident management and emergency response activities.

Unlike some solutions that only address part of the problem, or which lack a well-established connection to 9-1-1 infrastructure, Intrado Safety Shield offers a complete solution that helps schools prepare for and address emergencies, large and small. In all aspects of emergency management – preventing, preparing, responding, and recovering – Safety Shield has you covered.

## Industry Leading Capabilities

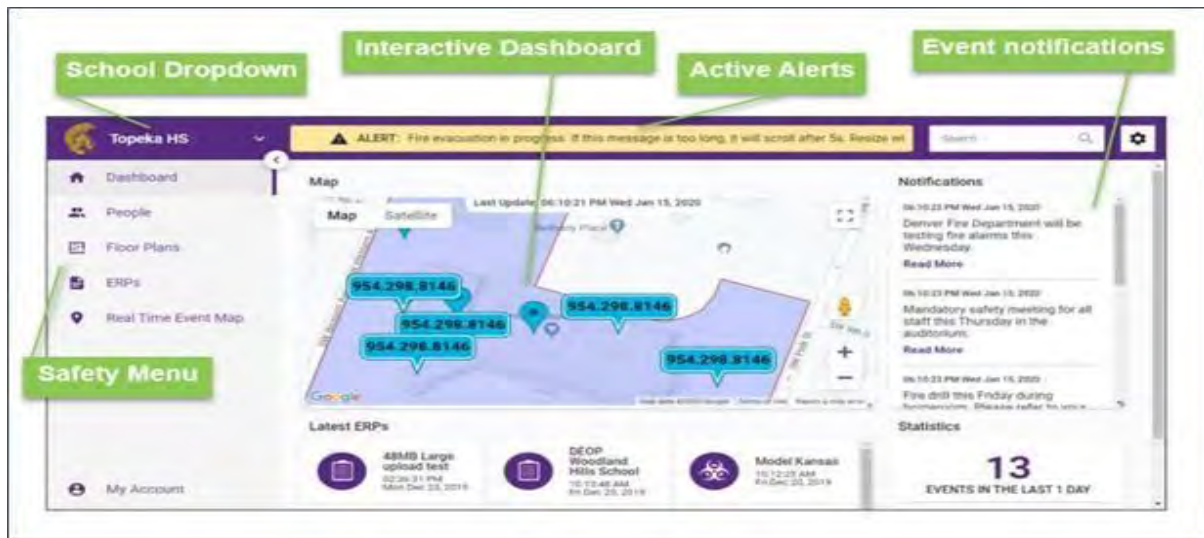
***Panic button solution (ID badge sized wearable).*** School staff do not always have an easy way to report emergencies. Any delays in getting information to PSAPs can have tragic results. Safety Shield provides every staff member with a wearable panic button solution that instantly notifies school leaders and first responders when emergencies happen.

***Managing drills and emergency response training.*** Safety Shield provides scheduling of drills with automated reminders, rich reporting, and compliance tracking. Using these tools, advanced scheduling is a breeze, and administrators can track drill compliance by staff, campus, and event, all from a centralized console.

***Digitized emergency response plans and role-specific checklists.*** Emergency response plans supply critical guidance, but they are often printed on paper and not easily accessible. Safety Shield digitizes your emergency response plans so they are viewable on any computer, tablet, or mobile device. Role-specific checklists provide your teachers and administrators with important reminders and step-by-step guidance.

***A single hub for all emergency response activity.*** Reacting to an emergency requires multiple data sources and systems: emergency response plans, student information systems, your mass notification system, and possibly more. In the middle of a crisis, a streamlined workflow is a must. Safety Shield integrates multiple data sources

and delivers a single operational view so you can complete tasks and share critical data quickly.



**Customizable checklists by user, role, event, campus, and more.** Fully configurable and highly granular checklist tools let you configure event-specific checklists that can be customized and tailored to the role, the campus, and the individual user. Prompts advise the user what percentage of the list has been completed ensuring no step is missed.

**Floor plan and schematic uploads, with real-time mapping overlay.** Safety Shield delivers a completely scalable and interactive interface for staff, school administrators, and first responders. Armed with zoom in/out capabilities, with your floor plans layered on a real-time map interface, the system empowers complete situational awareness.

In addition, the solution supports the upload of an unlimited number of floor plans and location layouts, which can be used to identify such things as rooms with hazardous materials, locations of fire extinguishers, Knox boxes, AEDs, and security cameras, all clearly marked for first responders.



**Send life-saving data to 9-1-1.** Safety Shield leverages Intrado's status as a 9-1-1 service provider to offer its users faster connection to 9-1-1. By automatically passing critical data about callers on to 9-1-1 PSAP, the system allows for faster understanding and more accurate information sharing.

**Collaborate in real time with first responders.** First responders may not have access to key school data, such as building floor plans and access codes, potentially causing delays. With Safety Shield, school staff can collaborate in real time with 9-1-1 dispatchers, police, fire, and paramedics, sharing vital information so that everyone is on the same page.

**Communicate about response and recovery with parents and staff.** Effective communication about an emergency is essential to minimize the spread of rumors and misinformation. Safety Shield helps you send multi-channel mass notifications to keep parents and staff updated with official information about the status of the event and reunification guidance.

**Rich Student reunification framework and recovery management tools.** To support reunification, parent/guardian data is fed directly into the system's web-based interface and mobile app. All reunification efforts are date and time stamped, with audit logs capturing which staff member completed the verification. Taking our commitment to safety and security one step further, the system allows for a photo to be captured of the approved parent/guardian's driver's license, passport, or other form of identification.



## Reunification

Reunification/Attendance Updates with Student Status

The interface displays a list of students on the left and an 'Update Status' form on the right. The list includes students like Anderson, Annmarie; Lazzari, Paula; Mohamed, Ahmed; Özgür, Shun; and Park, Alex, each with a 'REUNITE' button. The 'Update Status' form allows selecting a student by 'Lastname, Firstname' and setting their status to 'In Transit'. A blue callout box points to the 'In Transit' status with the text: 'Ability to track students at any stage during attendance or reunification'.

**Update Status**

Lastname, Firstname  
In Transit 2 hours ago 6th Grade

Status  
In Transit

Note

Take Attendance Other Status

Set Attendance Type\*  
Rally Point

Attach File

3 Students Total

CAN	CHECK	STUDENT	GRADE	STATUS	LAST UPDATE
<input type="checkbox"/>	<input type="checkbox"/>	Lastname, FirstName	6th Grade	In Transit	
<input type="checkbox"/>	<input type="checkbox"/>	Lastname, FirstName	6th Grade	In Transit	10:00:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Lastname, FirstName	6th Grade	No Status	

For State of Texas School Districts, a rich reunification framework feeds parent/guardian data to the system's web-based interface and mobile app. All reunification efforts are date and time stamped, with audit logs capturing which staff member completed the verification. The system allows for photos to be captured of the approved parent/guardian's driver's license or other form of identification.

## Coordination

Safety Shield provides a single hub for all emergency response activities. When you're dealing with multiple information sources in an emergency, you need access to all the data in one place. Safety Shield provides administrators that control with the proven ability to integrate multiple systems into one dashboard.



## Be prepared

Safety Shield gives you the power to react instantaneously to emergencies. But it also helps you prepare. Included in the Safety Shield package are tools to manage scheduling and reporting for fire, weather, active shooter, or other drills and to review checklists and emergency procedures.

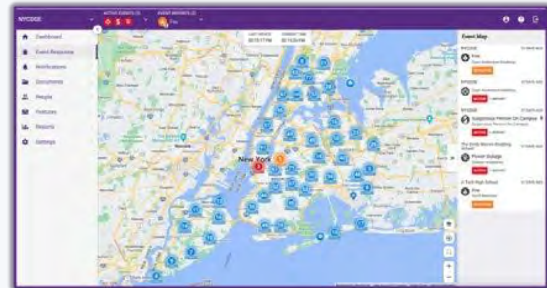
## Wearable 911 Panic Button

Intrado Safety Suite is comprised of best-in-class solutions that bring unrivaled protection when used in concert with each other.

Leveraging more than 40 years of 911 expertise and innovations, Intrado's Wearable 911 Panic Button offers a technologically advanced approach to safety devices with a unique set of features and smart design.

The Wearable 911 Panic Button can be deployed to all staff and faculty is part of the Intrado Safety Suite, a comprehensive set of solutions for end-to-end incident management. With Safety Suite, Intrado helps you plan for, prevent, respond to, and recover from any type of emergency with services spanning unified alerts of IP-based endpoints, mass notifications, visitor management, reunification and more.

*Safety Shield provides multiple, customizable perspectives on incidents or reporting, including a school district-wide view.*



## A Modern Approach to Wearable Safety Devices

Intrado's Wearable 911 Panic Button increases staff adoption while delivering customizable features focused on saving valuable time while transmitting critical data to make every second count.

- Notify 911 immediately of an active shooter or other event while simultaneously notifying staff campus-wide through silent haptic vibration with flashing LED lights
- Instantly initiate building or campus lockdowns and easily cancel false alarms
- Customize device activation, types of alerts and which alerts notify 911
- Location data, incident details, floor plans and more can be automatically shared with the 911 emergency communications center

## Unrivaled Connectivity

Rest assured that staff can access services whether on campus, in transit or at offsite events.

- Bluetooth Low Energy (BLE) location beacons, Wi-Fi and Cellular/LTE for 100% connectivity for unrivaled protection against dead zones, loss of internet/power and capabilities regardless of location on campus or off
- Commercial grade UL listed battery without the requirements of charging during the school year.
- Daily device health checks with dashboard results for added peace of mind

## Compact Design with Customizable Options

The Wearable 911 Panic Button is an ID-badge-sized device that can be configured for different scenarios and branded for your organization.

- Programmable options for various emergency types
- Lightweight design does not interfere with daily activities
- Color and personalized logo options available

## Intrado Revolution

Revolution integrates seamlessly with Safety Shield and manages stakeholder communications and security technologies from a single interface to include digital and analog paging and intercom system. Revolution breaks down communication barriers by uniting fragmented systems and processes into a centralized platform to help people communicate critical information more efficiently, safely, and reliably. With Revolution Officials can provide

- **Mass Notification** - Deliver critical information and alerts to people on or off-premises using live, pre-recorded, or scheduled broadcasts delivered to IP phones, mobile devices, overhead IP and analog speakers, loud horns, digital signs, SMS, and more. Includes geolocation-enabled alerts via Revolution's optional mobile application.

- **Emergency Alerts** - Quickly activate emergency alerts containing real-time information with text, images, audio and more. Keep people safe and informed through integration with access control systems and fire alarm panels. Initiate one-touch building lockdowns and trigger silent alarms with integrated panic buttons
- **Paging and Routine Communications** - Deliver routine, non-emergency information with employees, visitors, patients, students, or bystanders located within or near your facility. Share information in real-time, on-the-fly or by scheduling notifications ahead of time using Revolution's Scheduler tool.
- **Incident Management** - Bi-directional integration between Revolution and the Intrado Safety Shield service helps organizations significantly narrow the time between detection and incident resolution by passing critical data to appropriate personnel.
- **Automated Notifications** - Prepare for unpredictable situations with automatic alerts received from external early-warning systems from sources like NWS, IPAWS EAS, and AMBER Alerts.
- **Controlled Access** - Define how users interact with Revolution by assigning different user roles (Admin, Editor, Sender, & Viewer). Admins can assign users to specific Sites to restrict access only to notifications relevant to the user's location.
- **Simple Organization with Tags** - Group contacts and endpoints using tags. Choose from pre-programmed system and contact tags, dynamically generated tags, or create custom tags.
- **Connect and Communicate With:** • IP Phones • IP Speakers, Clocks, & Bells • Beacons & Strobes • Digital Signs & LED Marquees • Contact Closures (Buttons, Sensors, GPIOs) • Fire Alarm Panels • Access Control Systems • iOS & Android Mobile Devices • Windows & Mac Computers • SMS Messaging Services • Mass Outbound Dialing Services • Email Clients • Legacy Analog Systems
- **Intrado Paging Relay:** The Intrado Relay is a small, Powered over Ethernet (PoE) network appliance providing many features including unicast-to-multicast conversion, eliminating bandwidth-intensive unicast streams across WAN connections. The Paging Relay also enables the Rauland analog systems, physical contacts, alarm panels, and more to integrate seamlessly with the Revolution Notification Platform

## Safety Shield and Wearable Network Requirements

Safety Shield utilizes 100% TLS (Transport Layer Security) encryption at all levels. The two URLs that Safety Shield uses to operate are:

- [intradosafe.com](https://intradosafe.com): used to deliver the web portal content to the web browser
- [ss-aws-prod.com](https://ss-aws-prod.com): Internal URL used by both the web portal and the Wearable Panic Buttons to communicate with the Safety Shield back-end server (API calls)

All Communications are encrypted on industry standard port 443.

Clients need to only open port 443 to the two URLs “Intradosafe.com” and “ss-aws-prod.com” to effectively utilize Safety Shield.

Intrado Safety Shield has a 99.999% SLA uptime. The user interface was designed by our CX team to allow easy navigation without a lot of required steps. Once set up by an administrator and Intrado implementation staff, the entire system can be managed from a mobile device for even easier use.

Safety Shield determines geographic location and altitude through the use of RF signal multi lateration. Such multilateration is accomplished from the RF signals available to the device and may include Global Positioning System satellite data, 802.11 wireless access points, mobile phone network signals, and Bluetooth Low Energy (BLE) signals. The device need not be actively connected to any of these networks but are able to use the signals broadcast by them to determine horizontal and vertical location in a range of morphologies -- indoor, outdoor urban, outdoor rural.

The Wearable device degree of accuracy achievable ranges from 3 to 10 meters for Bluetooth beacon, 5+ meters for GPS and 15+ meters for Wi-Fi. The information is relayed via Transport Layer Security (TLS) secured, encrypted communications between the device and Safety Shield servers.

### **Low Energy Wearable Panic Alert Device Specifications:**

- Dimensions: 3.5in x 2.5in x .5in
- Weight: 2 oz
- Buttons: 2 buttons on one front of device, one on side of device, each programmable for alert and notification routing
- Piezo & Haptic: Haptic alerting for immediate confidence the alert has been activated in time of emergency. Piezo available if required for alerting by customer
- Battery: 650mAh battery for confidence of longest lasting battery life for device without requiring charging during school year.
- Water and dust resistant, UL certified.

## Revolution Solution Components

### ***Server-based (on-premise) Revolution Software Platform***

The platform interface is accessible through standard Web browsers with connection to the LAN.

- Licensing and Pricing based on number of endpoints / devices\*
- Supported Servers: Windows 2016 / 2019 / 2022.
- Supported Virtual Machines: VMWare ESXi 7.0 and above or Microsoft HyperV 2016 and above.
- Database: Microsoft SQL 2019 Express on supported Windows OS or Microsoft .NET 4.5.2 or newer.

### ***Intrado Paging Relay – (For APS Schools with Analog Rauland Paging and Intercom Systems)***

The Intrado Relay is a small, powered over Ethernet (PoE) network appliance providing many features including unicast-to-multicast conversion, eliminating bandwidth-intensive unicast streams across WAN connections. The Paging Relay also enables analog systems, physical contacts, alarm panels, and more to integrate seamlessly with the Revolution Notification Platform.

- Unicast-to-multicast technology
- Optimizes bandwidth for cross-WAN connectivity
- Analog system integration - Brings legacy PA systems into IP network
- Saves time and money (no need to rip & replace hardware)
- General Purpose Input/Output (GPIO) contact closure integration
- Sensor closure and relay contact closure



### ***Revolution Desktop Notification Client***

The Revolution Desktop Notification Client (DNC) is a client-side application for Windows and Mac PCs to become notification endpoints. As an endpoint, user

desktops may receive and broadcast emergency alerts, weather alerts, live or pre-recorded audio broadcasts, and text messages. Licensed as an individual Endpoint.\*

- Audio / text / visual alerts directly to software installed on user's Windows PC & Mac computers
- Notification priority levels determine full-screen override or less intrusive corner pop-up
- Recipients can respond to notifications using custom acknowledge buttons
- Trigger notifications directly from the desktop

**\*Bundle Licensing**

Revolution bundle licenses include one Mobile Application license, one Desktop Client license, and the customer's choice of either one IP Phone license OR one IP Device license. Standard licensing would treat all of these individually as Endpoint licenses.

Revolution Bundle (for enterprise) and Revolution SLED Bundle (sold exclusively to State, Local, or Education customers) are discounted from standard pricing.



## Endpoints to Receive or Trigger Notifications

Revolution is compatible with a variety of industry- leading IP hardware manufacturers. Integrate with new and existing communication and monitoring infrastructure to trigger or receive notifications or perform actions based on notifications.

- Compatible with most IP devices that support multicast
- IP (PBX) Phones – Including functionality for paging and dial monitoring (e.g., calls to 911). Dial monitoring is available on some brands of PBX phones.
- IP speakers, clocks, and bells
- LED signs via IP device notifier
- Beacons, sirens, strobes
- Panic buttons
- Fire alarm panels and access control systems (via contact closures)
- Revolution mobile client for iOS & Android
- Revolution desktop client for PC & Mac OS
- Third-party SMS text messaging services (via Clickatell or Twilio)
- External MRCP Text-to-Speech engines
- Digital signage via Common Alerting Protocol (CAP) notifier - Subscribe to receive alerts from NWS, IPAWS EAS, and AMBER alerts
- Mass outbound dialing services (via Twilio)
- Email clients
- Other devices and systems that support static streams (e.g., analog systems, legacy PA systems)

### Ordering and Installation

Once AT&T/Intrado receives the APS's order, Revolution software licenses will be provided by email and hardware will be ordered (if purchased). Orders are typically processed within one to two business days. Revolution is an on-premise solution sold as an annual subscription license based on number of endpoints. The subscription start date will begin the day the order is processed unless an alternative date is specifically requested on the purchase order.

Most customers can install and configure Revolution within one to two business days, depending on the organization's notification requirements and the systems intended to integrate with Revolution. Remote installation support or training is available for a fee. Documentation and training videos are available online.

### Customer Service

Revolution subscriptions include support services through a toll-free number, email, and web form for all users. Customer service is available Monday through Friday from 8 a.m. until 5 p.m. Mountain Time (excluding U.S. holidays).

### Limitations and Disclaimers

- Intrado is not responsible for any third-party endpoints used in connection with the solution, such as speakers, sirens, bells, and signs.
- Customer is responsible for maintaining the server Revolution is installed on.



- Third-party products and services integrated through APIs

**Compatible with most On-Premise and Hosted SIP-compliant PBX Systems, including:**  
 Avaya Aura 6.x and newer • Avaya IP Office v. 9.x and newer • Cisco CUCM v. 8.x – 14.x • Cisco BroadWorks® • Cisco Webex Calling • Mitel MiVoice Connect v. 1.0 and above • Mitel MiVoice Business

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Supported Audio Codec: G.711

## Onboarding

### AT&T FirstNet

- AT&T will assign a Mobility Account Manager to create FirstNet account, place orders, and coordinate resources to assist with deployment.
- Pre and Post Sales Support

### Intrado

#### Service Account Manager

- Intrado will assign a Service Account Manager and Integration Analyst whom the customer
- will be required to schedule time\*\* with, to work on the configuration of the environment.
- Customer will primarily communicate with the assigned Integration Analyst; however, the Service
- Account Manager will continue to be available to assist and provide guidance and suggestions.
- Intrado will use provided information to construct the account(s) and organizational hierarchy.
- Intrado will configure environment as it relates to the integrations (if applicable) for the project.
- Customer and Intrado will coordinate PSAP testing regarding ALI information.
- Customer will conduct User Acceptance Testing (UAT) on the completed configuration of the
- environment, organizational hierarchy, and user accounts. Any issues that are discovered by the
- client must be reported to the assigned Integration Analyst.

\*\*Service hours are from 9:00 AM to 6:00 PM eastern time, excluding weekends and Intrado holidays ("Business Hours")\*\*



## **Customer Responsibilities**

- Customer must provide contact details (name, email, phone number) with whom Intrado will work with on configuring the Safety Shield environment.
- Complete provisioning User and Organizational spreadsheet required for initial environment setup.
- Customer will gather and upload Emergency Response Plans, action plans, checklists, floor plans, etc. for use with Safety Shield.
- Perform User Acceptance testing (UAT) on the completed configuration of the environment.
- Coordinate with local PSAP(s) for ALI information testing
- Customer is responsible, if applicable, for the configuration and installation of Bluetooth beacons delivered with the Safety Shield Panic Buttons
- Supply all necessary configuration data (SIS, AD, etc.)

## **Change Control**

Customer or Intrado may propose a change to Implementation Services. If the parties agree, Intrado will provide a written description of the requested change (called a "Change Request"). The Change Request will describe the change, the rationale for the change, and specify any change in fees, estimated schedule, or any other applicable terms. Intrado is not responsible or liable for any delays, costs, or damages resulting from Customer's rejection of, or delays in, approving a Change Request.

## **Acceptance of Deliverables**

Intrado will notify Customer upon completion of Implementation Services. Customer will have a period of 10 business days following the completion of Implementation Services to accept or refuse, provided such refusal is made in writing, and list any non-conforming items. Upon written acceptance, or if no response is provided during such time frame, this SOW will be considered completed and Implementation Services accepted.

## **Project and Communication Expectations**

In order to meet the agreed upon timelines and delivery dates, all forms, deliverables, and revisions must be returned to your assigned Service Account Manager by the specified due dates. If the client is unresponsive after 3 communication attempts, the Project Sponsor and Intrado's Regional Sales Director will be included in the next communication.

## **User Training**

- Intrado will provide training for the client's Super Admins. Read-Only (if applicable) training is available but is organized and provided independently from the implementation service.

- Read-Only training may only take place once environment, organizational hierarchy, user accounts are finalized. Completion of UAT and signed off by the client can be performed ahead of training.

## Product Support

- Our world class, **24x7x365 support is truly unlimited**; any teacher, administrator, or support staffer can contact us anytime with questions on any type of issue. There is no limit on the number of support cases you can submit and no cost for “premium” support. Your employees can reach us by phone, email, live chat, or a web form.
- Support Services will be made available to the client after the initial implementation and training. Support Services may assist with:
  - i. Walkthroughs / general questions
  - ii. Technical Issues.
- For more information, please email: [24x7support@intrado.com](mailto:24x7support@intrado.com) or call 1-800-988-6228.

## CUSTOMIZABLE TRAINING OPTIONS

We offer a range of training options to get your users confident and ready to use Safety Shield and all its features. Our experienced trainers help ensure your users are trained effectively on the system. Plus, learning resources available through our training portal offer product news, tips and tricks and full training modules.

## Intrado and FirstNet Pricing

AT&T Enterprise LLC. ("AT&T") is submitting this RFI pursuant to the terms and conditions contained in the pre-existing AT&T – Texan DIR-Tele-CTSA-002 Contract, signed November 5, 2021 ("TX DIR-Tele-CTSA-002 Contract"); (b) corresponding Pricing Schedule(s); (c) any related transactional documents (collectively, the "Proposed Contract Documents"); and (d) the responses, answers, clarifications and supplemental terms and conditions set forth in and/or incorporated into this RFI. **State of Texas School Districts** may be referred to as the "Customer" within this Response

- Tiered and Volume Discount pricing is available upon request and completion of formal solution design.
- Link to TX DIR -Tele-CTSA-002 Contract  
[DIR-TELE-CTSA-002-Wireless-B-3-vs-5.0-EAU-8-effective-5-22-2024.pdf](#)

Plan Name/Title	MRC	MRC Description	NRC	NRC Description	Term
K-12 Safety Shield Annual Subscription SKU 4894R			\$1,500.00	Annual Recurring Charge per number of licenses required 1 license required per k12 campus. Total number of licenses required may vary based on use case and design for solution from Intrado for non education entities.	Annual
Safety Shield Wearable SKU 4896R		**Requires FirstNet Machine to Machine 1MB Pool 4G LTE**	\$125.00	Annual Recurring Charge - per device - annual recurring charge includes license, device, 2 BLE beacons, warranty, and maintenance	Annual
Revolution Annual 1-Year Subscription T0 bundle - 1 year subscription: 1 - 50 devices/IP endpoints. SKU 4895R			\$22.50	Annual Recurring Charge per IP endpoint (1 - 50 Endpoints)	Annual
Revolution Annual 1-Year Subscription T0 bundle - 1 year subscription: 50 - 200 devices/IP endpoints. SKU 4895R			\$22.50	Annual Recurring Charge per IP endpoint (50 - 200 Endpoints)	Annual

Plan Name/Title	MRC	MRC Description	NRC	NRC Description	Term
Revolution Annual 1-Year Subscription T1 bundle - 1 year subscription: 250 - 950 devices/IP endpoints. SKU 4895R			\$16.00	Annual Recurring Charge per IP endpoint (250 - 950 Endpoints)	Annual
Revolution Annual 1-Year Subscription T2 bundle - 1 year subscription: 1,000 - 2,450 devices/IP endpoints. SKU 4895R			\$14.25	Annual Recurring Charge per IP endpoint (1,000 - 2,450 Endpoints)	Annual
Revolution Annual 1-Year Subscription T3 bundle - 1 year subscription: 2,500 - 4,950 devices/IP endpoints SKU 4895R			\$11.50	Annual Recurring Charge per IP endpoint (2,500 - 4,950 Endpoints)	Annual
Revolution Annual 1-Year Subscription T4 bundle - 1 year subscription: 5,000 - 9,950 devices/IP endpoints SKU 4895R			\$10.25	Annual Recurring Charge per IP endpoint (5,000 - 9,950 Endpoints)	Annual
Revolution Annual 1-Year Subscription T4 bundle - 1 year subscription - 10,000+ devices/IP endpoints SKU 4895R			ICB - Custom Offer	Annual Recurring Charge per IP endpoint (10,000+ Endpoints)	Annual
Revolution Remote Implementation SKU 4893R			\$1,400.00	Revolution Remote Implementation	
Safety Shield Paging SKU 4897R			\$950.00	Non recurring equipment charge - one time equipment charge for paging relay (if necessary)	

Safety Shield Paging Management SKU 4898R			\$250.00	Annual Recurring Charge - paging relay annual maintenance charge (if necessary)	
Safety Shield Training SKU 4892R			\$275.00	NRC - one time charge - Safety Shield set up and training per campus	
Technical Services Per Hour SKU 4893R			\$175.00	NRC - one time charge per hour for remote technical services	
<b>Plan Name/Title</b>	<b>MRC</b>	<b>MRC Description</b>	<b>NRC</b>	<b>NRC Description</b>	<b>Term</b>
FirstNet Machine to Machine 1MB Pool 4G LTE	\$4.15	MONTHLY SERVICE PLAN **Only applies to Wearables**			

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	AtlasIED, LLC
<b>Mailing Address:</b>	1600 Jack Mckay Boulevard Ennis, TX 75119
<b>Contact Person who may provide clarification and additional information, if requested.</b>	PJ Foudree, Business Development Manager
<b>E-Mail:</b>	pj.foudree@atlasied.com
<b>Phone Number:</b>	(502)698-0007

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

*Michael Peveler*

Michael Peveler  
Vice President, Sales  
AtlasIED  
214-679-0128

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

AtlasIED

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

PJ Foudree  
Business Development Manager  
pj.foudree@atlasied.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes** No

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

**Yes** No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

**Statewide**

**Response contains proprietary information?**

Yes **No**

## Silent Panic Alert System



AtlasIED with  
Singlewire Software & IntelliSee

Response for

RFI 701-25-013

March 16, 2025

Submitted by:  
PJ Foudree, Business Development Manager  
[Pj.foudree@atlasied.com](mailto:Pj.foudree@atlasied.com)  
(502)698-0007



## **Company Background**

AtlasIED, a [MiTek company](#), a global technology engineering and manufacturing company equips every type of commercial environment. With a focus on audiovisual and security hardware and software, our solutions include loudspeakers, digital signal processors, IP endpoints for mass communication, sound masking, amplifiers, among other related products. As a distributor of Singlewire InformaCast software, AtlasIED is a single source for a complete silent panic alert & life safety solution.

For over 90 years, we have a proven history of dedication to the success of our business partners and the audiovisual industry. As technology becomes ubiquitous, and systems continue to move to the network, we've strategically evolved our solutions to address technology and security challenges in education.

AtlasIED holds ISO 9001 certification, which is a widely recognized standard for quality management systems. This certification ensures that AtlasIED consistently produces high-quality products and services by following defined processes and maintaining rigorous quality control measures.

AtlasIED has 300+ employees primarily in the United States. Our 2025 U.S. revenue is anticipated at \$100M+ we have manufacturing facilities in Phoenix AZ and Ennis TX. Our client's range in size but some of our largest notable education clients include Plano ISD, San Diego Unified (CA), Detroit Public Schools (MI) and many others.

For this proposal, we are highlighting our partnership with Singlewire Software. Singlewire produces InformaCast Fusion, a long-time mass notification solution. Singlewire is headquartered in Madison, Wisconsin. AtlasIED and Singlewire have been working together for more than two decades. Following the events of 9/11, the Department of Homeland Security created evacuation plans for all federal government buildings that required audio and visual alerting. The first version of InformaCast software was born from this request, enabling Cisco IP phones and AtlasIED first generation IP Speaker to broadcast simultaneous audio messages that could greatly speed up the evacuation process in the event of an emergency. Today, Singlewire's InformaCast Fusion is a robust safety and communication tool, enabling schools and other organizations to detect threats, notify everyone, and manage incidents from start to finish.

## **Experience / Customer Users**

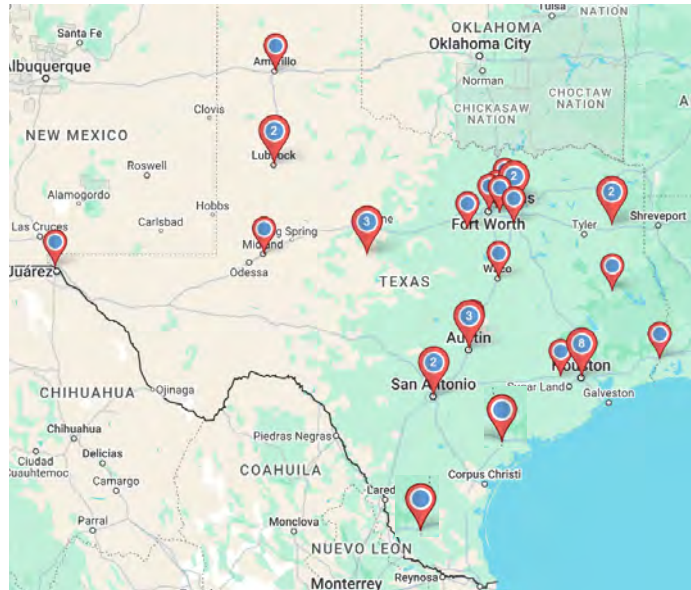
AtlasIED and Singlewire Software support more than 2,000 schools and districts of varying size across the U.S.

An abbreviated list of Texas customers / users include:

- Plano ISD
- Midland ISD
- Point Isabel ISD
- Judson ISD
- YES Prep Public Schools
- Argyle ISD
- Denton ISD
- Allen ISD
- Trinity Christian Academy
- Leander ISD
- Carrollton-Farmers Branch ISD
- Aledo ISD
- Aubrey ISD
- Melissa ISD

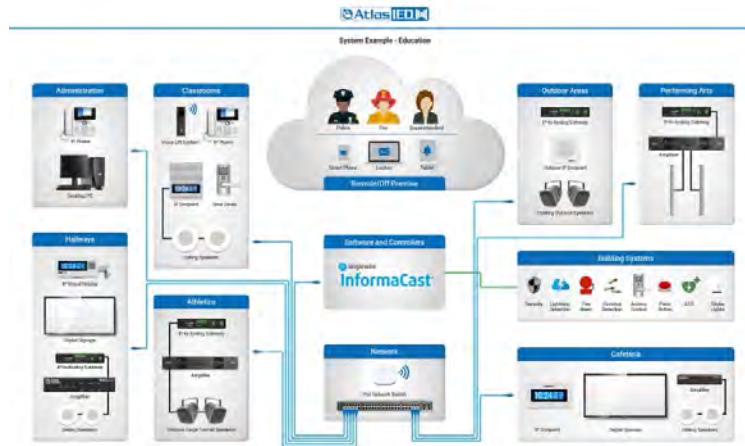
## **Service Areas**

AtlasIED goes to market through a channel of integrators across Texas. Some examples of these partners include Bluum, Netsync, Beckwith (a Convergent company) DataVox, . We have integrators more than 25 cities of your state. Additionally we have manufacturing and support facilities in Ennis,TX. We deliver product training events in our Ennis facility multiple times per year. You can see a distribution of our partners in the map below.



## **Product Overview**

The Silent Panic Alert System from AtlasIED and Singlewire Software meets or exceeds all listed mandatory requirements. The primary way we exceed the requirements is by providing a communications infrastructure that includes duress alerts plus pervasive alerts in the building and across the district during an event. Our mass communication system will alert a set of designated school administrators to confirm and notify the 9-1-1 center including the location. Simultaneously we can notify faculty, staff, patrons, and students of the situation instructing them to move to safety. Additionally, we can trigger the doors to automatically lock. An overview of the technologies are pictured below:



Singlewire's InformaCast product is a paging, mass notification, and incident management solution that helps schools detect threats, notify all students and staff, manage incidents, and streamline daily operations like announcements & bell schedules.

Multiple safety experts have encouraged education organizations to ensure that their public address / intercom system is connected to their emergency communication platform. One such expert, Jesus Villahermosa, President, Crisis Reality Training, Inc. (30 years on S.W.A.T. and crisis response to situations involving hostages and barricaded gunmen) makes this recommendation... *"When a school is experiencing a crisis; the most effective method to get students and staff to safety is pervasive intelligible audio through the building's public address system. Even as the public safety team is arriving, staff and students can be moving to safety to minimize effect of crisis. I recommend that your selected system include a connection to the buildings' public address systems."*

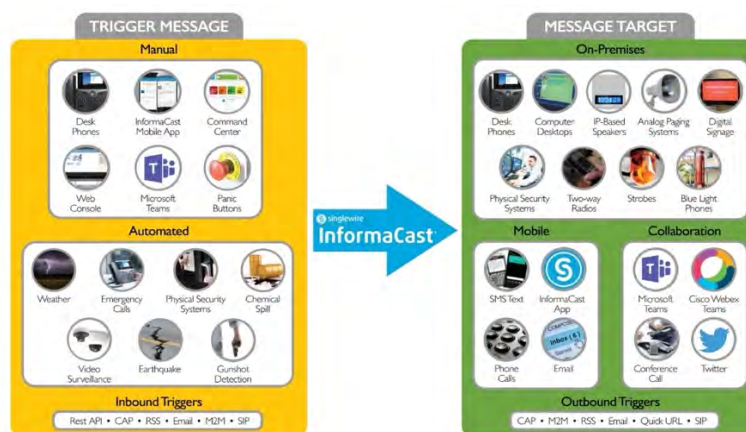
AtlasIED and InformaCast Fusion offer widest range of choices for implementing a mobile panic alert system. The choices include:

- Wearable Panic Buttons
- Mobile panic buttons. InformaCast on iOS and InformaCast on android can include a dedicated Panic Button for any user with one assigned.
- PC based panic sequence. InformaCast on Windows can trigger a panic button via keyboard shortcut. Windows devices can also receive alerts when any type of panic button is activated.

- Panic buttons on the IP Phones. Phones from Cisco, Poly, Yealink, AudioCodes and other manufacturers are supported.
- Physical Panic buttons mounted on walls. InformaCast fusion can register buttons from manufacturers like AtlasIED, and more.
- Automated alert triggering using Artificial Intelligence With our IntelliSee partner, the customer's existing video surveillance cameras can be used to see a gun or fallen person. This software partner can also see other facilities type issues like water on floor, presence of staff, and many more.

***IMPORTANT VALUE! Because the speakers and InformaCast are also utilized for daily workflows, like bells ringing, and paging for announcements; you have a built in testing / assurance process. This assures that the system is operational every day and those utilizing the system are aware and confident on how to use it.***

Here is an overview of all the notification types and uses of AtlasIED & InformaCast Fusion:



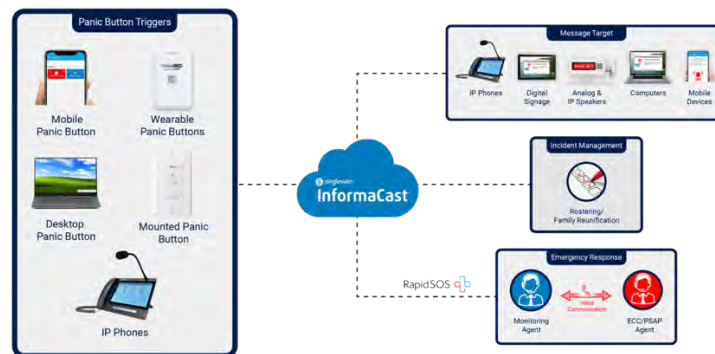
AtlasIED's IPX line of speakers / endpoints enable two-way communication and provide the industry's best most intelligible audio as evidenced by countless industry awards. We offer a breadth of powerful, intelligent IP endpoints to meet the needs of any school environment. Most of our IP endpoints include a visual signaling capability. These include LED displays and or strobes for any of our endpoints.



In addition to the IP Speakers, we offer an IP Console and Doorbell for use in the front office. These technologies will help improve efficiency and safety for the front-office. The InformaCast application can be triggered from the console for any emergency or daily communication.



InformaCast Fusion can automatically connect customers with emergency services through its Emergency Calling feature. This can be triggered by the 9-1-1 dial or by pressing the panic button trigger. This feature is partially powered in partnerships with RapidSOS or RapidDeploy. You can see an overview below.



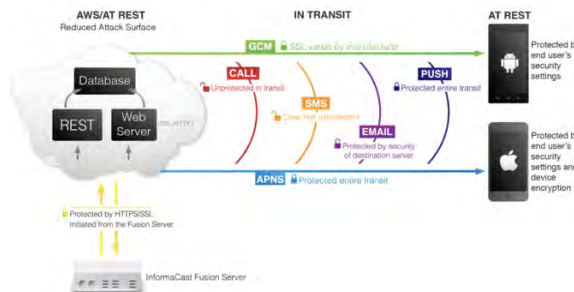
RapidSOS is a platform that sends critical data to first responders when someone calls 911 from a RapidSOS Ready device, app, or with an emergency health profile. Here's how it works:

- Location RapidSOS uses a mobile device's GPS to pinpoint the caller's location. The platform shows the caller's location as a trail of red pins on a map, along with the last known location before the call ended.
- Data sharing InformaCast Fusion can share incident-specific data with RapidSOS. For example, where was the button pressed or what type of alert was triggered.
- Data access First responders can access the data through the RapidSOS Portal or by integrating with major CAD, CPE, or mapping software.
- Real-time data Connected devices can send real-time data to firefighters, such as smoke density, temperature, and the location of trapped people.

Because these systems are all connected and used in life-safety situations, we recommend that each attendance center or 'campus' have a Fusion appliance. This local appliance will help ensure that notifications remain active during a WAN failure.

## Data Security:

InformaCast Fusion encrypts data at rest and in transit between the cloud infrastructure (in AWS), the on-premises server, and its clients, to guarantee secure data storage and transport. Also of interest, InformaCast is SOC2 compliant and in the process of being StateRAMP certified as well. Furthermore, InformaCast implements the following security standards and best practices:



- Minimal attack surface - InformaCast is designed to include only the necessary components and data and limit what and how services are provided to limit the tool's attack surface. In the InformaCast Fusion cloud, each server is stripped to its bare essentials. Applications only have access to the APIs and the data within the cloud they need to perform properly. All applications use app-specific credentials to authenticate each API or database call.
- Data Privacy - Singlewire only collects user information needed to perform the tasks users sign up for. Services are hosted in US data centers, and we comply with GDPR and CCPA regulations.
- Restricted Access - Only Singlewire Ops Team members have access to our production cloud. The Ops team can only access InformaCast Fusion from the Singlewire corporate network. Each team member uses their own credentials, and external superuser access is not available.
- 24/7 Monitoring
- Regular Security Audits - Internal audits are conducted on a quarterly basis, in addition to an annual external security audit.

The full Singlewire InformaCast Security Data Sheet can be found here:

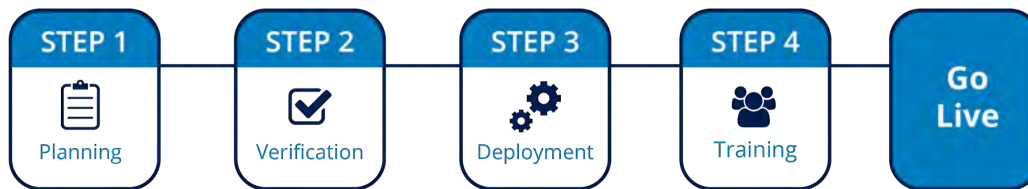
[https://www.singlewire.com/wp-content/uploads/DataSheet\\_InformaCastFusionSecurity.pdf](https://www.singlewire.com/wp-content/uploads/DataSheet_InformaCastFusionSecurity.pdf)

## User Experience and Implementation

Throughout our 20+ year history of deploying our systems, we've created a terrific offer of professional services to help our customers get the best value from their technologies. In addition to the services we offer, our channel partners have created several managed services and software add-ons to further expand the value proposition.

Many of our customers use a combination of services from our channel partners, Singlewire & AtlasIED. The following image outlines the process:





Additionally, we offer dozens of on-demand training resources in both [Singlewire Support Community](#) and the [AtlasIED Academy](#). This year we're also holding two in-person technical training classes in our Ennis TX manufacturing facility.

Throughout the professional services engagements, we can show the ability to customize the product. Both our hardware and software have literally hundreds of features that can be customized. For example, you can choose a color for the LED Displays and the strobes based on the message type.



Further customization options include (partial list):

1. Floorplans / Maps can be added to the system to show where alerts are triggered. This location information can be shared with public safety teams.
2. Message Templates can be customized per site in a district.
3. Permissions can be customized so that faculty and staff can only access or modify details for their building / campus.
4. Device Names & Device Groups can be customized to help with incident management and to send notifications to specific locations.

### **Issue Resolution / Customer Support**

Both AtlasIED and Singlewire have U.S. based customer support centers available to help with troubleshooting, configuration or repair issues. Customers can call or open a ticket on-line.

You can hear from our customers about their satisfaction with AtlasIED's support here: <https://www.atlasied.com/trinity-christian-academy>

or here: <https://www.singlewire.com/case-study/miami-high-school-atlasied>

### **Product Enhancements / Updates**

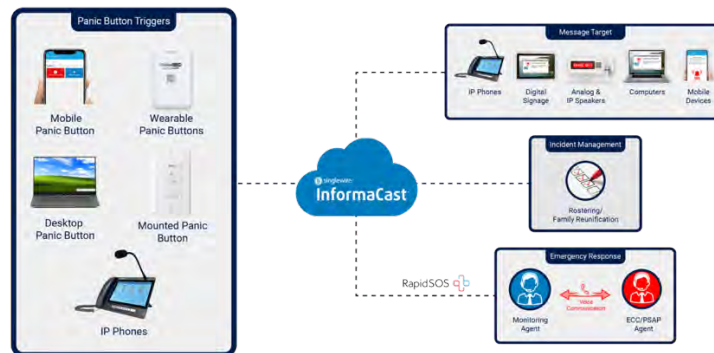
Singlewire releases updates and patches to the InformaCast software on a regular 2-week release cycle. In the event of a critical bug or security vulnerability, these releases happen immediately after the issue has been resolved. Communication with all customers is maintained before, during, and after every release.

## **System Reliance and Continuity**

Singlewire and AtlasIED have multiple layers of resiliency and reliability built-in to our architecture to help ensure that the functionality will be available at all times under regular or adverse situations.

In the event of an outage, network failure, or related event, Singlewire communicates the incident status (start time, updates, and resolution information) through a monitored web page (<https://status.singlewire.com/>) and email correspondence with all customers. From a functionality perspective, if there is any disconnect between the InformaCast cloud infrastructure in AWS and the on-premises Fusion server, the native System Health feature sends an InformaCast notification to all recipients within reach and the server moves into survivability mode. With survivability, the local server maintains communication with local devices (phones, speakers, access control systems, etc) so InformaCast can continue functioning at that site that's lost communication with the WAN. The Failover feature provides an additional layer of resiliency by running two InformaCast servers at the same time. With one primary, active server and one backup on standby, in the event of an outage, the backup becomes active until the primary is back up and running.

During normal operations, end users (including temporary or substitute staff) can initiate InformaCast notifications from any mobile or on-site device if they have permission in the software to do so. When initiating an alert, end users leverage InformaCast Sites to specify the exact location of the event, all the way down to the room-level if desired. This location information dynamically selects the recipients to alert and includes location data in the notification text along with a floor plan.





## **Pricing**

The following table gives the various prices for the subscription levels and professional services for Singlewire offers.


In summary, AtlasIED offers InformaCast Fusion licensing at tiered discounts based on the number of users (faculty & staff) in the organization and the length of the contract. A typical service contract / bill of materials will include:

1. Fusion license subscription (36 or 60 months usually)
2. Emergency Communications Center Link (Rapid SOS connector)
3. Optional Professional Services (JumpStart)
4. Optional Server Hardware

Below is a sample 3 year BOM District with 500 personnel & 200 IP Speakers


SKU	Product Name	Product Description	Customer Price Per License	Qty	Extended
Subscription Cost:					
SSF-3YR-USR-TIER 2	InformaCast Fusion User	InformaCast Fusion - Fusion User - 3 Year Subscription - TIER 2 (Qty 250 - 950)	\$42.67	500	\$21,335.00
	IP Endpoint Licensing		31.95	200	\$6,390.00
SSF-3YR-ECC	InformaCast Emergency Communications Center Link	InformaCast Emergency Communications Center Link	20% of Fusion Products		\$5,400.00
		Three Year Total			\$33,125
One-time Cost					
SS-PS-JS-1	JumpStart	JumpStart for Fusion User Qty. 50 - 950	\$9,000.00	1	\$9,000.00
IPTA-IFS	InformaCast Fusion Server Appliance	InformaCast Fusion Server Appliance	\$1,061.25	1	\$1,061.25
		One-Time total			\$10,061.25

The following pictures give sample retail pricing for our most popular endpoint / speaker devices for education.




Ceiling Speaker with Flasher  
Used in offices, cafeterias, or classrooms

Name	Part Number	MSRP
PoE+ Indoor 2' x 2' Suspended Ceiling Mount IP Speaker with Talkback Microphone and LED Flasher	IP-22SYSMF	\$ 1,259.00
PoE+ Indoor 1' x 2' Suspended Ceiling Mount IP Speaker with Talkback Microphone and LED Flasher	IP-12SYSMF	\$ 1,154.99
Indoor 2' x 2' 8Ω Suspended Ceiling Mount Extension Speaker	IP-22SYSP	\$ 157.99




IP-SDMF  
Typically used in classrooms

Name	Part Number	MSRP
PoE+ Indoor Wall Mount IP Speaker with LCD Display, LED Flashers, and Talkback Microphone	IP-SDMF	\$ 1,524.99
PoE+ Indoor Wall Mount IP Speaker with LCD, LED Flashers, Talkback Microphone, and 25V/70V Switch	IP-SDMF-72	\$ 1,556.99
PoE+ Indoor Wall Mount IP Horn Speaker with LCD Display- 120db	IP-SDH	\$ 1,269.99




IP-DDS  
Typically used in hallways

Name	Part Number	MSRP
PoE+ Compliant IP Dual Sided LCD Endpoint with Speakers and LED Flasher	IP-DDS	\$ 1,885.99




IP-F  
Often added into noisy environments

Name	Part Number	MSRP
IP Flasher	IP-F	\$ 648.99



IP-APX  
Typically used for playgrounds / pickup line

Name	Part Number	MSRP
PoE+ Weather Resistant Constant Directivity IP Horn with Rotating Bell & Wall/ Pole Mount	IP-APX	\$ 1,222.99



Admin Pack  
Typically one set per front office

Name	Part Number	MSRP
PoE IP Console with Gooseneck Mic and	IP-CONSOLE-GH	\$ 2,200.99
PoE IP Commercial Grade Video Doorbell	IP-DB	\$ 999.99

*Thank you for considering our response! Please contact us for additional information or next steps!*



Texas Education Agency  
RFI# 701-25-013  
Approved List of Vendor for  
Silent Panic Alert Technology  
Wednesday, March 26<sup>th</sup>, 2025

Texas Education Agency  
1701 N. Congress Avenue  
Austin, TX 78701

Submitted By:  
Audio Enhancement, Inc.  
9858 S Audio Drive  
West Jordan, UT 84081  
Cheryl Burckhard – Bid Coordinator  
(800) 383-9362

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Audio Enhancement, Inc.
<b>Mailing Address:</b>	9858 S Audio Drive, West Jordan, UT 84081
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Cheryl Burckhard
<b>E-Mail:</b>	cheryl.burckhard@audioenhancement.com
<b>Phone Number:</b>	(800) 383-9362 ext1 302

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Audio Enhancement, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Benjamin Wooley	(505) 235-8614	benjamin.wooley@audioenhancement.com
Max Dobson	(801) 598-9935	max.dobson@audioenhancement.com
Ryan Bush	(561) 373-1047	ryan.bush@audioenhancement.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☐

**Response contains proprietary information?**

Yes ☐



## **Company Background and History**

### Background:

For more than forty-five years, Audio Enhancement has served schools throughout the United States, providing both classroom audio enhancement systems as well as integration services for classroom technology. Audio Enhancement is headquartered in Salt Lake City, Utah, and has facilities in Georgia and Florida.

Audio Enhancement was founded in 1978 by Claudia Anderson around the simple idea that “learning begins with hearing.” Having two children with hearing impairments, the first Audio Enhancement systems were designed specifically for the hard-of-hearing. Early in our history, technological advancements made it possible to also provide whole classroom sound systems, benefiting all students. Audio Enhancement has been the innovator and leader in this field. In the late 1990’s Audio Enhancement designed, patented, and produced the first infrared, wireless teacher microphones, revolutionizing the industry. The quality, dependability, and reliability of subsequent products exceeded anything that came before. Audio Enhancement has manufactured, installed, and serviced more classroom sound systems than all other companies combined.

By 2004, it was clear that sound reinforcement systems were a key part of the overall technological landscape in the classroom. Based on our high level of support, outstanding customer service, and training that was provided for the audio systems, several school districts came to us and requested that we expand our product offerings. Based on these requests, we undertook an initiative to increase our capabilities in order to provide a complete integrated technology package for the classroom. These offerings include display devices, control, video/audio playback devices, and interactive technologies. By utilizing the principles developed over thirty years of providing classroom audio systems to schools, we were able to provide both technical integration, teacher in-service and training, and professional development to help schools ensure the success of their technology goals.

Moving the company forward, in 2008, Audio Enhancement was incorporated: Jeff Anderson, President and CEO; Jennifer Crum, CFO; Jeremy Anderson, CAO; and Justin Anderson, COO. Today, the Audio Enhancement product line boosts student achievement, decreases teacher vocal fatigue and absenteeism, and promotes positive student behavior. Audio Enhancement systems also increase focus and attention, and support classroom management.

After developing distributed audio for classrooms, Audio Enhancement evolved with the help of innovative educators to provide integrated solutions for school safety, teacher development, and communication for schools and districts. The primary goal has always been to create effective classrooms.



#### Experience:

Audio Enhancement is the manufacturer of the equipment. We have been developing these products and providing them to school districts for over forty-five years. We have experience working with school districts in all 50 states plus Canada and have successfully implemented projects of varying size and complexity across those areas. Audio Enhancement understands and is qualified to provide installation and configurations for all Audio Enhancement's systems. Audio Enhancement is the leader and most qualified to install and configure these systems. Audio Enhancement's value statement includes "Exceeding Customer Expectations" – this drives all that we do. From hardware and technology to installation and customer service, our goal is to exceed Texas Education Agency's expectation in every respect.

Audio Enhancement has a strong and extensive track record in providing classroom video recording technology solutions to K-12 educational institutions. Since 2011, we have been offering these innovative solutions to enhance the learning environment in schools. Audio Enhancement pioneered the first district wide classroom camera implementation in the United States with Newton County Schools, GA and has been the leader in classroom cameras since. With a broad reach across the education sector, Audio Enhancement systems have been successfully installed in over 4,000 school districts, spanning more than 51,000 schools, and encompassing over 1,200,000 classrooms.

#### Current Users:

Currently over twenty-five districts are utilizing Audio Enhancement systems.

#### Service Area:

Audio Enhancement services the entire state of Texas, with three local regional sales representatives.

### **Product Overview**

#### Product Name & Description



Classroom Audio

Classroom Audio: With solutions to distribute sound and provide hands-free instruction, Audio Enhancement's Audio Solutions give classrooms and teachers a robust system that can be customized to fit specific needs. Wireless microphones provide hands free instruction and boost student confidence to speak up and participate in class. Revolutionary audio technology distributes sound throughout the classroom to amplifiers and speakers. Powerful sound technology helps students hear anywhere in the classroom and supports dynamic multimedia lessons.



EPIC System

EPIC System: EPIC (Education Paging & Intercom Communications) System® gives administrative staff control of bells, paging, intercom, and alert notification systems throughout the school. The EPIC System Console includes a Touchscreen Monitor with all the necessary tools for managing schoolwide communication.



**SAFE System:** An increasingly important priority in education is an extra level of safety and assurance for schools, classrooms, and the people in them. SAFE (Signal Alert For Education) System® from Audio Enhancement, Inc. connects teachers and classrooms to first responders for quick response and communication. This revolutionary system relays urgent information about incidents for just-in-time help and safety. Classroom microphones and alert buttons help teachers discreetly notify the right people at the right time of a potential incident or accident. When the alert button is pressed the corresponding classroom camera provides live audio and video to first responders. Now incorporating XD Technology, alerts can be sent from areas outside the classroom, like hallways, gymnasiums, cafeterias, and even outside.



VIEWpath

**VIEWpath:** An innovative classroom camera setup to record, store, and deliver lessons. VIEWpath® (Video Interactive Education Window) is a remote and blended learning package that streamlines a classroom's audio and video content. Designed specifically for educators, it enables teachers to easily record, store, and deliver lessons to students regardless of where they are learning from.

### *Technical Information*

#### Product Type:

Audio Enhancement specializes in creating audio amplification systems, public address systems, and assistive listening technologies, with a strong focus on the education (K-12) environment. Their products are designed to improve speech intelligibility, distribute sound evenly, and provide clear audio for a variety of instructional settings.

#### Silent Panic Alert Technology:

Audio Enhancement's Silent Panic Technology improves school safety by providing a discreet and immediate way to communicate during emergencies. The system integrates personal panic buttons into classroom microphones, enabling teachers to silently alert law enforcement and emergency responders with exact location details. This feature complies with regulations like Alyssa's Law, which requires schools to install silent panic alarms that are directly connected to law enforcement to speed up emergency responses.

#### Integration:

The EPIC Platform is built for seamless interoperability, serving as a centralized hub that integrates critical systems such as access control, bell schedules, door status monitoring, and security cameras. These integrations, along with additional emergency preparedness tools, are accessible through a single-pane-of-glass-web-based interface. This unified platform can be viewed from within the school, at the district office, and shared with emergency response agencies, ensuring that all stakeholders have real-time situational awareness. By providing a comprehensive overview of facility status and security events, EPIC enables more effective coordination, allowing first responders to assess incidents before arrival and take appropriate





response measures, ultimately enhancing safety and efficiency.

#### Data Security:

Audio Enhancement's data security measures include encryption, user authentication, secure software updates, compliance with privacy laws, and monitoring tools to ensure the safety and security of users' data and the integrity of the audio systems.

#### *User Experience and Implementation*

#### Training and Support:

Audio Enhancement's implementation/training process is completely customized to each district's needs in collaboration with the district. We work closely with district and school leaders to identify school and district goals and create a road map for effective implementation for Audio Enhancement solutions that supporting district and school initiatives.

#### What Audio Enhancement Provides:

**SIM Modules** - self-paced, interactive training modules. These links can be shared with anyone in your district and used to support any of our other training options.

- [Audio SIM](#)
- [VIEWpath SIM](#)
- [My Workshop](#)
- [EPIC SIM](#)

**Recurring Webinars** - We provide weekly Audio/SAFE and EPIC Admin webinars at the beginning of each semester and monthly the rest of the year. These can be a good option for training new staff and as a refresher as needed. We will add a new schedule each semester.

**Audio Enhancement Training Website** - This website contains both video and print training materials for individual learning.

#### [AE Training Website](#)

#### [Tech Training - Audio Enhancement](#)

**Customized District Trainings** - We begin with a PD Kick-off Call where we discuss district goals and initiative related to your Audio Enhancement solutions and work to develop a PD plan that will best meet the needs of your district. As part of this plan, we provide both onsite and virtual training.

- **EPIC Admin Training** - a 90-minute, virtual training intended to prepare front office staff to use EPIC for school-wide communication and prepare campus administrators and technology staff to set-up, customize, and troubleshoot your EPIC system



**Virtual Trainings** - 1 day of virtual training allows for up to 3 2-hour training sessions for your staff. These training are usually used to train teachers on Audio, SAFE, and VIEWpath. They do not have to be delivered on the same day.

- **Onsite training** - This is another option for training teachers on Audio, SAFE, and VIEWpath. I would train teachers on-site using your actual system so teachers can be hands-on. This can include multiple trainings in one day or a large training followed by individual or small group support for teachers.

Audio Enhancement Technical Support Representatives are available to assist by phone, chat, and email. With offices in West Jordan, Utah; Apopka, Florida; and Alpharetta, Georgia, we offer additional regional resources to ensure our local customers have all the support to meet their needs. Here is our companies technical support information and FAQ's.

#### **Contact Support:**

**Hours:** Monday-Friday 5:00am-6:00pm MST.

**Phone:** 800.932.3578

**Email:** [Support@AudioEnhancement.com](mailto:Support@AudioEnhancement.com)

**Chat and RMA:** [www.AudioEnhancement.com/Support/](http://www.AudioEnhancement.com/Support/)

#### **Additional Support:**

**Training Website:** [www.training.AudioEnhancement.com](http://www.training.AudioEnhancement.com)

**YouTube Site:** [www.youtube.com/user/AudioEnhancementInc](http://www.youtube.com/user/AudioEnhancementInc)

#### **Support Levels:**

- Level 1** Level 1 support is for basic audio systems. Tickets are created when a phone call is made, RMA is submitted, or an email is sent to support. Level 1 support services include troubleshooting with microphones, batteries, cabling, volume levels, information requests, and basic EPIC troubleshooting and setup. Support Service begins immediately with resolution to issue within 24 hours.
- Level 2** When a higher level of support is required, tickets are escalated to Level 2 support. This type of support includes advanced audio troubleshooting. Enhanced EPIC support including device configuration, SIP integration, LDAP integration, and configuration of VIEWPath and VIEWPath Live. Support Service begins immediately with resolution to issue within 24 hours
- Level 3** Level 3 support is for final escalations and is handled by Audio Enhancement engineers and developers with 10+ years of experience. Support Service begins immediately with resolution to issue within 48 hours



### **Additional Support Personnel:**

Audio Enhancement headquarters is located in West Jordan, Utah with two satellite offices in Apopka, Florida and Alpharetta, Georgia. Between our three offices and field services reps across the country, Audio Enhancement can provide additional onsite support when needed.

### **Support FAQ's:**

#### **What is an incident number?**

An incident number is the number assigned to your incident in our support ticketing system. A ticket and incident number automatically get created when you call, email, or chat with our Support Team.

#### **How do I repair my equipment or check the warranty?**

Fill out the [Warranty Request Form](#) on our website's Support page. Once the request is submitted, our Support Team will contact you by the provided email address informing you of warranty status, additional required troubleshooting steps, and ask any additional questions to determine the issue and warranty status of your equipment.

#### **What is the model of my microphone?**

STD-14—Black, oval shaped Teacher Microphone

SHH-14—Black Handheld Microphone

#### **What type of batteries can I use?**

With Audio Enhancement's XD technology, microphones require a proprietary Audio Enhancement lithium-ion battery.

#### **My Microphone won't charge, what should I do?**

First and foremost, make sure your microphone is paired. We recommend running through the pairing instructions found in [this video](#). If you have tried a different known working battery and charger and have made sure it is not a pairing issue, call our technical support representatives.

### **Adjusting the Volume of the Microphone**

To adjust the volumes on your Audio Enhancement Microphones, you will utilize the Teacher Microphone (STD-14). Use the "Select" button to choose which microphone channel to adjust: "Own" controls the Teacher Microphone, "Other" controls the Microphone paired to channel 2, and "Line" controls multimedia plugged directly into the XD Receiver or the microphone paired to channel 3. Once you have selected the appropriate channel, adjust the volume with the up and down arrow buttons.

### **Customization Options:**

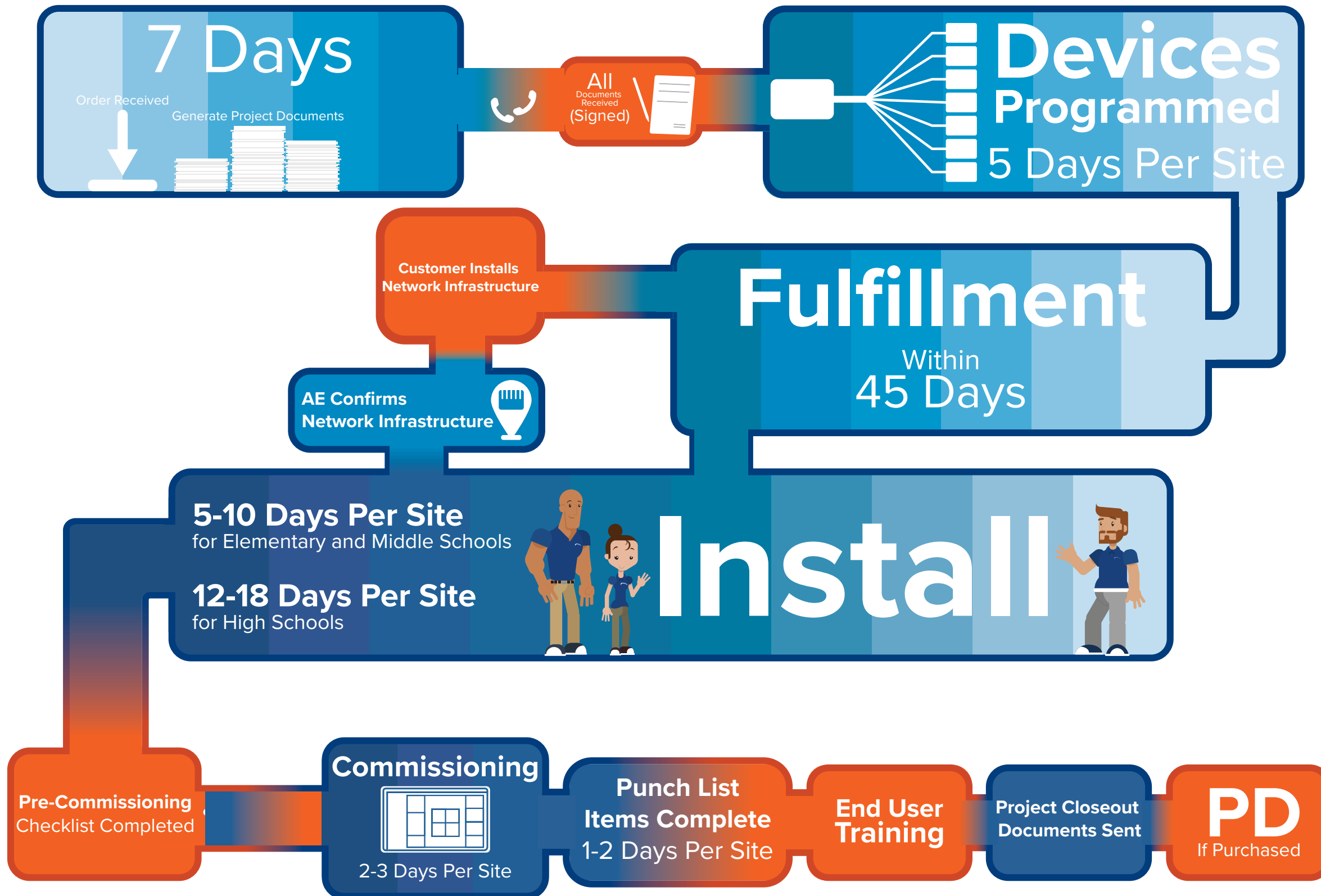
Audio Enhancement systems can be tailored to each and every district's needs. From a single classroom to an entire district installation.



Implementation Process:

Please see the attached implementation flow chart.

# Schedule





#### Updates:

Please see the technical support details provided above.

#### *System Reliance and Continuity*

##### Operational Assurance:

Our solution prioritizes reliability and continuity, critical for maintaining communication and safety across school facilities. To address power outage scenarios, we recommend integrating the intercom bells and paging system with an Uninterruptible Power Supply (UPS) backup. This can be achieved in one of two ways, tailored to your existing infrastructure:

1. **Utilization of Existing MDF/IDF UPS Systems:** Where Main Distribution Frame (MDF) or Intermediate Distribution Frame (IDF) locations already have UPS backups in place for network systems, we propose connecting the intercom and paging system to these existing units. This approach leverages your current investment, ensuring the system remains operational during power disruptions without additional hardware costs.
2. **Custom UPS Design and Installation:** For locations without adequate UPS coverage in the MDF/IDF, we offer a fully integrated solution. As part of the system design, we can engineer and install dedicated UPS units at each school site. These will be sized to support the intercom bells and paging system's power requirements, providing seamless operation for a specified duration during outages, with scalability to accommodate future needs.

Our team will conduct a site-specific assessment to determine the optimal approach, ensuring compliance with your operational resilience requirements. This dual-option strategy guarantees that the system remains functional, maintaining critical communication capabilities regardless of power conditions.

##### Accessibility:

Audio Enhancement systems are capable of an alert being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device. These alerts can be triggered by wearable teacher microphones, SAFE badges or a wall plate alert button.

##### Accuracy:

With the Audio Enhancement systems, if an alert is generated, the location of where the alert originated will be sent to the necessary staff. The receiver immediately transmits the alert to the front office where a visual and audible notification will be displayed and heard through the EPIC System console. The campus map will be displayed on the console indicating the location and the date and time the alert was generated.



## **Product Pricing**

### Cost Structure:

Audio Enhancement pricing model is a hybrid of fixed pricing and subscription pricing. Due to the customization of each system it is recommended that customers work with a regional sales representative. Quotes provided to the customer from Audio Enhancement will include all applicable services, freight, and tax, unless otherwise noted on the Quote document. Any initial annual licensing will be quoted to the end user. Any subsequent annual licensing or renewals can be quoted directly between Audio Enhancement and the end user.

### Licensing Options:

InfoView Digital Signage Yealy Campus Subscription: MSRP: \$813.38

VIEWpath E3 Subscription – 1 Year: MSRP: \$328.31

VIEWpath E3 User Subscription – Expires June 30<sup>th</sup>: MSRP: \$134.30

VIEWpath E3 Local Access Only User Subscription: MSRP: \$168.59

VIEWpath Yearly Per User Subscription: MSRP: \$150.10

VIEWpath Yearly Per District Subscription: MSRP: \$12,363.50

VIEWpath My Workshop – 1 year Subscription Per User: MSRP: \$314.42

### Tiered Packaging:

No tiered packaging pricing currently available.

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	A-V Corp Fire & Security
<b>Mailing Address:</b>	1500 SW 8th Ave. Amarillo, TX, 79101
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Richard Jones
<b>E-Mail:</b>	sales@a-vcorp.com
<b>Phone Number:</b>	806-379-7700

**INFORMATION PROVIDED**

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order



**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

A-V Corp Fire & Security

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Richard Jones  
sales@a-vcorp.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions. **Education Region 16**

Statewide

**Response contains proprietary information?**

Yes ☒ No



1500 W. 8<sup>th</sup> | Amarillo, TX 79101  
Main 806-379-7700 | Fax 806-374-7064 | [www.a-vcorp.com](http://www.a-vcorp.com)

# TEA RFI 701-25-013

## Approved List of Vendors for Silent Panic Alert Technology

Audio Video Corporation dba A-V Corp Fire and Security

And

Rauland TCU



### **Company Background and History:**

**Background:** Audio Video Corporation dba A-V Corp Fire & Security is a privately held Texas corporation located in Amarillo, Texas. The ownership of the corporation is involved in the daily operations of the business and is an active part of the Amarillo community. Richard Jones, the president of the company, started installing critical communication systems in schools in 1982 in Lubbock, Texas. Richard went to work for A-V Corp in Amarillo in 1993. Richard guided the direction of the company to have more of a security focus for school districts and started installing access control, cameras, panic buttons, and critical communication systems at that time. Richard purchased the company in 2016 and is the current President/CEO.

**Experience:** A-V Corp has been providing critical communication and security systems for schools since 1993. A-V Corp installs and services access control systems, camera systems, panic alarms and critical communication systems. A-V Corp employs approximately 35 people in Amarillo. Our technical staff is constantly being factory trained on new systems and new technology to help make schools safer. As technology evolved, so has A-V Corp. A-V Corp is now an integrator whereas we interface the various systems to work together and function seamlessly as one system. AV Corp's flagship product is the Rauland TCU. A-V Corp has many factory trained installers and programmers for the Rauland TCU system.

**Some of our current Rauland TCU users:** A-V Corp has installed and/or serviced TCU or other life safety systems for the following school districts:

Amarillo ISD	Claude ISD	Groom ISD
Canyon ISD	Pampa ISD	Lefors ISD
Hereford ISD	Perryton ISD	White Deer ISD
Farwell ISD	Hartley ISD	Miami ISD
Tulia ISD	Bushland ISD	Pringle- Morse ISD
Kress ISD	Adrian ISD	Plemons Stinnett ISD
Happy ISD	Lazbuddie ISD	Channing ISD
Silverton ISD	McLean ISD	Borger ISD

**Service Area:** At A-V Corp we strive to provide excellent service after the installation. With that goal in mind, A-V Corp's active service area is confined to Education Region 16 or more commonly known as the Panhandle of Texas. This enables us to service systems that we have installed more efficiently.



## Product Overview

### Product Name

- **Rauland Telecenter U Critical Communications system**

### Description

The Rauland Telecenter U is a comprehensive communication and emergency response system designed for schools and other institutions. It integrates paging, intercom, clock, and bell functions with advanced emergency signaling and life-safety capabilities. The system allows for instant communication across campuses, customizable emergency alerts, and seamless integration with existing safety systems like fire alarms, access control, wireless devices, and surveillance cameras.

### Technical Information

- **Product Type:** The Telecenter U is primarily a hardware-based system with software components for management and integration. It utilizes IP-based technology for enhanced functionality and future-proofing. There is one server required per district. The Rauland TCU is designed to be a district-wide critical communication system with silent panic technology.
- **Silent Panic Alert Technology:** Telecenter U supports emergency call/lockdown check-in buttons and can trigger pre-programmed lockdown announcements and/or silent panic, ensuring rapid response to emergencies. When a teacher presses a lockdown or panic button in their classroom, notifications are immediately sent to the authorities and administrators. Doors can/will automatically lock down. Prerecorded announcements can automatically be broadcast throughout the campus and integrated cell phone apps can send out cell phone notifications. All these steps are programmable as to how the system needs to function.
- **Integration:** Telecenter U integrates well with existing systems, including cell phone apps, access control systems, and surveillance cameras. It also supports SIP integration for interface with VoIP phone systems. The Rauland TCU is an open API platform so integration with other open API systems is simple. The Rauland TCU integrates with most of the mobile device security apps used in schools today like Alertus, Emergent 3, and Raptor to provide a fully integrated system.
- **Data Security:** The system includes secure network protocols to prevent unauthorized access, ensuring data security during operations. There is no personal data stored in the Rauland TCU program.



## User Experience and Implementation

- **Training and Support:** The system offers a user-friendly interface accessible via browser-based dashboards on computers, tablets, or smartphones, requiring minimal training for staff to initiate lockdowns or monitor system status.
- **Customization Options:** The Telecenter U allows customization of emergency alert features, including pre-recorded messages tailored to specific school procedures and multi-lingual support. The TCU also has optional message boards that are used as clocks in the hallways. During emergency conditions, message can scroll/flash custom messages. The TCU also has optional Kiosk that can be installed in each classroom. In an emergency condition, the kiosk can display the step by step instructions for the teacher to perform. The TCU also has classroom status lights that are installed in the corridor outside each classroom. If there is a lockdown situation, the lights will all flash a certain color. As each teacher gets everything ready in their classroom and presses the check-in button their status light will show a different color steady. When first responders enter the building, they can simply look for the classroom with the flashing status light. The TCU has a mapping feature so a map of the district and schools can show the status of each campus and or classroom district wide.
- **Implementation Process:** Implementation involves integrating the system with existing infrastructure, such as analog speakers and CAT6 data cables, and setting up IP classroom speakers with call-switch/check-in buttons and optional Kiosks, status lights, and message boards.
- **Updates:** Regular updates and support are provided to ensure the system remains operational and up-to-date.

## System Reliance and Continuity

- **Operational Assurance:** Unlike wireless/cellular systems that are susceptible to jammers, the Rauland TCU is a hardwired solution that is not susceptible to jammers. The system includes optional redundant power systems to ensure operation during power outages, ensuring continuous functionality in critical situations. Each campus system is designed to fully function even if it has lost connectivity with the server that may be located in a different building.
- **Accessibility:** The Telecenter U allows alerts to be triggered by campus staff from integrated mobile devices or kiosks, ensuring accessibility for temporary or substitute staff.
- **Accuracy:** The system provides real-time visuals and location-specific alerts, ensuring accuracy in emergency responses.



### **Pricing**

- The Rauland TCU is a hard-wired CAT6 system that requires equipment and labor for a complete installation. Each system is a custom installation and therefore requires a quote that is specific for that facility. A-V Corp prices the Rauland TCU Hardware at 15% discount off MSRP prices for Texas Schools. There are no recurring license requirements for the Rauland TCU software. The Rauland equipment has a 5-year factory warranty.



TEA RFI 701-25-013

APPROVED LIST OF VENDORS FOR  
SILENT PANIC ALERT TECHNOLOGY

Balco Systems  
And  
Rauland TCU

**CRITICAL COMMUNICATIONS**  
**Fire • Nurse Call • Sound**  
P.O. Box 54028  
Lubbock, Texas 79453  
806-748-0121  
**TX ACR-2754 • B10441201**

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Balco Systems
<b>Mailing Address:</b>	P.O. Box 54028, Lubbock, TX, 79453-4028
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Dan Wilsford
<b>E-Mail:</b>	dwilsford@balcosystems.com
<b>Phone Number:</b>	806-748-0121

**INFORMATION PROVIDED**

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order



**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Balco Systems

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Dan Wilsford, dwilsford@balcosystems.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities      See attached

Regionally – List Education Service Center region or regions.    14, 15, 17, 18

Statewide

**Response contains proprietary information?**

Yes ☒ No

## **BACKGROUND & HISTORY**

Balco Systems is the leading commercial low-voltage contractor in Lubbock and the surrounding area. Founded by I.A. Webb and Hardy Ballew, we are a family-owned and operated business that has experienced exceptional growth since our beginning 65 years ago. We continuously learn, expand, and develop to meet the industry's needs. Balco Systems provides fire alarms, school intercoms, nurse calls, clocks, sound systems, and monitoring. We design, sell, install, and service systems from small to complex. We are certified distributors for the top product lines, including Notifier, Rauland, Sielox, and UniView Tech. Balco Systems has an outstanding reputation for superior products, quality service, and competitive pricing, having built exceptional working relationships with school systems, hospitals, and local businesses across greater West Texas.

Armed with a purpose and a grasp of electrical knowledge, I.A. Webb and Hardy Ballew set out to fill a void they saw in the sound industry, founding Balco Sound in 1964. By the mid-1970s, Balco Sound had established itself as credible and became a Rauland distributor, a massive success for the young men. Webb and Hardy would travel across West Texas with a six-foot-tall sound rack in the back of a station wagon, demonstrating to area school districts Rauland's Telecenter I, one of the first to put telephones in school classrooms. Balco quickly became the leader in school communications. With the passing of Hardy Ballew, Balco Sound was left in the hands of Webb, who continued to expand, adding safety to the original communication vision by introducing fire alarm systems and changing the name from Balco Sound to Baco Systems.

Understanding the need to stay current with an ever-developing market, Webb brought his son-in-law, Dan Wilsford, into the business in 1992. Leaving the corporate world of Taco Bell, Dan brought a business mind to the family business, as well as an eagerness to expand. Starting as a technician, Dan learned the basics of pulling wires, installing systems, and troubleshooting. In 1995, Dan was brought into the office to learn how to bid and sell projects. Dan learned all aspects of Balco Systems, starting from the ground up.

Dan brought timely and technically advanced knowledge to Balco. Dan was the Project Manager for ten years, and the company showed consistent growth. In 2005, Dan purchased the company from I.A. Webb, steering it toward new technologies and expanding the offerings Balco Systems could give its customers. Until his passing in 2022, Webb remained an integral part of the daily operations, with his valuable input and supernatural ability to fix anything.

Since 2005, the company has grown, doubling its gross sales under Dan's ownership and leadership. The staff has grown from five employees to over twenty-four technicians and office staff.

### **MISSION STATEMENT**

Balco Systems will deliver a quality product to its customers. The product can be defined as a service, equipment, or system installation. Quality is not determined by our competitors' standards but by our high standards—the right product, the first time, on time, and done right.

### **EXPERIENCE**

Balco Systems has served the school districts in the greater West Texas region for more than 60 years. We have been a Rauland Authorized Distributor since the mid-nineteen seventies. We serve the following counties in Texas:

*State of: Texas*

*Counties of:*

<i>Andrews</i>	<i>Crosby</i>	<i>Garza</i>	<i>Lamb</i>	<i>Motley</i>	<i>Stonewall</i>
<i>Baileys</i>	<i>Dawson</i>	<i>Glasscock</i>	<i>Loving</i>	<i>Nolan</i>	<i>Terry</i>
<i>Borden</i>	<i>Dickens</i>	<i>Hale</i>	<i>Lubbock</i>	<i>Reagan</i>	<i>Upton</i>
<i>Cochran</i>	<i>Ector</i>	<i>Hockley</i>	<i>Lynn</i>	<i>Reeves</i>	<i>Ward</i>
<i>Coke</i>	<i>Fisher</i>	<i>Howard</i>	<i>Martin</i>	<i>Runnels</i>	<i>Winkler</i>
<i>Cottle</i>	<i>Floyd</i>	<i>Kent</i>	<i>Midland</i>	<i>Scurry</i>	<i>Yoakum</i>
<i>Crane</i>	<i>Gaines</i>	<i>King</i>	<i>Mitchell</i>	<i>Sterling</i>	

Rauland has always been a leader in classroom communications but has recently excelled at the top of the market with Telecenter U or TCU products. These products are the pinnacle of campus and district communications. We have installed the product in several districts, and once it was installed in the first school, it became standard for the District.

### **RAULAND TELECENTER U REFERENCES**

Lubbock ISD  
1628 19<sup>th</sup> Street  
Lubbock, Texas 79401  
Shane Anderson – Safety and Security  
806-219-0000

Balco Systems recently completed a three-year contract to replace fifty-one LISD campuses' communication systems. Stacy Carter, in charge of school safety, immediately recognized the value TCU brings to meet the District's security concerns. The installs included all new cables, speakers, call buttons, status lights, and message boards. We consider the direction LISD has taken to be cutting-edge critical communication.

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Lubbock Cooper ISD  
16302 Loop 493  
Lubbock, Texas 79423  
Keith Bryant- Superintendent  
806-863-7130

Lubbock Cooper ISD installed the first Telecenter U on their high school campus. The high school needed a communication system, and Balco was able to install the TCU using the existing cables and speakers. LCISD is now investing in TCU in all new projects. We currently have the system on five campuses and continue to install it in all new projects.

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Frenship ISD  
501 7<sup>th</sup> Street  
Wolfforth, Texas 79382  
Allen Tanner- Coordinator of Maintenance  
806-866-9541

Frenship ISD has been a dedicated customer of Rauland products and Balco Systems for many years. FISD once had Rauland Telecenter VI district-wide. We installed FISD's first Telecenter U in the new 9<sup>th</sup> Grade Center. The District quickly saw the value and safety features of the system, and we installed a TCU in the high school the following summer. FISD recently updated all its campuses to the TCU system.

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## PRODUCT OVERVIEW

### Product Name: Rauland Telecenter U Critical Communication System

### Safety, Scheduling, and Everyday School Communications Now Integrated in One Complete System – Linking the District to the Campus to the Classroom

***Rauland's Telecenter U® delivers critical communications  
-- from emergencies to every day – anywhere, anytime***

Rauland's district-wide critical communications system manages emergency communications within each school campus and building, as well as daily scheduling and communications. Designed specifically to meet the needs of K-12 schools, the new Telecenter U system offers a complete network-based system to connect an entire school district in a single unified solution. The system integrates and manages emergency coordination, daily events such as bell scheduling, and everyday needs, including morning announcements and classroom-to-front-office communications.

#### **Critical Communications**

The needs and demands of school districts have changed dramatically over the last decade. Lockdowns occur at K-12 schools daily, and planning for safety and preparedness is critical. Telecenter U delivers the technology necessary for schools to communicate emergency information district-wide as needed and respond quickly to any scenario, in addition to handling the day-to-day communications that every school requires. Telecenter U's district-wide notifications and announcements are far easier to deliver. This system also enables far more flexibility in terms of programming and capabilities, live or recorded for multi-building campuses.

#### **Integrated IP-Based Communications**

Telecenter U uses a district's data network to connect all facilities, allowing communications to flow to and from the right people and places to deliver a seamless, unified solution. The system includes an integrated IP-based internal communications solution for school-based intercom and paging and interfaces with clock systems, security and access systems, and other public address equipment. It uses APIs to perform many integrations.

#### **A Complete Solution**

Telecenter U delivers a complete, flexible communications solution for districts, campuses, and schools in managing emergencies, events, and every day:

- **Emergencies**

Telecenter U's smart response during an emergency helps schools take a proactive approach by allowing pre-recorded messages for different crisis scenarios, as well as live announcements. For a lockout, lockdown, evacuation, or weather-related emergency, Telecenter systems enable a school to take action quickly and confidently, with emergency sequences triggered from a phone, web browser, or panic button for an immediate customized response.

- **Event Management**

Smart schedules using Telecenter U make managing schedules virtually effortless – from ringing bells to synchronizing clocks – from anywhere on the network. Calendars can be easily managed, school by school or centrally.

- **Everyday Communications**

With Telecenter U, live communication is simple and can be targeted to a single location, a group of facilities, or the entire school district. The fully integrated system covers live paging, intercom, bells, clocks, and classroom sound all day and every day.

"Now, every district can connect all of the separate audio and communication systems it has in every location to deliver seamless communications district-wide or school by school," said Lind. "And, it's easy to use, because the staff uses it every day, all day."

### **Telecenter U**

Telecenter school solutions from Rauland-Borg deliver district-wide critical communications management from the District to the Campus to the Classroom. Using Telecenter, a school system can integrate and manage communications involving Emergencies, Scheduling, Events, and Everyday use. Telecenter is a complete network-based solution that administrators can access anytime, anywhere, using a phone or web browser.

### **Technical Information**

**Product Type:** The Telecenter U is primarily a hardware-based system with software components for management and integration. It utilizes IP-based technology for enhanced functionality. One server is required per district. The Rauland TCU is designed to be a district-wide critical communication system with silent panic technology.

**Silent Alert Technology:** The Rauland TCU system can be programmed to meet the school's needs. It can play pre-recorded messages for one event or notify the administration silently of other events while controlling and managing access control and other security devices. We offer up to sixteen fully programmed events and a check-in feature when an emergency is in progress.

**Integration:** Telecenter U integrates well with existing systems, including cell phone apps, access control systems, and surveillance cameras. It also supports SIP integration for interface with VoIP phone systems. The Rauland TCU is an open API platform, so integration with other open API systems is simple. To provide a fully integrated system, the Rauland TCU integrates with most mobile device security apps used in schools today, like Alertus, Emergent 3, and Raptor.

**Data Security:** The Rauland TCU software resides on the district server on a VLAN. We follow all security protocols set out by the district. No personal data is stored on the TCU server. Further, only users with a username and password can access the system from a web browser or the mobile app.

## **User Experience and Implementation**

**Training and Support:** We divide our training into two sessions, one for classroom users and one for the administration. We will show the staff how to use the system as we install each segment. Ongoing training is a must. We offer training for each new school year and any additional training as required.

**Customization Options:** The Rauland TCU system is fully customizable. If features are omitted in the initial installation, we can easily add them without additional software upgrades and often without extra cabling. Our system is software-based, but new hardware is continually added to the product line.

**Implementation Process:** The process will start with a complete site survey to understand the school's needs. Once we agree on the needs, the school will receive a detailed quote explaining the options chosen for the system. This process will take about two weeks. Once the project is approved, it is presented to our design team so they can draw the most detailed plans based on the provided plans. At the same time, the order department is placing orders for all equipment. This process will require about one week. The equipment usually arrives in about two to three weeks. However, installation crews will begin pulling cable during this time based on the design team's plans. Cable installation depends on the scope of work, but typically, an elementary school takes two weeks, and a high school can take up to five or six weeks, possibly longer. Once the cable is installed, we will begin installing the classroom equipment at a later time. We work closely with the administrations to work in the areas they choose. As equipment is installed, we train the individual in basic functionality. We will do a deeper dive after the installation is complete. From start to finish, an installation can take four to ten weeks to complete.

**Updates:** All software is updated for free. The license is a one-time purchase at the time of installation. Updates are usually once or twice per year. We can install the update from our office if we have remote access. If we have to travel to the site, there may be a small labor charge.

## **System Reliance and Continuity**

**Operational Assurance:** We rely on the network UPS backup power for all network switches. We will include a UPS power supply for the network controller. The controller is independent of the WAN network and works on a LAN network. If the LAN network is intact, the system is fully functional. It does not have to constantly communicate with the server software.

**Accessibility:** The Rauland TCU uses color-coded buttons to trigger the systems. The buttons are clearly labeled so that they are easy to access. Furthermore, we can customize the buttons to meet the specific needs of the campus. We can use administration consoles, web browsers, mobile apps, push buttons, or receive a signal from other sources to activate the emergency.

**Accuracy:** The Rauland TCU alerts display on the administration console and open web browsers. The alert will show the room number, assigned teacher, or description.

## **Product Pricing**

**Cost Structure:** All equipment and software are purchased upfront. We do not have any recurring charges. Additional charges come from service work or system additions. All hardware has a five-year manufacturer's warranty and a one-year labor warranty.

**Licensing Options:** The Rauland Software is a one-time purchase. Each school will add a site license to the software; the site license is also a one-time purchase.

**Tiered Packaging:** We offer a base system with buttons and classroom speakers. We can expand the system to include corridor lights outside each classroom to indicate the alert on color-coordinated lights that follow the "I love you guys" color code. We also offer scrolling message boards in large rooms, corridors, and classrooms to provide additional information. Any option can be added at any time without upgrading all of the previously installed components.

**Attachment A**  
**Response to TEA RFI for Silent Panic Alert Technology Vendor Qualification**

**Becklar Workforce Safety**

**Name:** Ryan Wall  
**Title:** VP of Business Development  
**Phone:** 801-726-0107

This document serves as Becklar Workforce Safety's formal response to the Texas Education Agency's (TEA) Request for Information (RFI) regarding vendor qualification for the Silent Panic Alert Technology solution. Becklar Workforce Safety is committed to providing advanced safety solutions that enhance emergency response capabilities within educational institutions.

Our submission outlines our technology, capabilities, and experience in delivering reliable and effective safety solutions. We look forward to the opportunity to support TEA's mission of enhancing school safety and ensuring rapid emergency response.

Name of Organization	Becklar Workforce Safety
Mailing Address	1069 Stewart Dr. Ste. 3, Ogden, UT 84404
Contact for Questions and Information	Ryan Wall
E-mail	<a href="mailto:rwall@becklar.com">rwall@becklar.com</a>
Phone Number:	(801) 726-0107

Regards,

*Ryan Wall*



## **ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

**Becklar LLC**

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

**Ryan Wall**

**VP of Business Development**

**[rwall@becklar.com](mailto:rwall@becklar.com)**

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes**

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

**Yes**

**What is your geographic service area?**

Locally – **All Texas Cities**

Regionally – **Statewide Regions**

**Response contains proprietary information?**

**No**

## Attachment C

### a. Company Background and History

#### i. Background:

Becklar is a smart critical event monitoring company headquartered in the US, and protects subscribers' health and safety with devices and applications that are monitored by the company's seven 5 Diamond certified redundant Call Centers located in multiple states and Canadian provinces. Becklar monitors over 2 million subscribers and has decades of experience in handling and dispatching authorities for critical events since 1977. Becklar is a leader in quickest response times and in creating a simple experience.

Becklar's flagship Health and Safety solution for staff workers is Becklar's safety app. Becklar's safety app protects people who work in public-facing environments that may become threatening. Becklar Workforce Safety protects people working in education, healthcare, social services, government, and more.

Combined with the best-in-class device support, Becklar's solution is deployment-ready for organizations of all sizes. Our model supports staff, safety managers, administrators, and emergency responders. Becklar provides cloud-based infrastructure and a robust Safety Dashboard that is used for configuring, managing, and reporting safety events. The full solution platform is an end-to-end solution.

As a complete solution for monitoring employee safety, Becklar Workforce Safety is qualified to provide the event response when people and organizations need it the most.

#### ii. Experience:

Becklar's Workforce Safety division provides connected safety solutions designed to protect employees in education, healthcare, social services, government and other frontline workers. Becklar currently is the solution provider for state, county, city and educational facilities. References will be provided upon request.

#### iii. Current Users:

Becklar is not currently providing service to any Texas schools, However, Becklar's solutions are employed across various sectors, including State Governments and education institutions, to ensure the safety and well-being of employees and students. Becklar has other industry clients in Texas and can provide references upon request.

#### iv. Service Area:

Becklar operates across North America, providing services throughout the United States and Canada. Becklar supplies all geographies within Texas. Becklar's infrastructure supports nationwide coverage, including Texas.

### b. Product Overview

#### i. Product Name:

WorkerSafety Pro app by Becklar Workforce Safety

#### ii. Description:

Becklar's safety app is a comprehensive solution designed to protect at risk workforces in various safety situations. The primary feature is a discreet panic alarm for public facing workers who need assistance. When threatened the staff member can discreetly trigger an alarm using various methods including a BT button, an Action Button on an existing mobile device such as an mobile phone or Apple Watch, a cellular panic button, or via a mobile application.

In addition to the discreet panic feature, Becklar also triggers out of parameter heart rate, falls, staff-member-down and missed check-ins. A sophisticated dashboard supports staff members to monitor employee safety.

Another key feature is emergency check-ins during a critical event such as a natural disaster or an active violent threat. The emergency check-in feature in Becklar's app allows administrators to request immediate



check-ins from team members. This can be initiated from the dashboard or mobile devices and can include an optional geofence to target specific geographic locations affected by the safety event. If the solution is not installed on a worker's device, emergency check-in requests can be delivered and responded to via text message.

The solution dashboard provides a robust alarm management system designed for real-time safety monitoring and incident response. The dashboard allows administrators and supervisors to send phone calls, SMS, email, push notification and dashboard alerts to individuals, multiple individuals, and entire groups, ensuring efficient communication during emergencies. The emergency contact may include 911 dispatch, fire departments, or police departments. It continuously updates when alarms are triggered, displaying them in an Alarms Panel categorized by status, including Open, Escalated, and All-Clear. Each alarm generates a dedicated emergency page containing critical details such as the type of alarm, the affected staff member, indoor or outdoor mapping location information, and a record of actions taken. This real-time functionality ensures that safety personnel can act swiftly and efficiently in response to incidents, enhancing the overall security framework of an organization. Additionally, the system provides an automated process for dispatching alerts when a user loses signal coverage, notifying both the user and, if configured, supervisors and emergency responders.

This privacy-first solution does not track staff member locations continuously but ensures they are visible on the dashboard during active monitoring sessions or panic alerts. The system also supports customization options, enabling organizations to configure alert settings, hierarchy structures, and emergency protocols based on their specific needs. Through these capabilities, Becklar's safety solution ensures an efficient, reliable, and highly configurable emergency response system for workforce safety.

## c. Technical Information

### i. Product Type:

Becklar's safety app is a combination of software and hardware solutions. The software includes mobile applications compatible with iOS, WatchOS and Android devices. The hardware also encompasses dedicated safety devices and wearables that users can supplement with the app including BT panic buttons, cellular panic buttons and satellite panic buttons.



The Bluetooth button is a small, discreet device designed to provide a discreet alarm for staff members. It functions as a panic button, allowing users to send discreet alarms in emergency situations without needing to unlock a phone. The device pairs seamlessly via Bluetooth with the safety app, ensuring that emergency alerts are sent promptly to the monitoring center and designated emergency contacts. With a battery life estimated to last up to a year or 500 button presses, the BT button is both reliable and durable. It can be worn as a pendant, on a keychain, or kept in a pocket, providing flexibility and convenience for users.

The Series X cellular panic button is a proprietary cell phone device designed by Becklar to provide comprehensive protection for workers within cell coverage areas. It integrates both proactive and reactive safety protocols, ensuring that employees are safeguarded in various situations. The device supports features such as fall detection and SOS/panic button making it a versatile tool for enhancing staff safety. Additionally, the Series X is compatible with the safety app, allowing seamless communication and real-time monitoring. This integration ensures that emergency alerts are promptly sent to the monitoring center and designated emergency contacts, providing a robust safety net for users.



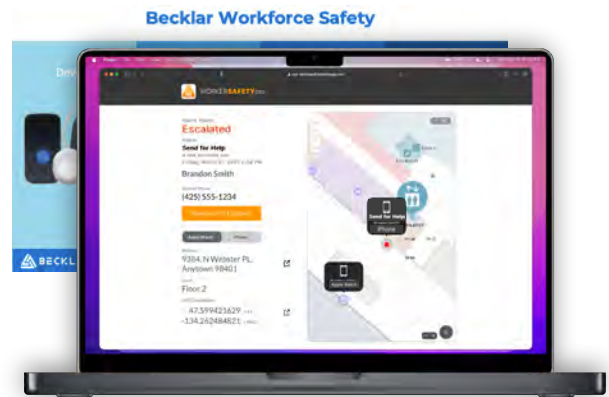
### ii. Silent Panic Alert Technology:

Discreet panic alarms are integral to the Becklar solution. To make discreet alarms convenient, Becklar has provided a variety of options. They include the hardware described above; a Bluetooth button, Action Buttons on iPhone and Apple Watch, Live Activities on iPhone lock screens, smartphone sos slides, the Becklar Series X cellular panic button or satellite panic button. These devices are used to send emergency alerts without drawing attention or escalating a threatening situation. Devices can be worn as a pendant, on a keychain, kept in a pocket or on the wrist offering flexibility and convenience for triggering an event. When activated, these buttons trigger an alarm that is sent to the designated emergency contacts and a Becklar owned and

operated call center, where operators follow a predefined response plan to ensure timely assistance. This plan includes contacting emergency services, supervisors, and other school designated contacts. Where appropriate police stations and fire departments could directly be listed as emergency contacts with access to the dashboard and emergency page allowing for instantaneous and redundant notification via a phone call, email, SMS, push notification and dashboard alarm just like all other emergency contacts.

The workflows associated with these panic buttons are designed to ensure seamless and efficient emergency response. When a panic button is pressed, an alarm is immediately sent to the emergency contacts and Becklar monitoring centers, which operate 24/7/365. The monitoring center and designated emergency contacts can view the real-time status of employees and initiate the appropriate response based on the type of alarm received.

Additionally, the Becklar's safety app dashboard allows administrators to manage and configure events and safety protocols, such as check-ins and emergency alerts, ensuring that employees are protected at all times. This comprehensive approach to safety ensures that help is always available when needed, providing peace of mind for both staff and administration.



### iii. Integration:

Becklar's safety solution offers several integrations to enhance its functionality and compatibility with other systems. Integrations include various mapping providers using indoor and outdoor mapping and positioning, weather services, communication providers, IOT devices, hardware and other solution provider integrations. Becklar is open to further discussions about additional integrations.

Becklar integrates with various mapping providers using indoor and outdoor mapping and positioning, weather APIs, and various other partners to provide a customized solution to fit each schools needs. It also supports integration with satellite devices, ensuring connectivity even in areas without cellular coverage.



[Link to Demo Map](#)

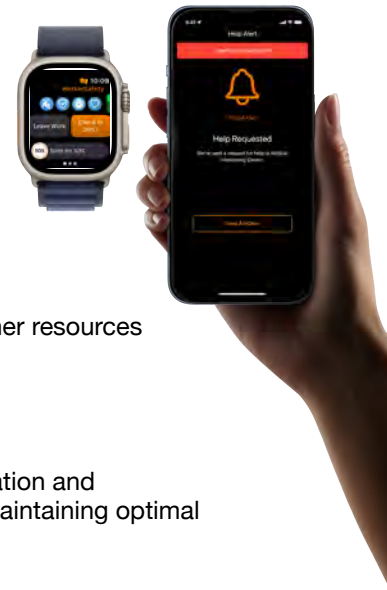
Becklar integrates exterior doors equipped with electronic locking mechanisms, enabling remote locking. Becklar will coordinate with the school or district to configure once engaged. Becklar also supports Single Sign-On (SSO) and SCIM integration, allowing seamless access and automatic provisioning/de-provisioning of employees to minimize administrative burdens on deployment and ongoing management.

Additionally, the Becklar's safety app dashboard provides an open API, enabling seamless integration with your existing technology. Integration with other organization-run applications, although this may involve custom work.

### iv. Data Security:

Becklar employs a comprehensive approach to data security, ensuring that customer data is handled with the utmost care and protection. Data is compartmentalized using organization identifiers and accessed only by properly credentialed users through secure applications on smartphones, smartwatches, and online dashboards. All data stored within Becklar's system is encrypted, both in transit and at rest, utilizing advanced cryptographic techniques such as TLS1.2 for data in transit and AES-256 for data at rest. This encryption ensures compliance with security and privacy standards, safeguarding sensitive information from unauthorized access.

Hosting on Amazon Web Services (AWS) further enhances Becklar's data security measures. AWS provides robust security features, including network firewalls, encryption, and tools for managing and monitoring cloud resources. AWS's infrastructure supports business continuity through data replication across multiple data centers, ensuring high availability and resilience against attacks. Becklar leverages these capabilities to maintain control over data location and meet regional compliance requirements. Regular penetration tests, vulnerability scans, and logging and monitoring practices are employed to detect and respond to potential security threats, ensuring the integrity and availability of customer data.



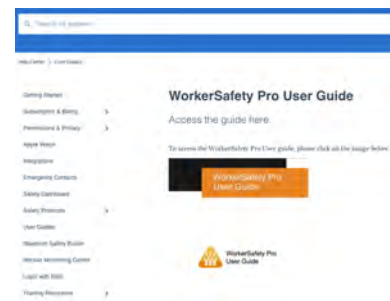
Additional documents including a SaaS Security White-paper, recent security reports and other resources are available upon request.

## d. User Experience and Implementation

### i. Training and Support:

Becklar offers user training, onboarding, and ongoing support to ensure effective implementation and utilization of Becklar's safety app. Support services are designed to assist organizations in maintaining optimal safety protocols.

Becklar offers a comprehensive training resources to ensure that users are well-equipped to utilize the solution effectively. The training sessions are divided into three main modules: installation and setup, application and dashboard overview, and emergency response. Each session is designed to cater to different audiences, including end users, direct supervisors, administrators, and emergency responders. The initial training sessions occur during the launch of the service and pre-recorded for ongoing training needs. Each session lasts for one hour and includes a mix of verbal, written, and visual content to accommodate different learning levels. Additionally, an optional and free LMS experience is offered including exams in interested.



Becklar also provides a variety of training materials and resources to support the training sessions. These include instructional videos, setup guides, user guides, FAQ pages, and cheat sheets. The documentation is delivered via email in soft-copy (PDF) or through direct links to web pages. Becklar ensures that all documentation is kept current by updating it within two weeks of any new feature release or update. Training feedback is gathered through voluntary surveys at the end of each session, and the results are shared with the school. Becklar also offers post-training Q&A sessions and webinars upon request to further support users.

### ii. Customization Options:

The solution is customizable to meet specific organizational needs, including considerations for district size, campus count, and total access points. This flexibility ensures that Becklar Workforce Safety can be tailored to various operational requirements. As mentioned in the integration section, we are open to discussions about specific systems.

### iii. Implementation Process:

Becklar's goal is for seamless deployment and we accomplish with a couple tools like the onboarding process document shown in the image. Deploying the solution involves several steps, including initial consultation, customization to organizational needs, installation of applications and devices, user training, and ongoing support. Timelines and support during implementation are structured to ensure a seamless transition and effective utilization of the safety solution. As a general guideline for simple deployment we offer a deployment process checklist



### iv. Updates:

Becklar Workforce Safety follows a multi-tiered Quality Assurance process for product releases and updates. Modifications and enhancements are first tested in a test environment before being

applied to the production environment used by customers. This ensures that the service remains available and functioning 24x7, with no scheduled downtime. In the rare event that a hot fix or patch is needed, it is released as quickly as possible, with Quality Assurance verifying any modifications. customers are notified via email in advance of any feature releases or updates. Additionally, Becklar provides updated documentation and instructional videos to assist with the update.

The Becklar Product Management team prioritizes software bugs and new feature requests based on criticality and customer demand. Development tasks are managed following an agile methodology by the Becklar Platform and Becklar App Development teams. Quality control is performed using automated tests and manual processes managed by the Becklar Quality Assurance team. Releases are deployed by the Becklar Operations team, and customers are provided with notes and updated documentation for each release. This comprehensive approach ensures that the safety solution remains reliable and up-to-date.

## **e. System Reliance and Continuity**

### **i. Operational Assurance:**

The Becklar safety app solution is highly scalable and architected for flexibility and customization, ensuring it can support hundreds of thousands of users at enterprise scale. For system availability, redundancy is used in the solution architecture. Becklar has historically accomplished 'four nines' and will continue to aspire for improvement.

Becklar ensures service levels through a detailed Service Level Agreement (SLA) that outlines the performance standards the supplier must meet for the included services, such as monitoring, dashboard, and hosting services. Service levels are measured monthly, and if the supplier fails to meet these standards for three consecutive months, the customer is entitled to service credits. These credits are a percentage of the service fees and are applied to the next invoice. The SLA specifies that the supplier must perform a root cause analysis for any service level failures to prevent future occurrences.

### **ii. Accessibility:**

Becklar Workforce Safety is committed to ensuring accessibility for all users. Becklar's safety app solution is designed to be user-friendly and inclusive, accommodating various needs and preferences. The app is compatible with both iOS and Android devices, including smartphones and smartwatches, which offer built-in accessibility features. Our Apple native development follows accessibility standards that utilize the accessibility capabilities automatically when accessibility settings are changed on the iPhone or Watch. Additionally, Becklar provides wearable devices with multiple form factors and accessory options. The BT button and Series X can be worn as a lanyard, belt clip, in the pocket or on a keychain.

### **iii. Accuracy:**

Becklar's decades of experience have honed their ability to trigger actual alarms with precision. This is done by identifying precise locations, minimizing false alarms, and achieving industry-leading response times. A few key points of accuracy include panic triggers process instantaneously, workflows capture false alarms with countdowns, AI assistants and live operators, in-house built algorithms, monitoring center response times are industry best and indoor mapping and positioning provides precise location based on device capabilities.

False alarms are minimized in the discreet alarm solution using properly designed hardware and software. Button triggers have a goldilocks press that minimizes inadvertent presses, but is also easy to press when needed. The app and wearable devices also feature automatic, sensitive, and false alarm-resistant fall detection using in-house built algorithms if needed. Once an alarm is triggered a short countdown timer, AI assistant, live operators and dashboard all clear features help to mitigate false alarms. Alerts generated by Becklar's safety app include precise location information, facilitating swift and accurate emergency responses. Integration with indoor mapping technologies enhances the ability to pinpoint the origin of alerts.

**f. Product Pricing****i. Cost Structure:**

Pricing for Becklar's solution are listed as follows:

**Monthly**

Redacted

**Optional Hardware**

Redacted

**One Time Costs**

Redacted

**Mapping Costs**

Redacted

**ii. Licensing Options:**

Licensing option are modeled on a per user per month structure as outlined in the cost information above.

**iii. Tiered Packaging:**

Redacted

**Summary**

Becklar is pleased to offer the above response to TEA's RFI to qualify for the Silent Panic Alert Technology. As a smart critical event monitoring company with decades of experience, innovation, and protecting individuals and organizations when they need help the most, we look forward to the next steps with TEA and Texas educational institutions. Please reach out with questions, requests for information, or live demonstrations.

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	34ED, LLC dba CENTEGIX
<b>Mailing Address:</b>	2120 Powers Ferry Rd, Suite 110, Atlanta, GA 30339
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Will Fullerton, SVP, Government Relations
<b>E-Mail:</b>	<a href="mailto:wfullerton@centegix.com">wfullerton@centegix.com</a>
<b>Phone Number:</b>	512-757-1779

**INFORMATION PROVIDED**

- ☐ **Attachment A: Cover Page (This Page)**
- ☐ **Attachment B: Worksheet**
- ☐ **Attachment C: Requested Information and Required Order**



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Authorized Signer  
Jason McCarthy - CFO



## ATTACHMENT B: WORKSHEET

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

### Name of Company or Organization:

34ED, LLC dba CENTEGIX

### Name and Email of Regional or State Representative:

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Will Fullerton, SVP, Government Relations, [wfullerton@centegix.com](mailto:wfullerton@centegix.com)

### Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

### Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

### What is your geographic service area?

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide CENTEGIX services the entire United States with our solutions

Response contains proprietary information?

Yes ☒ No

## Company Background and History

*"It's like anything else in life: you get what you pay for. There are less costly options, but if they don't work, then you've not made this campus safe. It may make you feel better, but it's not effectively addressing the problem."*

– Supt. Jeremy Gulley, Jay Schools

CENTEGIX® is pleased to submit this response to the Texas Education Agency (TEA). CENTEGIX is the leading provider of rapid response technologies and safety preparedness. Our Safety Platform™ offers a holistic approach, a multi-layered safety solution connecting staff badges, facility maps, strobes, intercoms, and screens to campus first responders and 911 dispatch. Our network empowers users to prevent, prepare for, and instantly respond to any safety incident campus-wide. We are dedicated to our mission of innovating safety solutions to empower and protect people (every day). Our values of empowerment, innovation, and advocacy keep us committed to creating workplaces where all staff feel supported to get help in an emergency, from the everyday to the extreme.

CENTEGIX was founded over six years ago in response to concerns that traditional school safety technology didn't reflect the realities of the classroom or draw on the best technologies for moments of crisis. Our conversations with school leaders indicated that school staff needed a way to get help quickly in an incident, and an effective solution for incident response was lacking. Incidents—both the everyday and extreme—will happen, and the faster everyone involved can respond appropriately, the better the opportunity to manage the outcome. In a crisis, every second matters. Those conversations inspired our team to develop an effective solution built on innovative technology.

CENTEGIX is the industry leader and largest wearable safety technology provider for K-12 education, with over 700,000 badges in use. The cloud-based CENTEGIX Safety Platform™ initiates the fastest response time for emergencies campus-wide. Leaders in over 14,000 locations nationwide trust CENTEGIX's innovative safety solutions to empower and protect people (every day). CENTEGIX is protecting 4 of the 10 largest and 21 of the 100 largest school districts in the United States. Specifically in Texas, since the beginning of 2021, we have provided our solution to the entire state and currently count 131 school districts and charters as customers. This count includes over 1170 school buildings.

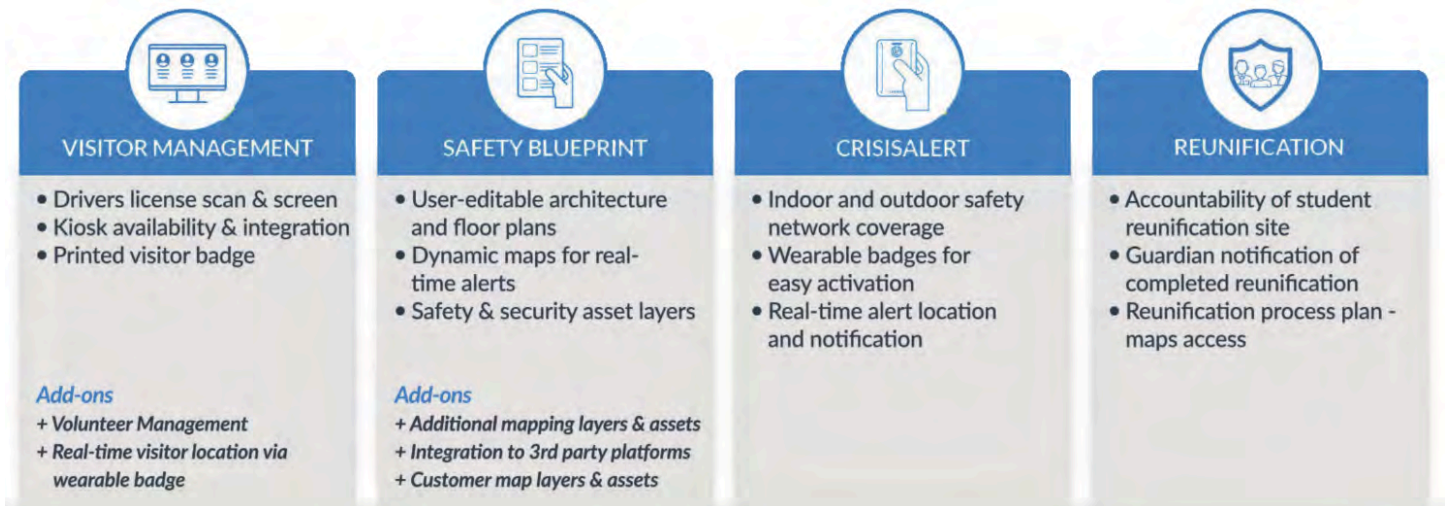
The CENTEGIX Safety Platform empowers personnel to manage critical situations every day, from prevention to response, through a multi-layered approach to safety. As a school district leader, your top priority is ensuring the safety of your students, teachers, and staff. The CENTEGIX Safety Platform is a critical component of a multi-layered school safety plan. By incorporating the capabilities of this innovative technology with current security measures, districts will be positioned to address incidents and potential threats rapidly.

- **CRISISALERT™** is an incident response solution that empowers all personnel to get help anywhere on campus with the push of a button. The wearable badge and single-button activation enable a rapid response to emergencies, from the everyday to the extreme. For campus-wide alerts, CrisisAlert instantly notifies the 911 dispatch with precise location details. Visual and audio notifications are initiated schoolwide.
- **SAFETY BLUEPRINT™** provides a comprehensive map of the campus that serves as the foundation for the Safety Platform. The maps are fully customizable and can be “layered” to serve the unique needs and assets of different departments, including facilities, security, and IT. Editing and updating of building features or grounds are managed within the application and are reflected throughout the platform.
- **VISITOR MANAGEMENT** makes monitoring who's coming in and out of your schools easy, ensuring that only authorized visitors are allowed on campus. Enhanced Visitor Management utilizes the CENTEGIX network and Safety Blueprint to provide a real-time location of visitors while on school grounds.
- **REUNIFICATION** follows standard response/reunification protocol of the I Love U Guys Foundation. The solution utilizes Visitor Management capabilities to quickly reunite students with parents or guardians after an emergency.

Our innovative platform enables services that utilize the capabilities of a wearable badge, mapping technology, real-time locating services, and multi-modal notifications.

*"...the level of service and the level of customer service is incredible, but it continues during the entire life of you as a CENTEGIX member of the family. And that's how I see it. I see it as a member of the family."*

- Chief Whaley, Douglas County



Successful implementation is vital to any project. An assigned Onboarding Specialist, who is the primary point of contact for the project, guides each customer through all phases of implementation. The implementation process for campus mapping has four phases: planning, configuration, tagging & training, testing, and going live. Our team provides training and communication tools to support staff training and communication with your community if desired. Once fully implemented, ongoing support is provided via Customer Support and our Command Center. The Command Center oversees proactive network monitoring and communicates with the district in the event of any service disruption.

In closing, CENTEGIX is pleased to present our innovative Safety Platform solution. Our solution is fully compliant with Statute Sec. 37.117 - EMERGENCY RESPONSE MAP AND WALK-THROUGH, RULE §61.1031 - SCHOOL SAFETY REQUIREMENTS, and TX CODE 2054-516 through:

- One-button activation triggered manually by all staff that instantly reaches responders
- Automatically notifies 911
- Room and floor level alert location accuracy via maps
- Simultaneously notifies all staff, students, and visitors with audio and visual notifications
- No Wi-Fi or cell service needed to initiate an alert
- Full campus coverage
- 100% user adoption, no mobile app to download
- Integrates with other safety systems
- Standard Response Protocols (SRP)
- No wiring of hardware

We are confident that we meet and exceed the requirements outlined in the RFI and look forward to cultivating a sustained partnership with the Texas Education Agency (TEA) and all Texas Independent School Districts.



Brent Cobb, CEO

## Product Overview

The Safety Platform combines industry-leading dynamic mapping and incident response solutions to identify, notify, and initiate a response to a crisis situation within seconds. Quickly, easily, and discreetly send an alert for help with the push of a button. The CrisisAlert badge is worn on a lanyard like a staff ID, which is always available and accessible. The silent panic alert works anywhere on campus and does not depend on Wi-Fi or cellular, eliminating communication breakdowns. Immediately upon identifying a situation that requires help— from the everyday to the extreme—staff are empowered to use their badge to alert responders that help is needed .

### Technical Information

The CENTEGIX Safety Platform integrates numerous capabilities and technology components that enable our safety solutions.



A wearable mobile panic button quickly and discreetly initiates alerts.



Mapping and locating capabilities provide the precise location—of emergencies, visitors, and safety assets.



Audiovisual notifications notify everyone rapidly of a crisis.



A visitor management system screens and locates visitors on your campus.



Protocol development to plan for rapid incident response.



A private, managed network provides campus-wide coverage.



Integrations to your existing safety assets to extend their capabilities.

CENTEGIX Safety Platform with CrisisAlert is a Hardware-as-a-Service (Haas) solution, which is primarily a software-based application with a hardware aspect of a gateway communication device, locating strobes/beacons, and a personal alert badge. CrisisAlert is the wearable panic button that empowers teachers and staff to get help from anywhere on campus.

For incidents such as medical emergencies, student altercations, and elopements:

- Single-button activation
- Discreet and easy to use
- Notify onsite responders immediately
- Identify who needs help and where they are
- No Wi-Fi or cellular service is needed

For extreme situations like an active threat to campus:

- Single-button initiates campus lockdown protocols
- Notify 911 dispatch
- Activate full audio and visual communication
- Provide first responders with specific location details
- Display safety assets and evacuation routes for a more organized response



CENTEGIX has several methods to express map information to assist responders. In coordination with the customer, digital maps can be routed directly to first responders and 911 Public Safety Answering Points (PSAP) without charge to view or access the data. The designated responder(s) immediately receive the alert notification with a campus map showing who needs help and their precise room/hallway, floor level location, or outside location. The map can also highlight the main entry points and the location of safety assets that may be needed in the response, such as first aid kits, AED devices, etc. If the PSAP utilizes RapidSOS, our key information can be relayed to/through RapidSOS, providing the key information of who needs help and their internal location. In addition, CENTEGIX can integrate with other CAD (Computer Aided Dispatch) applications utilized at PSAPs and 911 centers, as well as other safety solutions via API with multiple types of third-party systems.

CENTEGIX performs automatic backups of all customer and system data to protect against catastrophic loss due to unforeseen events that impact the entire system. An automated process will back up all data to a separate zone in the same country (e.g. US East A to US EAST B). Our backup policy is tested yearly with our Disaster Recovery Plan and Business Continuity Plan to ensure, in the event of a disaster or failure, we can maintain a Recovery Time Objective of 1 hour, a Recovery Point Objective of 4 hours, and a maximum downtime of only 4 hours.

CENTEGIX hosts on AWS in the East region by default. Data is replicated across multiple regions for redundancy and disaster recovery. By default, data will be backed up hourly. The backups are encrypted in the same way as live production data. Backups are monitored and alerted by CloudWatch. Backup failures trigger an incident by alerting the Security Officer.

CENTEGIX will ensure the proper management of assets to maximize information security. We currently have Drata Asset Management Policy to manage, classify the asset, manage assets, and the lifecycle to retirement/disposal of the device. This policy also addresses the maintenance of all assets and the hardening standards. We continue to improve security practices to ensure our customers can be confident in our solutions. This includes live monitoring of our internal infrastructure and policies.

Customer data is logically separated at the database/datastore level using a unique identifier for the customer. The separation is enforced at the API layer where the client must authenticate with a chosen account, and then the customer's unique identifier is included in the access token and used by the API to restrict access to data to the account. All database/datastore queries then include the account identifier. This policy transfers to all logs as well.

### User Experience and Implementation

Below are the responsibilities around the training of Safety Platform with CrisisAlert.

Implementation and Training	
<b>CUSTOMER</b>	<ul style="list-style-type: none"> <li>● Provide the information necessary to enable Active Directory syncing (if applicable).</li> <li>● Responsible for the configuration of the Safety Platform™ system (including CrisisAlert, Safety Blueprint, and if utilized, Visitor Management) with reasonable guidance from CENTEGIX.</li> <li>● Conduct site testing with guidance from CENTEGIX to ensure the system is functioning properly. Both parties will sign-off in agreement that site testing has been verified.</li> <li>● Identifying individuals who can deliver end-user training for its organization on how to use the CrisisAlert badge (and Visitor Management badge if applicable), including requiring each staff member with a badge to complete a "Badge Training" session in which they, at minimum, activate a badge alert.</li> <li>● Assist CENTEGIX in obtaining the necessary support from the selected public safety answering point (PSAP) agency, if applicable.</li> </ul>
<b>CENTEGIX</b>	<ul style="list-style-type: none"> <li>● Provide remote training for system configuration.</li> <li>● Provide onsite training for Responders and Badge Managers unless opted out on the quote (CrisisAlert)</li> <li>● Provide training for school administrators and front office staff based on the training method purchased (Visitor Management).</li> <li>● Provide the requirements for user access to the Safety Blueprint map features.</li> <li>● Provide remote training for Safety Blueprint asset and map management.</li> <li>● Recommend other optional services available to assist with deployment</li> </ul>

Safety Platform customers will also receive access to on-demand/self-paced training modules at no additional cost. As a SaaS solution, Safety Platform can easily accommodate districts of any size and configuration, regardless of the number of schools or building size.

Key steps involved in deploying the product, including standard timelines, are highlighted below.

Planning	Install/Configure	Testing/Training	User Training/Go Live	Project Close Out
<ul style="list-style-type: none"> <li>Kickoff</li> <li>Data Collection</li> <li>Gateway Network Drops</li> <li>Gateway Installation</li> <li>Integration Calls (Active Directory, PSAP, Intercoms, etc.)</li> <li>Map Rendering</li> <li>Equipment Shipped</li> </ul>	<ul style="list-style-type: none"> <li>Install planning &amp; logistics</li> <li>Complete Installation</li> <li>Asset Tagging, if applicable</li> <li>Admin Training</li> <li>Platform Configuration</li> <li>Integrations Configured (Active Directory, PSAP, Intercoms, etc.)</li> <li>Badges Shipped</li> </ul>	<ul style="list-style-type: none"> <li>Responder/Badge Training</li> <li>Site Testing</li> <li>Assign Badges to Staff</li> </ul>	<ul style="list-style-type: none"> <li>Badge Distribution</li> <li>Staff Badge Training</li> </ul>	<ul style="list-style-type: none"> <li>Transition to Support Call</li> <li>Closeout Document</li> </ul>

TASK	PRE-PLANNING	PLANNING	SYSTEM SET-UP, INSTALLATION, & TRAINING										TESTING, END-USER TRAINING, & GO LIVE
Provide site maps													
Kick-off meeting													
Complete NW Drops and Confirm GWs are online and on network													
System set-up and Training Preparation													
Install equipment													
Install Revisits if Needed, Final Training Prep													
Conduct Responder Training													
Conduct Testing													
End User Training													
Go Live!													
*Visitor Management implementation occurs any time in parallel or after CrisisAlert													
Timeline varies based on project size and completion of core dependencies													

CENTEGIX has an in-house technical support team. Schools are serviced remotely, which is included in the life of the contract. Should you encounter any issues, CENTEGIX has a US-based tech support team available Monday - Friday, 7:00 am to 10:00 pm EST, toll-free at 800-950-9202 or at support@centegix.com. In addition, online support is always available, including an operations manual, knowledge base, and online videos, as well as monthly newsletters.

Priority (Severity)	Description	Target Response Time	Target Resolution Time*
1	Urgent	1 Hour	2 Hour
2	High	2 Hours	4 Hours
3	Normal	8 Hours	10 Hours
4	Low	12 Hours	ICB **

Both software updates and upgrades are automatically released. Most updates are minor and may be released without the customer noticing any changes and without interruption. In the case of major upgrade releases with new features, an email is first sent to all customers with the changes, additions, and new features. Then, typically, the upgrade is released during non-peak hours. Almost all updates will be completed without the need for physical assistance.

### System Reliance and Continuity

**Operational Assurance:** Our mesh network allows the Gateway and Strobe devices to have built-in redundancy and failover capabilities in case one or more devices are offline for any reason. Badges can communicate with multiple strobe devices through the mesh network, creating superior levels of availability. We understand the system needs to operate when you need it, no matter the unforeseen circumstances.

**Accessibility:** CENTEGIX CrisisAlert is a Wearable Mobile Panic Button for rapid incident response. Unlike app solutions and static wall buttons, CrisisAlert™ provides every employee with a wearable badge from which an alert can be discretely initiated by simply clicking a button. Our CrisisAlert™ badge not only empowers every employee to request individual help (Staff Alert), but it ensures all employees can initiate a lockdown (Campus Alert). The CrisisAlert™ badge offers two types of alerts from the same badge. A Staff Alert is an alert that should be used for everyday emergencies such as medical, fights, and elopement (runners). A predetermined and designated Crisis Team is identified at each campus. When a Staff Alert is activated with 3 clicks on the badge, the Crisis Team for that location will be notified via our mobile or desktop responder application.



#### **“I Need Help” Staff Alert**

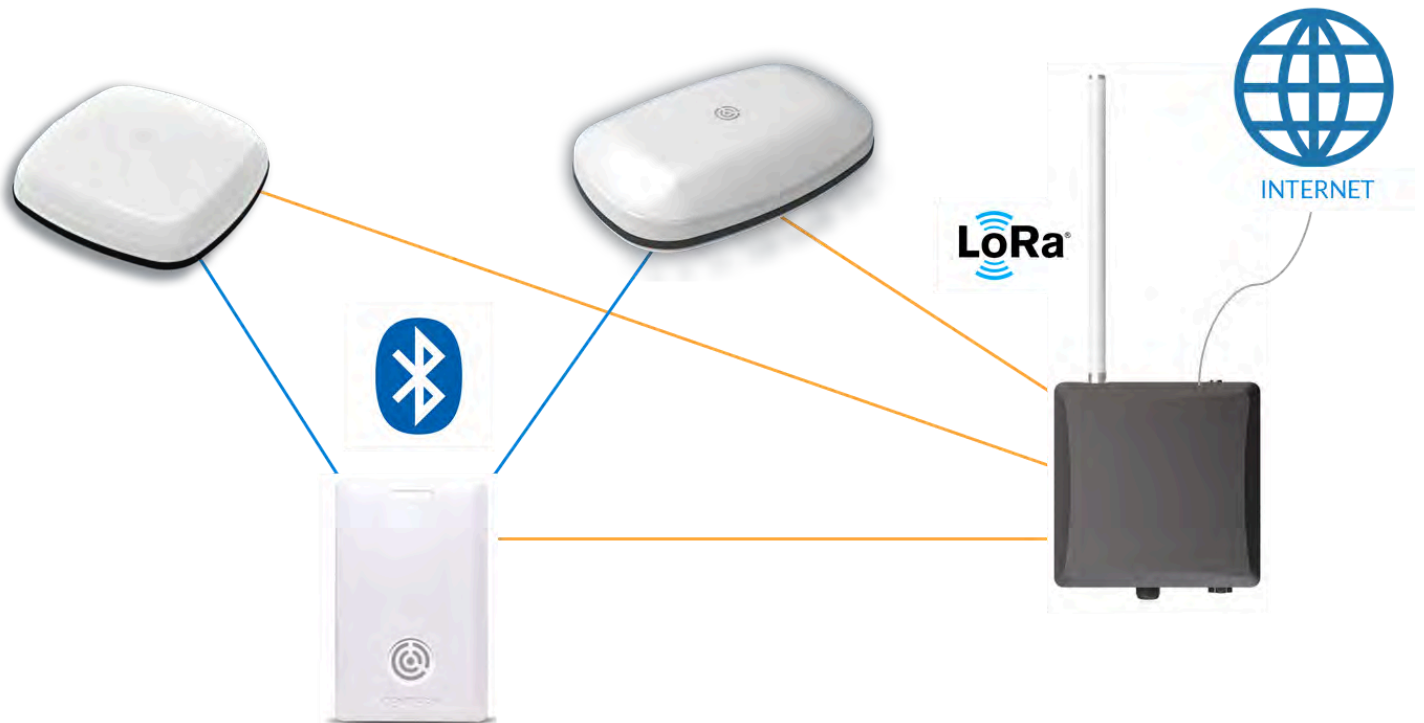
*Medical, Fight, Elopement*

#### **Lockdown Campus-wide Alert**

*School/District Issue, Campus-wide Threat*

Our CrisisAlert solution exceeds the new Texas SPAT and Safety Standards, enabling 100% adoption via a wearable badge. Our badge functions anywhere on campus, both indoors and outdoors, with real-time location tracking and integration with emergency alerts via 911 integration. We designed our CrisisAlert solution to avoid multiple steps and potential delays, especially when an emergency reduces your ability to think and function normally. Just click the button on the badge, and help is summoned. CrisisAlert equips staff with an easy and discreet tool in stressful emergencies, exceeding TX requirements.

**Accuracy:** Through a combination of lighted strobes and beacons placed throughout the campus in classrooms, hallways, stairwells, and the campus exterior, CENTEGIX is able to determine the specific location accuracy of any generated alert to within 6 feet. Additionally, the maps displayed upon alert initiation on responder mobile devices and laptops can distinguish between multiple floors as well.



In conclusion, the CENTEGIX Safety Platform with CrisisAlert is not only SPAT compliant but includes a host of other solutions that provide a comprehensive approach to school safety, including dynamic digital mapping, visitor management, and reunification.



#### SAFETY PLATFORM™

The foundation for a layered safety plan that saves critical time in emergencies.



#### CRISISALERT™

Empower your staff to get help instantly in an emergency with a push of a button.



#### SAFETY BLUEPRINT™

Direct responders to critical incidents with digital mapping for rapid emergency response.



#### VISITOR MANAGEMENT

Authenticate, manage, and locate visitors on your campus.



#### REUNIFICATION

Quickly reunite staff, students, and personnel in an emergency.



## Product Pricing

CENTEGIX offers a Hardware-as-a-Service model for our product offerings. This subscription model is typically a 3 or 5-year contract with the customer. The Safety Platform from CENTEGIX includes CrisisAlert, Safety Blueprint, Visitor Management, and Reunification. The following pricing sheet includes all product platform pricing, including any applicable one-time fees. Pricing is based on the number of sites (schools, administration offices, transportation buildings, etc) within a district. Volume-based discounts are available based on a significant number of sites within a district.

Extremely large sites could incur additional costs. Additionally, small districts/single-site campuses could incur minimum charges for installation (\$5k/site) and training (\$1,500/site)

### CENTEGIX Price List

No.	Product Category - Crisis Alert Management	Product Description	Unit of Measure	Price / Price Range	Comments
<b>District-Wide Volume Discount Pricing</b>					
1	Safety Platform	Includes bundle of CrisisAlert, and core versions of Visitor Management, Safety Blueprint, and Reunification.	Per Site / Per Year	Range of \$7,000 - \$14,000	3 Year term required. 5 year preferred. In rare circumstances with extremely large site, per site pricing could be higher than the range listed.
2	Visitor Management - Enhanced	Enhanced visitor/volunteer management with real-time locating. Must have CrisisAlert to utilize.	Per Site / Per Year	\$1,000.00	3 Year term required. 5 year preferred.
3	Visitor Management - Standalone Enterprise License	Core visitor and volunteer management solution. Included with Safety Platform or sold separately.	Per Site / Per Year	\$695.00	3 Year term required. 5 year preferred.
4	Safety Blueprint - Enhanced (with Safety Platform)	Digital and dynamic mapping to add and update basic and advanced safety resources.	Per Site / Per Year	\$1,000.00	3 Year term required. 5 year preferred.
5	Safety Blueprint - Enhanced (standalone)	Digital and dynamic mapping to add and update basic and advanced safety resources.	Per Site / Per Year	\$1,000.00	4 Year term required. 5 year preferred.
6	Safety Blueprint - Standalone	Digital and dynamic mapping to add and update basic safety resources.	Per Site / Per Year	\$1,000.00	3 Year term required. 5 year preferred.
7	Reunification - Enhanced	Facility emergency reunification process, used in conjunction with visitor management - enhanced.	Per Site / Per Year	\$1,000.00	3 Year term required. 5 year preferred.
8	Safety Platform/CrisisAlert Shipping	Shipping of all hardware components to the district.	Per Site	\$400.00	One-time fee

Installation	Description	Regular Price or Rates
	Installation. Also applies to uninstall or reinstall (Safety Platform/CrisisAlert)	Up to \$5,000 per site
	Centegix Gateway Cabling & Installation (Safety Platform/CrisisAlert)	\$2,000/site
	Shipping (Safety Platform/CrisisAlert)	Varies per order
	Remote Installation (Visitor Management with Safety Platform)	Included
	Remote Installation (Visitor Management Standalone)	\$100/site
	Remote Installation (Safety Blueprint)	Included

Implementation	Description	Regular Price or Rates
	Implementation (Safety Platform/CrisisAlert)	Up to \$5,000 per site
	Wireless Backup Service (Safety Platform/CrisisAlert)	\$200/site per year
	PowerSchool Integration (Visitor Management)	\$500 site/per year
	OneRoster Integration (Visitor Management)	\$500 site/per year
	Volunteer Management App (Visitor Management)	\$100/site per year
	Volunteer App Setup (Visitor Management)	\$2000/one time
	Remote Training (Visitor Management Standalone)	\$100 per site
	SIS/API Integration Setup (Visitor Management)	\$250 per site
	Implementation of Enhanced Safety Blueprint	\$500 per site
	Site mapping with approved drawing- (Safety Blueprint Standalone)	\$500 per site
	Basic Asset Identification - Core (Safety Platform or Safety Blueprint Standalone)	\$1000 per site, optional
	Advanced Asset Identification - Enhanced (one time)	\$1500 per site

Training	On-site Responder Training (Safety Platform/CrisisAlert)	\$1,500 per day plus travel expenses
	Visitor Management Training (Remote with Safety Platform)	Included
	Visitor Management Training (Standalone)	\$100/site
	Enhanced Visitor Management Training (Remote)	\$500/site
	Enhanced Safety Blueprint Training (Remote)	\$500/site

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Computer Telephony Distributing, Inc.
<b>Mailing Address:</b>	1200 Woodruff Rd F-9, Greenville, SC 29607
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Sean Robertson
<b>E-Mail:</b>	spr@ctdconnect.com
<b>Phone Number:</b>	864-527-9602

**INFORMATION PROVIDED**

- ☐ **Attachment A: Cover Page (This Page)**
- ☐ **Attachment B: Worksheet**
- ☐ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Computer Telephony Distributing, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Sean Robertson – spr@ctdconnect.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes** No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

**Yes** No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

**Statewide**

**Response contains proprietary information?**

Yes **No**

## ATTACHMENT C: REQUESTED INFORMATION IN REQUIRED ORDER

### Company Background and History

**Computer Telephony Distributing, Inc. (CTD)** is a leading value-added distributor in the telecommunications, paging, alerting, and public safety marketplace. Founded in 2004 and based in Greenville, SC, CTD brings multi-vendor, solution-focused, offerings to the school systems of Texas through our network of resellers throughout the state.

Our ability to integrate the solutions that we represent with existing communications systems, speaker systems, signage, access control, SMS, and other onsite equipment means that we are able to help schools meet their safety requirements while leveraging investments that they have already made.

For this RFI, CTD will highlight our two main safety products, one software and the other hardware, which fully integrate to form complete solutions for every need: Singlewire Software and Algo Communication Products.

#### **Singlewire Software:**

Singlewire Software is a leading developer of school safety solutions, including InformaCast and Visitor Aware. More than 1,000 schools and districts nationwide rely on our tools for threat detection, emergency notification, incident management, and everyday operations. Our products seamlessly integrate with existing systems, helping schools protect what matters most—students, teachers, and staff. Our solutions empower school safety leaders to respond quickly, communicate effectively, and manage critical incidents with confidence, ensuring peace of mind for educational institutions and their communities. Whether its active shooters, severe weather, or more minor interruptions to the school day, our tools offer school leaders the ability to send targeted, customized messages about a wide variety of events using text, audio, and visual alerts that grab people’s attention to help ensure no one misses a message when it matters most.

Singlewire Software has been in business for more than 15 years, but our InformaCast mass notification system has been around for more than two decades. Following the events of 9/11, the Department of Homeland Security created evacuation plans for all federal government buildings that required audio and visual alerting. The first version of our InformaCast software was born from this request, enabling IP phones to broadcast simultaneous audio messages that could greatly speed up the evacuation process in the event of an emergency. Today, InformaCast is a robust safety and communication tool, enabling schools and other organizations to detect threats, notify everyone, and manage incidents from start to finish.

Based in Madison, WI, our solutions are developed and supported in the United States by a team of 160 employees. We serve more than 5,000 customers across every imaginable industry, with a special focus on K-12, where we have more than 2,000 school and district customers. Our average customer size is 650 users.

### Algo Communication Products:

Algo Communication Products Ltd. is a trusted provider of IP-based emergency communication solutions designed to enhance school safety and mass notification systems. Specializing in paging, emergency alerting, and secure door entry, Algo delivers reliable, scalable, and easy-to-deploy solutions tailored for K-12 school districts.

Algo's SIP and multicast-enabled devices integrate with a broad range of Unified Communication (UC) platforms, ensuring seamless interoperability with existing school communication systems. Algo is compatible with platforms such as Microsoft Teams, Cisco, Zoom Phone, RingCentral, and many others commonly used in K-12 environments. Algo's solutions are also optimized for integration with a wide array of mass notification systems, including **Singlewire InformaCast**, 911 Inform, and Raptor Technologies, to support critical event management and emergency communication in schools.

With 50 years of expertise, Algo provides school districts with industry-leading technology to ensure instant emergency notifications, silent panic alert activation, and efficient mass communication during crisis events.

### Experience, Current Users, and Service Area

[Singlewire Software](#) and [Algo Communication Products](#) are widely deployed in schools and school districts across Texas, throughout the United States, and beyond.

Both solutions are sold through the CTD partner channel throughout the entire state of Texas. Our partners have facilities and employees in Texas and have supported deployments across the state.

Combined, these products are installed in hundreds of school districts including these of note in Texas:

- Fort Worth ISD
- Arlington ISD
- Northwest ISD
- Odyssey Academy
- Buna High School
- Eula Independent School District
- Chapel Hill ISD
- Rapoport Academy Public School
- Aldine Independent School District

## Products Overview

### Product Description

#### Singlewire Software:

**Singlewire's InformaCast** software product is a paging, mass notification, and incident management solution that helps schools detect threats, notify all students and staff, manage incidents, and streamline daily operations like announcements & bell schedules. With the ability to connect all of a school's existing communication technology, including intercom, paging systems, phones, computers, speakers, digital signage, strobes, access control and mobile devices, schools can leverage a single system for all their communication, safety, and operational needs.

The InformaCast Fusion panic alert system is a Software as a Service (SaaS) solution from Singlewire Software that meets (and exceeds) all listed mandatory requirements. InformaCast enables campus staff or substitutes to silently initiate alerts through a variety of integrations with hardware devices from ecosystem partner vendors -- such as fixed panic buttons, wearable duress badges, and desk phones – as well as the native InformaCast mobile/desktop software application. This variety of notification initiation mechanisms gives school district administrators, staff, and substitutes the flexibility they need to begin an emergency incident from anywhere, using the communication systems they already have in place.

With InformaCast's "Scenarios" feature, notification senders may send multiple notifications in parallel based on the location of the event and the specific groups that need to take action. For example, with a single silent panic alert, InformaCast sends audio and visual notifications to the desired devices in the building, mobile notifications (SMS, calls, email, and push notifications) to school security and administration, and notifies the local 9-1-1 center of the event to satisfy HB 3 requirements.




Additional notable features:

- 9-1-1 call notifications through integrations with Cisco UCM, SIP based PBX Systems such as Mitel/Shoretel, NEC, Allworx, Ericsson-LG, Toshiba, and many more, and a variety of UCaaS providers, such as Zoom and RingCentral.
- Notification confirmation requests, responses, and escalations to enable school administrators to send follow-up notifications to relevant parties (including the 9-1-1 center).
- Automatic building lockdowns through API and/or M2M contact closure integrations.
- Automated notification initiation through integrations with video AI and IoT devices / sensors

**Any Trigger —————> to Any Target**



**Algo Communication Products** manufactures reliable solution hardware solutions for silent panic alert activation in K-12 schools. These products work independently or in conjunction with mass notification and VoIP platforms for seamless emergency response.

<p>Algo 1202 IP Call Button</p> 	<p>The Algo 1202 is a PoE LED call button for emergency alerting and notification. Provides an immediate way to trigger silent panic alerts or mass notifications.</p> <ul style="list-style-type: none"> <li>• Interfaces via relay input with all Algo IP speakers, IP strobe lights, paging adapters, and 8063 IP door controller.</li> <li>• High visibility easy to use illuminated button with flash confirmation when activated.</li> </ul>
<p>Algo 1203 Call Switch</p> 	<p>The Algo 1203 is a single gang illuminated LED button for alerting with Algo IP speakers, visual alerters, and paging adapters.</p> <ul style="list-style-type: none"> <li>• Compact, durable, and easy to install for discreet emergency use.</li> <li>• Wired 2-pair connection for simple deployment in classrooms or staff areas.</li> </ul>
<p>Algo 8063 IP Multi-Input Controller</p> 	<p>The Algo 8063 is a PoE-powered digital I/O interface designed for secure door control and IP integration with legacy infrastructure, enhancing facility security and automation.</p> <ul style="list-style-type: none"> <li>• Central device for silent panic alert activation via connected 1202 or 1203 buttons.</li> <li>• Direct SIP &amp; mass notification compatibility for automatic alerting and lockdown response.</li> <li>• Features two relay outputs and two relay inputs compatible with dry contact closures, allowing customization for various applications beyond door control, including event detection and automation tasks.</li> <li>• PoE-powered, secure, and scalable to work across an entire school district.</li> </ul>

In addition to these featured products, Algo has a full line of IP Speakers, Strobes, Signage, and other safety products:

<https://www.algosolutions.com/products/>



## Technical Information

### Singlewire Software:

**InformaCast** is a software-based system that integrates with a wide variety of hardware vendor products to facilitate emergency communications. This is made possible by implementing a variety of industry-standard protocols: RESTful APIs, CAP, RSS, Email, M2M, and SIP. The only piece of hardware InformaCast requires is an on-premises server that may run as either a virtual machine in VMware ESXi or as a physical appliance. To send and receive notifications, end users leverage integrated hardware devices, such as desk phones, desktops, speakers (IP-based or analog), panic buttons, and digital signage from our ecosystem partners. Our alliance partnerships with Cisco and **Algo Communication Products** allow for a complete end-to-end emergency communication and incident management experience between their devices and our InformaCast software. Native software solutions, including the feature-rich mobile and desktop InformaCast application, are also available to send and receive mass notifications.

To Satisfy HB 3, InformaCast Fusion can automatically connect with emergency services with its Emergency Calling feature through Cisco UCM, SIP based PBX Systems, and a variety of UCaaS providers, such as Zoom and RingCentral. Additional actionable data can be provided through our partnerships with RapidSOS and CRG which automatically sends critical data to first responders (event location, notification text, floor plans, etc) when someone initiates an InformaCast notification.

The Informacast platform provides open APIs to ensure that any future needs have a path to be integrated as well.

To guarantee secure data storage and transport, InformaCast Fusion encrypts data at rest and in transit between the cloud infrastructure (in AWS), the on-premises server, and its clients.

Furthermore, InformaCast implements the following security standards and best practices:

- **Minimal attack surface** - InformaCast is designed to include only the necessary components and data and limit what and how services are provided to limit the tool's attack surface. In the InformaCast Fusion cloud, each server is stripped to its bare essentials. Applications only have access to the APIs and the data within the cloud they need to perform properly. All applications use app-specific credentials to authenticate each API or database call.
- **Data Privacy** - Singlewire only collects user information needed to perform the tasks users sign up for. Services are hosted in US data centers, and we comply with GDPR and CCPA regulations.
- **Restricted Access** - Only Singlewire Ops Team members have access to our production cloud. The Ops team can only access InformaCast Fusion from the Singlewire corporate network. Each team member uses their own credentials, and external superuser access is not available.
- **24/7 Monitoring**
- **Regular Security Audits** - Internal audits are conducted on a quarterly basis, in addition to an annual external security audit.

The full Singlewire InformaCast Security Data Sheet can be found here:

[https://www.singlewire.com/wp-content/uploads/DataSheet\\_InformaCastFusionSecurity.pdf](https://www.singlewire.com/wp-content/uploads/DataSheet_InformaCastFusionSecurity.pdf)

## Algo Communication Products:

**Algo Communication Solutions** hardware-based – Algo 1202, Algo 1203, and Algo 8063 are physical emergency alerting devices designed for instant activation, mass notification, and seamless system integration.

Algo devices utilize a Linux-based custom firmware to manage alert triggers and emergency notifications. The Algo 8063 IP Multi-Input Controller connects to wired contact closure devices (e.g., Algo 1203 Call Switch) and activates alerts through a designated mass notification system. Alerts can be triggered via physical button press, SIP call, API command, or integration with third-party platforms. Direct Integration with mass notification and unified communication platforms allows instant emergency alerts to notify key personnel, initiate lockdown procedures, and distribute notifications across school districts.

Algo's Silent Panic Alert solution is fully compatible with mass notification, security, and VoIP systems:

- **Mass Notification Integration** – Algo 8063 natively registers with mass notification platforms, enabling automated emergency broadcasts, lockdown activation, and mass notifications to designated recipients.
- **Multicast-Compatible** – Works with multicast-enabled receiving devices for synchronized, campus-wide alerting.
- **VoIP & SIP Support** – Seamlessly integrates with third-party SIP-based VoIP systems, allowing schools to incorporate panic alert functionality within their existing phone network.
- **REST API Support** – Offers a Suite of REST API commands for integration with security systems, access controls, and custom emergency response workflows.

## Data Security

Algo devices incorporate advanced security protocols to ensure safe and reliable operation within school environments. Utilizing HTTPS, TLS (Transport Layer Security), and SRTP (Secure Real-Time Transport Protocol), our devices encrypt data transmission, safeguarding communication from unauthorized access. Mutual authentication mechanisms provide an added layer of security by verifying both the device and the connected system before establishing a connection. Password protection and role-based access controls prevent unauthorized configuration changes, ensuring that only authorized personnel can manage system settings.

## User Experience and Implementation

### Singlewire Software:

- **Training and Support** – User training (both administrator and sender) is provided during the onboarding process after successful deployment of the software. All customers receive access to ongoing support through our dedicated Support Team and web-based Support Community for the duration of their contract.
- **Customization Options** – InformaCast is an immensely flexible software system that balances customization options with an easy-to-use, accessible user interface. The system is also scalable, allowing the platform to work seamlessly with a single location, or an entire school district with hundreds of schools. All administration of the system takes place in the cloud-based administrative portal, which allows for customizations anywhere in the world at any time.
- **Implementation Process** – The InformaCast “JumpStart” onboarding program consists of planning, verifying, deploying, and training the end user to guarantee successful use of the platform.
- **Updates** – Singlewire releases updates and patches to the InformaCast software on a regular 2-week release cycle. In the event of a critical bug or security vulnerability, these releases happen immediately after the issue has been resolved. Communication with all customers is maintained before, during, and after every release.

### Algo Communication Products:

**Training and Support:** Algo provides remote support for both hardware and software issues. Support is available Monday to Friday, 7:30 AM – 3:30 PM PST. All products include a 2-year manufacturer warranty for defects.

**Customization Options:** Algo devices are agnostic IP endpoints, operating wherever a network connection and PoE are available, allowing flexible deployment in any school environment.

**Implementation Process:** Installation is handled by low-voltage integrators and deployed alongside partner products like Zoom and Singlewire InformaCast. Algo offers an Authorized Partner Program to connect customers with local installers when available.

**Updates:** Algo provides quarterly firmware updates to introduce new features and security enhancements. Updates are optional, and compatibility remains unaffected by new hardware releases unless required for bug fixes.

## System Reliance and Continuity

### Singlewire Software:

In the event of an outage, network failure, or related event, Singlewire communicates the incident status (start time, updates, and resolution information) through a monitored web page (<https://status.singlewire.com/>) and email correspondence with all customers. From a functionality perspective, if there is any disconnect between the InformaCast cloud infrastructure in AWS and the on-premises Fusion server, the native System Health feature sends an InformaCast notification to all recipients within reach and the server moves into survivability mode. With survivability, the local server maintains communication with local devices (phones, speakers, access control systems, etc) so InformaCast can continue functioning at that site that's lost communication with the WAN.

During normal operations, end users (including temporary or substitute staff) can initiate InformaCast notifications from any mobile or on-site device if they have permission in the software to do so. When initiating an alert, end users leverage InformaCast Sites to specify the exact location of the event, all the way down to the room-level if desired. This location information dynamically selects the recipients to alert and includes location data in the notification text along with a floor plan.

### Algo Communication Products:

**Operational Assurance:** Algo devices do not include a built-in UPS; however, ensuring battery backups for network switches and infrastructure will maintain uptime during power outages. As PoE-powered devices, they remain operational as long as the network infrastructure is powered.

**Accessibility:** Alerts can be triggered through multiple methods, including physical button presses, SIP-based VoIP system integration, API commands, and partner platforms, enabling immediate activation by any authorized personnel.

**Accuracy:** Algo devices function as alert-triggering endpoints. Platforms like Singlewire InformaCast and Zoom Phone provide location-based alerting, ensuring that responders receive precise information on where an alert was activated.

## Product Pricing

### Singlewire Software:

Informacast follows a tiered subscription model to license end users and devices for sending and receiving notifications. The only one-time charges are for initial software provisioning, professional services (if required), and any required physical appliances. Here is a simplified breakdown of our SKUs for a 3-year commitment up to 9,950 licenses:

SKU	Product Description	Price
SSF-3YR-USR-TIER 1	Fusion User - 3 Year Subscription (50-200)	\$ 62.03
SSF-3YR-USR-TIER 2	Fusion User - 3 Year Subscription (250-950)	\$ 42.67
SSF-3YR-USR-TIER 3	Fusion User - 3 Year Subscription (1,000-2,450)	\$ 34.91
SSF-3YR-USR-TIER 4	Fusion User - 3 Year Subscription (2,500-4,950)	\$ 29.14
SSF-3YR-USR-TIER 5	Fusion User - 3 Year Subscription (5,000-9,950)	\$ 26.38
SS-CPF-1	Software Provisioning	\$ 825.00
SS-CPF-2	Software Provisioning	\$ 825.00
SS-CPF-3	Software Provisioning	\$ 1,650.00
SS-CPF-4	Software Provisioning	\$ 3,850.00
SS-CPF-5	Software Provisioning	\$ 3,850.00
SSF-3YR-EPA-TIER 1	IP Endpoint Add-On 3 Year Subscription (50-200)	\$ 44.82
SSF-3YR-EPA-TIER 2	IP Endpoint Add-On 3 Year Subscription (250-950)	\$ 29.86
SSF-3YR-EPA-TIER 3	IP Endpoint Add-On 3 Year Subscription (1,000-2,450)	\$ 28.06
SSF-3YR-EPA-TIER 4	IP Endpoint Add-On 3 Year Subscription (2,500-4,950)	\$ 24.28
SSF-3YR-EPA-TIER 5	IP Endpoint Add-On 3 Year Subscription (5,000-9,950)	\$ 22.40
SSF-3YR-MUA-TIER 1	Mobile User Add-On 3 Year Subscription (50-200)	\$ 19.39
SSF-3YR-MUA-TIER 2	Mobile User Add-On 3 Year Subscription (250-950)	\$ 15.55
SSF-3YR-MUA-TIER 3	Mobile User Add-On 3 Year Subscription (1,000-2,450)	\$ 8.70
SSF-3YR-MUA-TIER 4	Mobile User Add-On 3 Year Subscription (2,500-4,950)	\$ 6.60
SSF-3YR-MUA-TIER 5	Mobile User Add-On 3 Year Subscription (5,000-9,950)	\$ 5.63
SSF-3YR-MUA-TIER 6	Mobile User Add-On 3 Year Subscription (10,000-24,950)	Custom
SSF-3YR-MUA-TIER 7	Mobile User Add-On 3 Year Subscription (25,000-49,950)	Custom
IPTA-IFS	Server Appliance	\$ 1,061.25
IPTA-PG-APL2	Paging Gateway Hardware Appliance	\$ 836.25
SSF-3YR-ECC-S	Emergency Communications Center Link Site	\$ 1,118.53
SS-PS-JS-1	JumpStart for Fusion User (50 – 950)	\$ 7,500.00
SS-PS-JS-2	JumpStart for Fusion User (1,000 - 2,450)	\$ 9,500.00
SS-PS-JS-3	JumpStart for Fusion User (2,500 - 9,950)	\$12,500.00

### **Algo Communication Products:**

Algo products require a one-time hardware purchase, with installation handled separately by certified low-voltage integrators. Algo does not provide installation services but offers an Authorized Integrator Program to help customers find local installers.

MSRP Pricing as of March 20<sup>th</sup>, 2025, subject to change:

- Algo 1202 Call Button: \$250 USD
- Algo 1203 Call Switch: \$160 USD
- Algo 8063 IP Door Controller: \$360 USD

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	CrisisGo, Inc.
<b>Mailing Address:</b>	800 W El Camino Real, Suite 180 Mountain View, CA 94040
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Chris Vuillaume, General Manager
<b>E-Mail:</b>	chris.vuillaume@crisisgo.com
<b>Phone Number:</b>	(818) 585 9183

**INFORMATION PROVIDED**

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

CrisisGo, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Daniel Tutt, Regional Sales Manager, dan.tutt@crisisgo.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

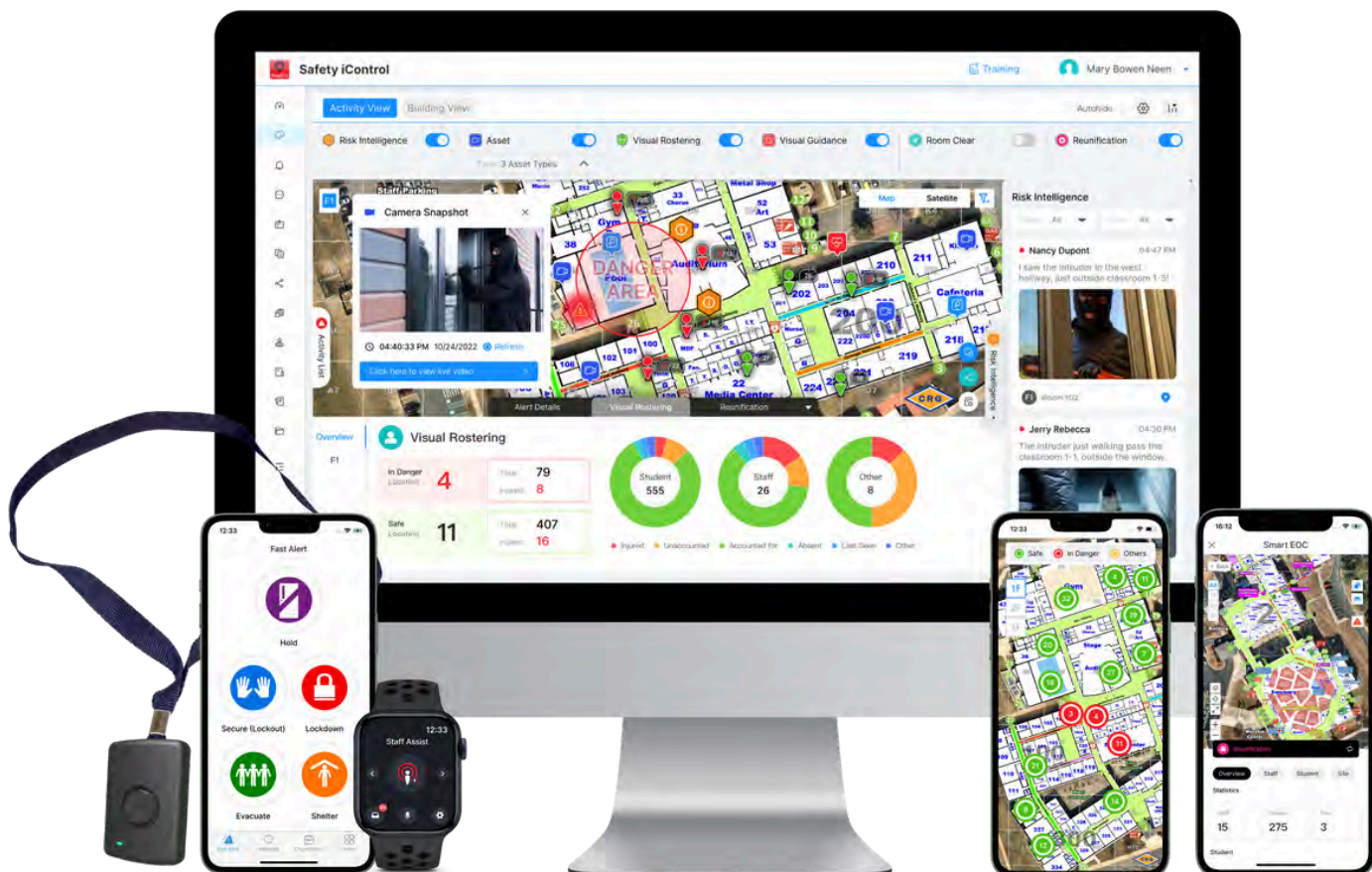
**Response contains proprietary information?**

Yes ☒ No



# RFI 701-25-013

## Silent Panic Alert Technology



Presented To  
Texas Education  
Agency

Presented by  
CrisisGo, Inc.



CrisisGo's Safety iResponse is the ideal solution for any district looking for a Silent Panic Alert Technology system. Safety iResponse not only satisfies the Silent Panic Alert Technology requirements, but goes beyond to include safety features that empower staff and administrators to help improve situational awareness and ensure the safety of schools before, during, and after an emergency.

CrisisGo's Safety iResponse satisfies SPAT requirements. The alerting system is Capable of being manually triggered and automatically calls 911 from any location within the district. Additionally, the alert shares the location of the alert origin and can notify designated administrators, staff, and public safety agencies. Lastly, the alert system can provide real-time door status, when applicable, and access to video camera systems through CrisisGo's expansive integration capabilities.

Beyond SPAT requirements, CrisisGo's Safety iResponse features tools such as drill management, alert customization, reunification, and integration. With CrisisGo's drill management and post-drill reports, schools will be better prepared for the wide possibilities of risks and hazards threatening school safety today. The Tip Line feature helps schools anticipate and mitigate potential crises. Because some emergencies cannot be fully avoided, Safety iResponse's reunification feature assists schools through emergency situations to their resolutions by ensuring each student is safely reunited with his or her parent or guardian.

CrisisGo also offers a Wearable Panic Solution for schools looking for panic buttons. The Wearable Panic Solution provides schools with a wearable device that not only immediately notifies emergency responders, but also opens a two-way multimedia chat between responders and the alert activator. This feature, unique to CrisisGo, allows responders to gather valuable information and provide guidance to the individual who activated the device. With this situational awareness, responders are able to more precisely determine the response necessary. CrisisGo's Wearable Panic Solution not only immediately notifies responders, but does so in a meaningful way that allows them to respond more quickly with the appropriate plan of action.

CrisisGo's expansive integration capabilities allow schools to simplify their safety system management by consolidating each disparate safety system into one easy to use and cohesive safety ecosystem.

As the industry leader in school safety emergency communication and management, CrisisGo's unique and thoughtful products work with districts to safeguard students and staff. CrisisGo's Safety iResponse goes beyond SPAT requirements and provides the tools necessary for staff and administrators to help keep schools safe for the entirety of an emergency situation.

CrisisGo is a leading provider of emergency response and crisis management tools for schools, businesses, and other organizations. CrisisGo has been working with school districts across the country since 2013, developing technology to help administrators and staff keep themselves, students, and others safe. Today, over 16,000 schools have deployed CrisisGo's software.

CrisisGo believes that actions taken before a critical incident can be as important as those taken during and after. Empowering a school to prevent and mitigate potential emergencies as well as to respond to and recover from any unavoidable incidents is the driving philosophy at CrisisGo.

Today, approximately 100 school districts in the state of Texas have deployed CrisisGo and each of these school districts is using CrisisGo to satisfy SPAT requirements. Of those districts, approximately 25 chose to use CrisisGo specifically for the SPAT program. CrisisGo offers its services and products to the entire geographic area of Texas.

CrisisGo's Safety iResponse platform satisfies the SPAT requirements. Safety iResponse is an alerting and emergency management system that empowers schools to prevent, mitigate, prepare for, respond to, and recover from any crisis. With features such as immediate notification and alerting, multimedia two-way communication, intelligent mapping, expansive integration capabilities, and streamlined and secure reunification tools, the CrisisGo emergency platform helps schools create a safety ecosystem.

## Technical Requirements

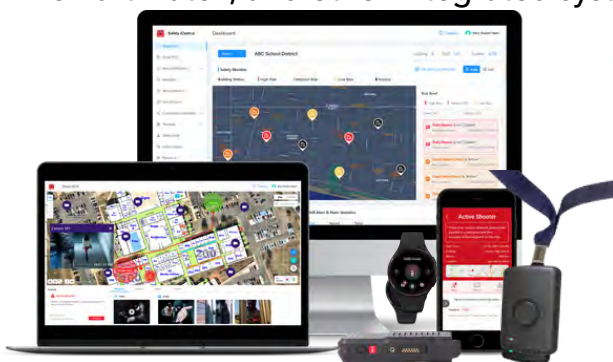
**Product Type:** Indicate whether the product is software-based, hardware-based, or a combination of both

CrisisGo offers a software-based solution with available hardware-based add-ons. Safety iResponse is software-based and does not require any hardware. However, for districts interested, CrisisGo also offers a hardware-based Wearable Panic Solution that consists of wearable panic buttons. The Wearable Panic Solution fully integrates with the Safety iResponse platform.

**Silent Panic Alert Technology:** Details about the technology used.

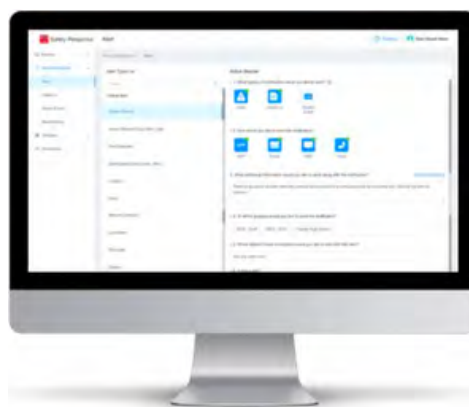
1) An alert capable of being triggered manually by campus staff, including temporary or substitute staff, from an integrated or enabled device.

CrisisGo panic alarm system empowers all staff to trigger alerts based on the emergency response protocol through multiple channels, including mobile and desktop CrisisGo app, wearable panic button, Push to Talk (PTT) with panic button, smart watch, and other integrated systems.



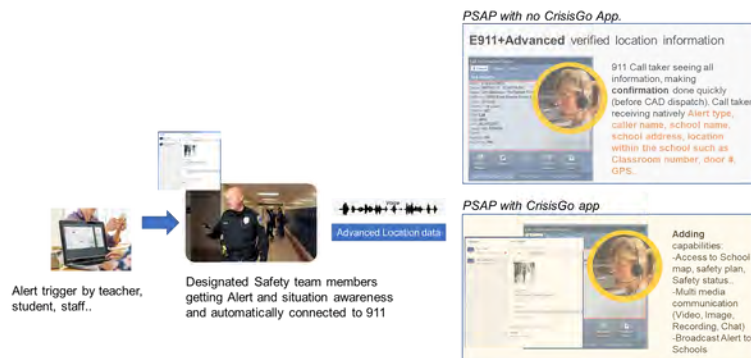
Campus Staff from any Web browser

**CrisisGo iResponse, Full Suite Product for Rapid Response**



2) An alert is triggered automatically in the event a district employee calls 911 from any location within the school system

Fully integrated with 911, CrisisGo Direct911 enables all employees to trigger designated alerts with automatic and immediate escalation to 911 PSAP with detailed information (sender name, building name, and location). No software is required in the PSAP as the alert details are delivered directly into the 911 Call takers existing screen.



If an employee sends an alert through the CrisisGo Alerting system, the alerts will go directly to 911 using the Direct to 911 feature.



If an employee calls 911 from a desk phone, CrisisGo will pick that up from your phone system and alert the designated team on campus through our system alerting channels. The safety teams can then escalate the alert directly to 911 as well, for the sake of redundancy. This will be done through CrisisGo email Alert Gateway, which is included in all paid CrisisGo Alerting Systems.

3) With any alert generated, the location of where the alert originated shall be included

Send precise indoor location with any alert generated in the CrisisGo system. Through the app with GPS, or the Panic System with Bluetooth or WiFi, CrisisGo has multiple location-sharing service options available. School administrators, law enforcement, and emergency responder agencies may access the command center to track alert sender's real-time location on the school floor map, share staff SOS request with first responders, and communicate with SOS sender.

4) Alert automatically notifies a set of designated administrators or all staff and public safety agencies

With the proven CrisisGo Panic Alert system and CrisisGo Direct911, automatically notify designated admins, all staff, or public safety agencies.

The Panic Alert system notifies a set of designated school administrators as needed to provide confirmation of response, and if confirmed, notice is issued to law enforcement and emergency responder agencies of an emergency situation requiring a law enforcement and/or emergency response, and a notice can simultaneously be issued to all school staff of the need to follow appropriate emergency procedures.

Direct to 911 works by automating a call at the time of the alert to the building designees, and when they accept the call, the alert is sent to 911.

5) For any exterior doors that feature electronic locking mechanisms that allow for remote locking, the alert system will trigger those doors to automatically lock

With CrisisGo's powerful integration ability, start native and bi-directional integration with your school's digital security systems. Upon integration, the CrisisGo system may automatically activate a locking system through Lockdown alert and deactivate once Lockdown alert is released. The security system can notify CrisisGo of all doors where the lock did not engage and CrisisGo will send a notification to the safety team, if the security system allows for it.

CrisisGo can provide integration with access control systems, such as Genetec, where CrisisGo notifies access control of a lockdown to activate the locking system, and a lockdown release to return the system to a normal state.

Integration: Compatibility with existing systems and software.

CrisisGo's Safety Forge open integration platform boasts over 65 integration capabilities, allowing schools to integrate their existing safety infrastructure into the Safety iResponse safety ecosystem.

Data Security: Measures in place to protect sensitive information.

Encryption in Transit and at Rest: All data transmitted between users and the CrisisGo platform is encrypted using industry-standard encryption protocols (e.g., TLS).

Additionally, data stored on the platform is encrypted at rest, protecting it from unauthorized access.

Secure Communication Channels: Communications within the platform, including chat messages and alerts, are encrypted to ensure privacy and prevent interception by unauthorized individuals.

## User Experience and Implementation

**Training and Support:** Availability of user training, onboarding, and ongoing support.

CrisisGo provides comprehensive training to ensure districts can fully customize the platform to align with district-specific needs. Our training empowers administrators and key stakeholders to tailor workflows, reports, and user roles for maximum efficiency in safety management.

CrisisGo offers: Role-Based Training for System Administrators, Hands-On Workshops for Workflow Customization, Training on Custom Reports & Data Analysis, and Personalized Support & Follow-Up. Additionally, CrisisGo offers additional training resources such as: User Guides & Documentation, Video Tutorials & On-Demand Training, Interactive Online Courses & Self-Paced Learning, and Live Training & Webinars

By offering a mix of user guides, video tutorials, self-paced courses, and live training sessions, CrisisGo ensures that all district personnel—from administrators to frontline staff—can efficiently learn and maximize the platform’s capabilities.

**Customization Options:** Ability to tailor the product to specific needs

One of the standout qualities of the CrisisGo platform is its complete customizability—it’s not a one-size-fits-all solution. Our customers appreciate the ability to tailor CrisisGo to meet their unique needs, making it truly their own. Schools are able to customize the complexity of their safety ecosystem by purchasing only the features that suit their unique needs. Additionally, within the platform, each tool features customizable preferences to ensure the system performs in a way that best serves the district and its users while still adhering to best practices.

**Implementation Process:** Steps involved in deploying the product, including timelines and support provided during implementation.

CrisisGo follows a structured project planning, implementation, and training approach to ensure a seamless transition for school districts. This process includes clearly defined roles for both the district and provider, a detailed implementation schedule, and training requirements for all key stakeholders.

The implementation process Includes: Phase 1: Project Kickoff, Phase 2: IT & System Configuration, Phase 3: System Testing & Customization, Phase 4: Training & User Readiness, Phase 5: Deployment & Go-Live, and Phase 6: Post-Implementation Support

**Updates:** Frequency and process for issue resolution and product enhancements or updates.

Patch Manager, a capability of AWS Systems Manager, automates the process of patching managed instances with both security-related and other types of updates. Patch Manager uses patch baselines, which include rules for auto-approving patches within days of their release.

CrisisGo follows a structured Change Management Methodology to ensure seamless software upgrades while maintaining system stability, security, and user experience. Our methodology covers both CrisisGo-driven updates and third-party vendor changes.

## System Reliance and Continuity

**Operational Assurance:** Measures in place to ensure the system remains operational during power outages or network failures.

CrisisGo employs a multi-channel delivery methodology, ensuring that alerts and communications are sent through various channels such as SMS, email, voice, and app notifications. Additionally, the platform is hosted on redundant AWS sites, providing fail-over capabilities to ensure continued operation and reliability, even in the event of an outage.

**Accessibility:** Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.

CrisisGo affirms that an alert can be triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.

**Accuracy:** Affirmation that, with any alert generated, the location of where the alert originated is included.

CrisisGo affirms that with any alert generated, the location of where the alert originated is included.

## PRODUCT PRICING

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Please see a breakdown of costs associated with CrisisGo's products on the following page. Additional pricing information and a more detailed breakdown is available upon request.



Product #	Description	Units description - (each, dozen, hour, day, etc)	MSRP
Safety iResponse	Our most complete emergency response platform.	Per student, per year	\$3
Activation/Account Set-Up/Implementation	Activation of license(s), account set-up and implementation services for new CrisisGo accounts.	2,000 students or less, one time cost	\$995
		2000 students or more, one time cost per student	\$0.50
SIS Sync	school data to safety roles in CrisisGo. Maintenance includes synchronizing school data with the	Per district, per year	\$1,000
Automatic User Set-Up, Activation and Maintenance (LDAP, ADFS, SSO)	Syncing with LDAP, Active Directory (ADFS) or Google SSO.	Per district, per year	\$1,000
Student Reunification -Accounting for People Module	Check-in, accountability, student reunification	Per building, per year	\$500
Accounting for People Implementation	Set-up and activation	2,000 students or less, one time cost	\$995
		2000 students or more, one time cost per student	\$0.50
Emergency Procedures Module	Conversion of Emergency Plans to role based checklists	Per building, per year	\$350
Emergency Procedures Module Implementation	Set-up and activation	Per district	\$300
Incident Management Module	Incident reporting and management	Per site, per year	\$350
	Set-up and activation	2,000 students or less, one time cost	\$995
		2000 students or more, one time cost per student	\$1
Student Threat Assessment Manager	Software to simplify behavioral threat assessments in schools.	Per building, per year	\$800
Safety iPass	Visitor Mangagement	Per student, per year	\$3
	Set-up and activation	2,000 students or less, one time cost	\$995
		2000 students or more, one time cost per student	\$1
Safety Asset and Map monitoring	Cameras, etc...	Per building, per year	\$295
Map location services set-up	CrisisGo geomapping/converting and up-loading Customer provided floor plan in PDF.	Per building, one time cost	\$150
Safety Audit	CrisisGo Safety Audit is -Digitalize process for collection of safety data from multiple facilities.	Per building, per year	\$295
20,000 Text/SMS - Domestic US	Allowing safety team to send CrisisGo Alerts via SMS	20,000 messages, one time cost	\$395
20,000 Voice Minutes - Domestic US	Safety iControl mas notification via phone call.	20,000 Minutes, one-time cost.	\$455
Training	Platform.	Per student, per year. Less than 2,501 students	\$495
		Per student, per year. 2501 - 10,001 students	\$1,595
		Per student, per year. More than 10,001 students	\$4,995
Safety iResponse Community Connector		Up to 50 community partners. Additional partner at	\$3,995
CrisisGo Direct911 (2023 Edition)		Per site, per year.	\$295
CrisisGo Direct911 Set-Up Fee	One-time set-up fee for CrisisGo Direct911 accurate location service for every PSAP supporting E911.	Per site. One time fee	\$300.00
SFTP Sync		per database, per year	\$0.00
API Student Roster Sync - Veracross		per database, per year	\$595
Okta Sync		per database, per year	\$250.00
Integrations	CrisisGo has integrations with over 70 safety partners and platforms. One time cost up to \$450.	Per customer, one time cost	\$450.00
	Annual fee up to \$250 per site	Per site, per year	\$250
LoRaWan Gateway IGB SIM Card services (2023 Edition)		Per Gateway per year	\$240
CrisisGo IOT services (2023 Edition)		Per device (Panic device and Gateway) per Year	\$35
Multitech Cellular Gateway	<a href="https://res.cloudinary.com/dctlrnwuz/image/upload/v1661442265/loTinaBox%20Device%20Docs/Mul">https://res.cloudinary.com/dctlrnwuz/image/upload/v1661442265/loTinaBox%20Device%20Docs/Mul</a>	Per device	\$399
Gemtek Ethernet Gateway	<a href="https://cdn.shopify.com/s/files/1/0108/9195/2185/files/Gemtek_Femto_Indoor_Gateway-">https://cdn.shopify.com/s/files/1/0108/9195/2185/files/Gemtek_Femto_Indoor_Gateway-</a>	Per device	\$179
Moko H2 iBeacon-BLE	<a href="https://trelo-">https://trelo-</a>	Per device	\$65
Multitech Cellular Outdoor Gateway	<a href="https://res.cloudinary.com/dctlrnwuz/image/upload/v1655129002/loTinaBox%20Device%20Docs/860">https://res.cloudinary.com/dctlrnwuz/image/upload/v1655129002/loTinaBox%20Device%20Docs/860</a>	Per device	\$1,768
Radio Bridge Push Button-US	<a href="https://trelo-">https://trelo-</a>	Per device	\$69
GlobalSat Panic Button-US	-A simple push of the wearable button triggers a school lockdown alert.	Per device	\$119
CrisisGo SD7 Application services (CGSD)		Price per SD7 per year.	\$60
MyDevices Pre-Configuration of Devices	Pre-Configuration of Devices (Labeling + Account Setup) per Device (Gateway, Button, Beacon)	Per device, one time fee	\$5



# Everbridge Silent Panic Alerting Technology Solutions

Presented to:

**The Texas Education Agency**

In Response to:

**RFI 701-25-013, APPROVED LIST OF VENDORS FOR  
SILENT PANIC ALERT TECHNOLOGY**



26<sup>th</sup> March 2026

Kem David  
The Texas Education Agency  
Contracts and Purchasing Division

*Re: Request for Proposal for an RFI 701-25-013, APPROVED LIST OF VENDORS FOR SILENT PANIC ALERT TECHNOLOGY*

Dear Kem:

On behalf of Everbridge, I appreciate the opportunity to present this comprehensive proposal to The Texas Education Agency in response to your RFI for an RFI 701-25-013, Approved list of vendors for Silent panic alert technology. Based on your requirements, I am confident that Everbridge Silent Panic Alerting Technology will meet your organization's needs and expectations.

We look forward to adding your organization to our network of satisfied customers and being your critical communications partner for years to come.

Best regards,

*Andy Morrison*

**Andy Morrison**  
Everbridge, Inc.  
Senior Account Executive  
8043869540  
[andrew.morrison@everbridge.com](mailto:andrew.morrison@everbridge.com)

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## Executive Summary

Everbridge is pleased to respond to the Texas Education Agency's request for proposal on silent panic alerting technology. Everbridge is a global leader in critical event management (CEM) and public safety solutions, empowering schools to rapidly respond to emergencies and protect their most valuable assets—people. With over two decades of experience and a presence in more than 200 countries, Everbridge's platform has been trusted by thousands of schools, enterprises, healthcare organizations, and government agencies worldwide. A testament to the scalability of our platform to handle the smallest organizations all the way up to Countrywide alerting. Everbridge is committed to keeping people safe and Organizations running.

A cornerstone of Everbridge's comprehensive safety ecosystem is how we fulfill silent panic alerting technology through our cutting-edge personal safety device capabilities. Designed to seamlessly integrate with the Everbridge Critical Event Management platform, our mobile application and wearable devices provide real-time, location-based safety solutions that empower individuals and organizations to proactively safeguard lives.

### Key Capabilities and Benefits:

- **Real-Time Location Awareness and Monitoring:** Everbridge's personal safety devices leverage GPS and IoT technology to offer continuous awareness and real-time location data, enabling security teams to monitor personnel movements and ensure their safety, whether on-site or in transit.
- **Rapid Emergency Communication:** Integrated with the Everbridge platform, these devices facilitate instant two-way communication, allowing individuals to send SOS alerts, voice messages, or text notifications during critical events. Automated alerts can be sent to designated contacts as well as emergency response teams to expedite assistance.
- **Wearable and Mobile-Integrated Solutions:** Everbridge offers a range of versatile personal safety devices, including wearable panic buttons and mobile apps. These solutions ensure continuous connectivity and support robust communication even in remote or network-compromised environments.
- **Data-Driven Insights and Reporting:** The platform collects and analyzes data from safety devices to generate actionable insights and post-incident reports, helping organizations continuously improve their safety protocols and response strategies.

By integrating Everbridge's silent panic alerting technology into your security infrastructure, organizations can proactively mitigate risks, reduce response times, and enhance duty-of-care compliance. Whether addressing employee, securing staff on field trips or athletic away games, or protecting students on campus, Everbridge's innovative solutions deliver peace of mind through unparalleled situational awareness and rapid communication.

# Everbridge Response to TEA

## ATTACHMENT A: COVER PAGE

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

Name of Organization:	Everbridge Inc
Mailing Address:	8300 Boone Blvd. Suite 800, Vienna, VA 22182
Contact Person who may provide clarification and additional information, if requested.	Andy Morrison
E-Mail:	andrew.morrison@everbridge.com
Phone Number:	8043869540

### INFORMATION PROVIDED

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order

Signature: Shirley Devlin-Lebow  
Shirley Devlin-Lebow (Mar 19, 2025 10:47 CDT)

Email: shirley.devlinlebow@everbridge.com

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Everbridge Inc

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Andy Morrison,  
Email: andrew.morrison@everbridge.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

Yes

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

Yes

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

Statewide

Everbridge is a global provider of critical event management services and has clients across the State of Texas at both the State and Local level, Education, Healthcare and Corporate

**Response contains proprietary information?**

No

**Signature:** Shirley Devlin-Lebow

Shirley Devlin-Lebow (Mar 19, 2025 10:48 CDT)

**Email:** shirley.devlinlebow@everbridge.com

# ATTACHMENT C: REQUESTED INFORMATION AND REQUIRED ORDER

## Company Background and History

### Background and history

Founded in 2002, Everbridge is a global leader in critical event management (CEM) and public safety solutions. Headquartered in Vienna, Virginia, the company provides software applications that automate and accelerate operational response to critical events, helping organizations manage and mitigate safety risks. Everbridge's platform is used by thousands of education facilities, businesses, healthcare organizations, and government agencies worldwide to deliver real-time communications and critical information when public safety, business continuity, or life safety is at risk.

With a robust suite of products, including mass notification, incident management, and personal safety devices, Everbridge empowers organizations to protect people and assets, minimize operational disruptions, and maintain resilience during emergencies.

### Experience in Texas School Safety

Everbridge has relevant experience in delivering school safety products and services, including in Texas. Everbridge offers a range of solutions specifically designed for school safety, such as:

- **Mass Notifications:** Systems to alert and communicate with school communities.
- **Incident Communications:** Tools to manage and communicate during incidents.
- **Safety Devices:** Integration with mobile apps and devices like Apple Watch for safety alerts and location tracing.
- **Visitor Engagement:** Tools for managing visitor interactions and safety within school districts 1.

These offerings indicate Everbridge's capability and experience in providing school safety solutions, which can be applicable to schools in Texas.

### Current Users in Texas

Everbridge has been providing critical event management solutions in Texas for many years and is the trusted partner of the Texas Department of Public Safety, Texas Division of Emergency Management, Texas Facilities Commission, City of Houston, Houston Independent School District, University of Texas Medical Branch, Willis Independent School District, University of Texas at Austin, City of Arlington, Capital Area Council of Governments, Baylor Scott and White Health, City of Austin, Texas Medical Center, North Texas Emergency Communication Center, Heart of Texas Council of Governments, Texas Children's Hospital, City of Garland, Texas State Technical College, Harris County Texas, and many other enterprises, governments and education institutions across the State.



## Geographic Service Areas

Everbridge is a global provider of critical event management solutions and provides higher educational institutions and K-12 school districts in all parts of Texas, including rural, suburban, and metropolitan areas. Our solutions are adaptable and expandable to accommodate the requirements of districts with different locations and sizes.

## Product Overview

**Product Name:** Everbridge Silent Panic Alerting Technology.

Everbridge Silent Panic Alerting Technology is the leading employee safety technology on the market. Developed by Everbridge to keep people safe, our capabilities include both a mobile panic button app and a wearable panic button with fall detection alerting available. The user experience for both applications remain consistent. When the panic button is initiated, the emergency alert can be sent directly to the nearest public safety answering point as well as internally to selected staff recipients.

**Mobile App** – Customizable buttons including an SOS, Emergency Call, Chaperone and Check-in buttons out of box. The SOS and Emergency call buttons can be configured to notify local emergency responders as well as internal staff. School districts can add custom buttons to correspond with local requirements like the I love u guys foundation and other processes, including medical assistance.

**Personal Safety Device** – An IoT cellular solution proven to work where normal cellular coverage is weak, including indoors and rural locations. This device provides staff the confidence of being able to alert emergency services inside or outside the building. Core features on the personal safety device include SOS and Fall Detection in the event a staff member is struck or loses consciousness, will activate and summons help automatically.

Both solutions include custom alerting to ensure the proper people are notified the way the local school district requires. This includes emergency services, staff, student and parents (if required parents can receive an informational message to alert them of a situation on campus that is being investigated, this is a capability and not a requirement). Overhead paging systems, strobe lights and access control.

## Technical Information

Everbridge is proud to offer Texas educational facilities solutions to protect staff, students and visitors to any Texas educational facility. Everbridge offer includes both software and hardware-based solutions to deliver silent panic alerting technology. Everbridge believes there is no one solution that schools should be forced to implement. By applying a logic-based approach to school safety based on our decade's worth of experience and employees who have been on the frontlines of school safety response, we feel we are providing a logical and cost-effective solution.

The Everbridge Personal Safety Device is a go-anywhere wearable duress solution that works within the four walls of a school and beyond. This allows for the panic buttons to be used by school bus drivers, staff on field trips, athletic personnel while attending other locations for a sporting event and staff that may need to move from school to school. We can accomplish this without the need to re-register the staff member at each location.

Additionally, we have a mobile app solution that allows districts to comply with their local regulations for how they initiate emergency situations. The mobile application empowers schools to create their own custom buttons and workflows to conform with their current policies and procedures. Both the wearable and mobile application provide true silent alerting while giving the staff visual confirmation they successfully initiated a duress event.

Everbridge has the only truly open platform for integrations with third-party solutions through our robust open REST api infrastructure. Should you need to integrate with your student information system, human resources database, overhead speaker and strobe light systems or even your local law enforcement computer aided dispatch system. The Everbridge integration ecosystem will provide all the tools needed for integrations.

## User Experience and Implementation

The Everbridge solutions provide access to both an implementation specialist who will implement your solution and provide the first line of training services as well a web-based training portal for continued education for end users and new users. Additionally, you will be provided with an Account Manager and the Everbridge 24x7x365 customer support center which is operated by live Everbridge employees.

Within 48hrs of contracting with Everbridge, an implementation specialist will be assigned and will reach out to the point of contact to begin scheduling the implementation of your solution. The implementation specialist will schedule the implementation calls based on the client's schedule and timeline and will walk you through every step in deploying the system, testing and going live with the Everbridge solution. At no time will the client be required to complete the process on their own. Timelines to full implementation can vary based on the client schedule, size of school and products being implemented. A typical timeline based on an average sized school is 4 to 6 weeks. Post implementation, the client is supported by a dedicated account manager and our 24x7x365 customer support center.

Everbridge provides quarterly updates and enhances to our platform, monthly service updates and immediate patches as necessary when a defect is detected. Clients also have a path to make recommendation on product enhancements for future deployments.

## Training and Support:

An Everbridge Implementation Specialist will reach out to the primary contact within 48 to 72hrs upon contracting with Everbridge. The specialist will schedule an introductory kick off call to recap the solution, understand the stakeholders, and prepare a customized implementation plan to fit your schedule. Once the timeline has been agreed on, training and implementation calls will begin to support your go live schedule. These training calls prepare the system, connect your data management solutions, device management and how to assign, unassign devices to personnel or locations and configuration of alert templates for when a device is initiated.

### Onboarding/Implementation:

Everbridge's professional services teams streamline implementation with a range of support options to meet your business needs. Our implementation process is efficient, typically achieving full deployment within 30 to 90

business days, depending on project complexity. An Everbridge implementation specialist will serve as your single point of contact to ensure project success.

Customers can choose the level of Everbridge support required, balancing internal resources with our expertise. The Standard Implementation Package includes a dedicated Implementation Project Manager who guides stakeholders through every phase, from strategy and configuration to training and testing. Progress is tracked via milestones to ensure successful completion before final sign-off.

To enhance deployment, we offer an experienced Professional Service Consultant to expedite implementation and accelerate time to value. Additional services include on-site project management, custom message content creation, ad hoc reporting templates, and emergency communications reviews.

Everbridge University, our Learning Management System (LMS), provides ongoing, interactive training to ensure continued proficiency with the Everbridge notification solution, regardless of technical expertise.

**Milestone Description:****Initial Organization Set-up**

The organization is created and configured with account defaults. Initial greetings are recorded.

**Implementation Stakeholders**

Identify the people who will be involved in the implementation from Project Lead and System Administrators to the management or executive stakeholders who should receive project update reports.

**Project Kick-off Call**

Introduction to your Everbridge team, review of the plan for successful implementation, and identification of internal goals, timeline, priorities, and stakeholders.

**System Access**

Identified Project Lead and system administrators are added as members to the Organization, given administration authority, and sent authorization codes to allow registration. Administrators are also set up with Everbridge Client Portal accounts.

**On-Demand Training**

System administrators and key stakeholders watch the On-Demand Training within the Everbridge Client Portal to gain a better understanding of how the Everbridge tool works and learn best practices for customizing system set-up.

**Customize Organization Configuration**

Modify the system defaults as required to support your communication plan according to internal organization goals and procedures including default e-mail identification, admin information, caller ID, and how to record custom greetings.

**System Requirements**

System requirements are implemented and verified to ensure that Everbridge notification and registration e-mails are received.

**Recipient Database**

Prepare database with customer-provided data.

**Ongoing support.**

We believe that client care does not end with implementation. True client care continues throughout the life of the partnership. Your organization will receive ongoing support provided via the Internet, e-mail, and telephone. Everbridge Technical Support is available to you at any time of day or night, 24x7x365.

Technical Support staff members are full-time Everbridge employees located on-site. We do not outsource our client care services to third parties that do not have Everbridge expertise. When you reach out to Everbridge Technical Support, you will get a professional who is well-versed in the Everbridge system and is more than capable of assisting you.

Additionally, Everbridge has support personnel deployed at all of our offices around the world to ensure that in large-scale disaster scenarios, your organization will be guaranteed the highest level of support possible.

**Customization Options:**

**Ability to tailor the product to specific needs (e.g., district size, site-specific layouts, custom labeling).**

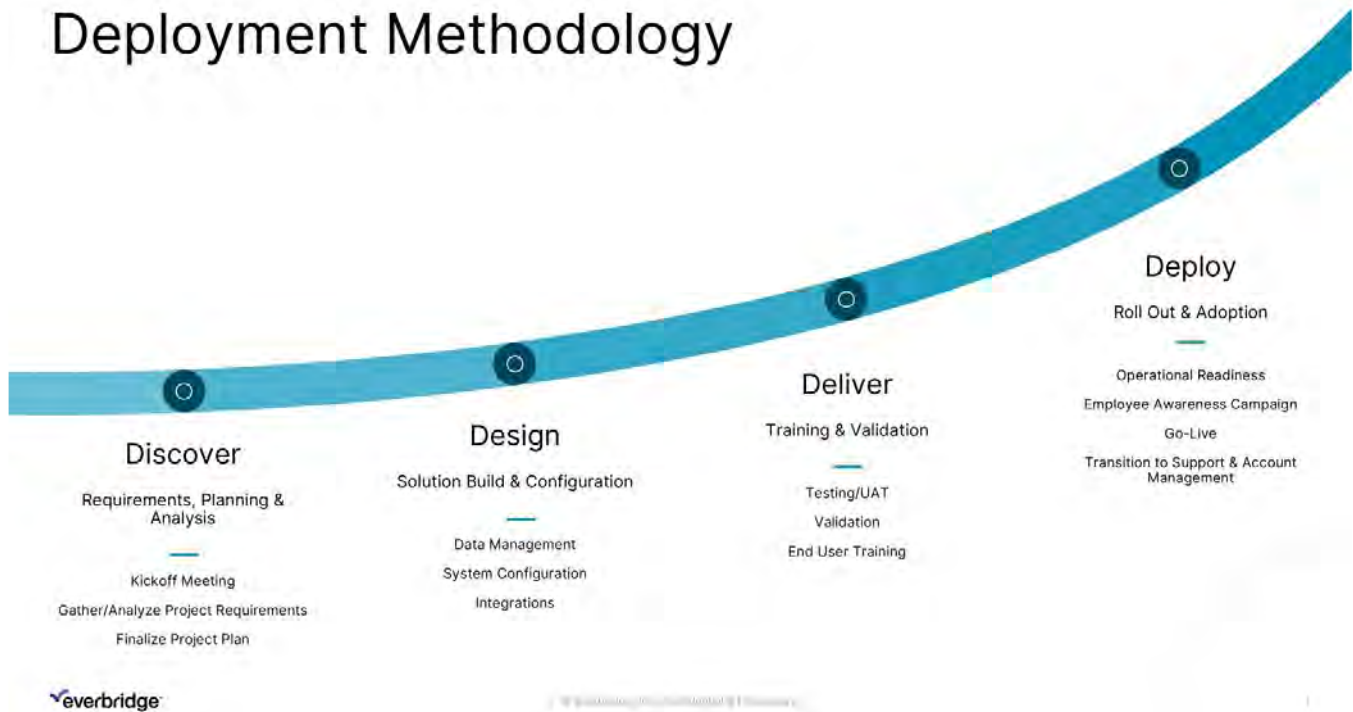
The Everbridge critical event management platform is capable of being customized to meet the requirements of the client. From custom buttons on the mobile app, allowing districts to follow their approved processes to custom workflows for proper stakeholder engagement and alerting. The Everbridge system even provides the client the ability to use a custom email address recognizable from their school branding instead of using a “noreply” Everbridge branded email address and a local phone number within the district's phone system for better recognition and response.

Everbridge solutions fit in perfectly no matter the size or uniqueness of the school district. Everbridge provides the customization capabilities in order to maintain continuity to the regulation and requirements of your district.

**Implementation Process:**

Please see below the steps involved in deploying the product, including timelines.  
Support provided during implementation mentioned in the Onboarding/Implementation Sub section.

## Deployment Methodology



The table below provides an example timeline for the deployment. This schedule will be refined during the Requirements, Analysis and Planning phase (Stage I) of the engagement.

Stage	Tasks	Proposed Timeline	Resources
<b>PM</b>	Project Management		
	<ul style="list-style-type: none"> <li>Project Management</li> </ul>	Ongoing for project duration	Everbridge, Client
	Analysis and Plan		
	Kick-off meeting	Week 1	Everbridge, Client
	<ul style="list-style-type: none"> <li>Functional Requirements Session</li> </ul>	Week 1	Everbridge, Client
	<ul style="list-style-type: none"> <li>Technical Requirements Session</li> </ul>	Week 1	Everbridge, Client
	<ul style="list-style-type: none"> <li>Project Planning Session</li> </ul>	Week 1	Everbridge, Client
	<ul style="list-style-type: none"> <li>Documentation</li> </ul>	Week 2	Everbridge
	<ul style="list-style-type: none"> <li>Review of Deliverables</li> </ul>	Week 2	Everbridge, Client
<b>II</b>	Solution Design & Build		
	<ul style="list-style-type: none"> <li>Solution Provisioning and On-Boarding</li> </ul>	Weeks 2-3	Everbridge, Client
	<ul style="list-style-type: none"> <li>Contact Data Migration</li> </ul>	Week 2-3	Everbridge, Client
	<ul style="list-style-type: none"> <li>SSO Integration</li> </ul>	Week 3-4	Everbridge, Client
	Tailored Slide Deck for 360 Mobile	Week 3-4	Everbridge, Client
	Recorded Webinar for 360 Mobile	Week 3-4	Everbridge, Client

Implementation & Testing	Week 4-5	Everbridge, Client
System Testing and Go Live	Week 4-5	Everbridge, Client

## Updates:

### Frequency and process for issue resolution and product enhancements or updates.

Everbridge fully hosts, manages, and maintains all aspects of its solution to ensure optimal uptime (99.99%), performance, and security. We utilize industry-leading technologies and adhere to rigorous security standards based on NIST SP 800-37/53. Specific product, version, and security details are not disclosed to maintain compliance. For more information, please visit our [Everbridge Trust Center](#).

We conduct regular releases throughout the year, including 3 to 4 major updates with additional minor enhancements to improve stability and functionality. Everbridge's multi-tenant platform ensures backward compatibility, eliminating the need for clients to manage compatibility issues.

As a 24x7 service provider, Everbridge technical support is available around the clock to ensure our customers' needs are met. Below is a an overview of our support response matrix.

Assigning Support Case Priority		Initial Response
<b>Severity 4: Low</b>	General product questions, configuration assistance, or enhancement requests.	Phone: Immediate Email/Support Center Submission: 4 hours*
<b>Severity 3: Medium</b>	Non-critical technical issues for some or all of your users where a workaround is available and notifications can still be sent.	Phone: Immediate Email/Support Center Submission: 4 hours*
<b>Severity 2: High</b>	Critical technical issues for all of your users, issues without a workaround, or issues causing delays in your notifications.	Phone: Immediate Email/Support Center Submission: 4 hours*
<b>Severity 1: Urgent</b>	For system unavailability across your organization where notifications cannot be sent and no workarounds are available.	Phone: Immediate Email/Support Center Submission: 4 hours*

## System Reliance and Continuity



**Operational Assurance:** Everbridge deploys a multi-tenant fully redundant technology stack that operates in multiple Cloud regions across the US. By deploying this redundancy, we can assure our clients of a minimum of 99.99% operational uptime with no downtime for system updates or services.

**Accessibility:** The Everbridge solution comes with unlimited licenses for system users, additionally Everbridge will provide the initial training of end users with requests for additional training made by the client. Everbridge also provides a full learning management system for end users to learn and strengthen their capabilities in Everbridge.

**Accuracy:** Everbridge adds the physical location of the alert to every notification. We leverage GNSS with GPS to ensure location accuracy of no greater than 3M. With our wearable personal safety device, we can also deploy BLE location specific information to include the building name, floor number and room number. With our wearable personal safety device, we continue to provide location identification for 30 minutes after the device has been initiated in order for responders to know exactly where someone is located and if they moved locations.

## Product Pricing –

Texas Education Agency - Silent Panic Alerting Technology						
Product	Description	Price	Cost Structure	Per School	Per Device	Tiered Availability
360 Core	Everbridge 360 provides schools with the Everbridge Critical Event Management solution featuring our Mobile App with silent panic alert technology, emergency call for direct to 911 calling, check-in and custom buttons for local compliance to policies. <b>Additional features include -</b> <b>Emergency Mass Notification</b> - Custom workflow alerting based on the emergency. <b>Smart Weather</b> for instant weather alerts that may impact campus, includes severe weather alerts like tornado, severe thunderstorm warning, flash flood warning and lightning alerts. <b>Visitor Engagement</b> - provide visitors to campus with a quick an easy keyword SMS opt-in to keep them informed while on campus any evolving safety concerns.	\$ 1,800.00	Annual	Per School	N/A	N/A
Implementation	Everbridge Professional Implementations will prepare your system for use and assist with the importing and updating of contact data, Single Sign On for employees and deployment of the solution.	\$ 2,500.00	One-time	Per District	N/A	N/A
Everbridge Personal Safety Device (optional)	The Everbridge Personal Safety Device is an IoT wearable device that instantly alerts officials and emergency responders to the location of an active threat or situation. The personal safety device can be used on and off campus, providing protection to staff, administrators, bus drivers. Provide staff on field trips and Coaches with the protection they need while traveling away from campus while on school business.	\$ 300.00	Annual	N/A	Per Device	1-499 \$300.00 500-999 \$280.00 1000 or more \$270.00
Implementation	Set up of the personal safety device, thresholds for alerting and device assignments	\$ 1,500.00	One-time	Per District		
Everbridge Signal (Optional)	Monitor threats against schools, staff and administrators that are found online, on social media and even on the dark and deep web. Take a proactive approach to school safety and prevent threats before they make it on campus. Everbridge signal monitors public social media channels for any threats made to your school and staff, threats being organized on the dark and deep web help campus officials keep their schools safe.	Pricing is determined by number of users and can be broken down by per school or per district based on how the safety team is set up. Custom pricing will be provided at a 25% off list price for TEA.	Annual	Per District or school, based on how safety team is set up		

## Everbridge Privacy, Security and Compliance

Everbridge is committed to providing a secure environment using state of the art technologies to safeguard your information. At Everbridge, safety is always balanced with privacy. We help you comply with all local and global regulations while protecting the privacy of your employees. Everbridge maintains several security certifications such as:



## Everbridge Security Overview

- ◆ **Access to contact data**
  - Control how contact data is collected, who has access to personal identifying information (PII), and how long data is displayed. Access to contact data is dependent on:
- ◆ **Double opt-ins for the Everbridge App, Member Portal, and collection of PII**
  - The organization can request the data
  - The contact can choose to provide the data
- ◆ **Role-based access to data and controls**
  - Eight role types available with many configurable permission options
  - Access to data can be restricted within the organization
- ◆ **Encryption of location data**
  - Whether just checking in, activating a safe corridor, or issuing an SOS, location is encrypted and can only be viewed by those who have the right roles and permissions
  - Controlled access and disclosure of how location data is used



## ◆ Location Sharing

Everbridge supports both explicit (user provided) and implicit locations from the mobile app. Implicit locations are only loosely tied to a profile and no one is being tracked. Implicit locations are for reference in the back end only and are not displayed on a map or in the contact profile. The platform uses implicit locations for private incident zones.

## ◆ Private Incident Zones

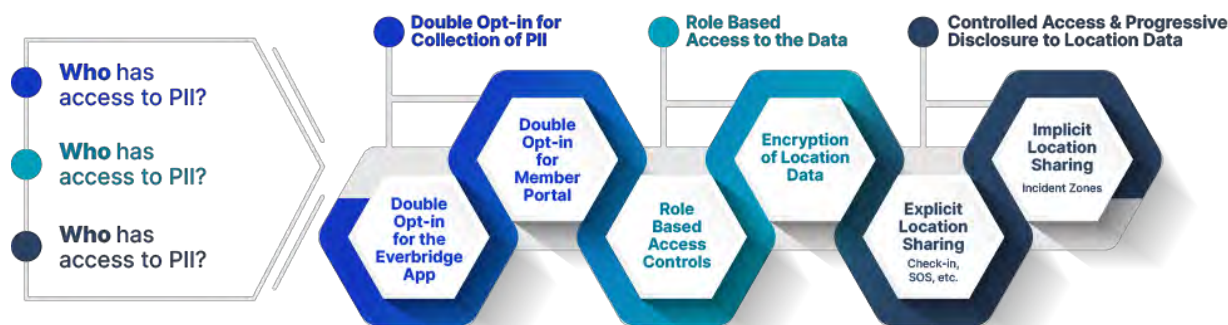
If a contact enters a private incident zone, the contact will get a push notification. Only the name of the contact reached is reported—not the location of the individual.

## ◆ Public Incident Zones

If a contact enters a public incident zone and taps the crosshairs on the map, visits the local page, or moves 100 meters (every 10 minutes for Android users), the contact will get a push notification.

## Satisfy HIPAA, FedRAMP, ISO and Other Compliance Requirements with Everbridge

- All chats are encrypted using modern elliptic-curve encryption, with one-time key pairs at the application layer.
- During transmission, per-channel symmetric keys encrypt chat content.
- While at rest, chat content is encrypted with a separate device-specific, symmetric key.
- Push notification content is also encrypted.
- Networking throughout the app uses HTTPS encrypted communication.
- Keys can be revoked for each unique user/device combination and are never kept in permanent storage.
- TLS 1.2 or better is enforced by the app at the device Operating System level.
- OS-level encryption and sandboxing protects stored data.
- Databases are encrypted with SQL Cipher.
- Everbridge servers are registered using DNS CAA records to prevent man-in-the-middle attacks.



For more information about privacy, security, and compliance visit:

<https://www.everbridge.com/about/legal/compliance/>

## Technical Support, Training & Professional Services

Our 20 years of experience supporting critical event solutions across all major markets have helped us develop the most experienced professional services team in the industry.

### Technical Support

The Everbridge Customer Support team is committed to helping our clients achieve and maintain performance excellence. As part of our commitment, it is our goal to improve the Everbridge experience by managing and resolving your technical inquiries. Technical support services are available to clients as part of the Everbridge solution. They include the self-service Support Center, email support, and phone support that are available 24x7x365. They also include a top-priority phone queue to the Emergency Live Operator service provided to help send emergency notifications if you cannot access the Everbridge interface directly and is available 24x7x365.

### Everbridge University



Everbridge University (EBU) and the Everbridge YouTube Channel provide a hub of over 250+ interactive self-service resources to prepare your team to be confident in their decisions using Everbridge. Available 24x7x365, Everbridge University offers role-based training and certifications that incorporate skills, concepts, and best practices to effectively leverage Everbridge solutions.

### Professional Services

Everbridge Professional Services utilizes a proven, four-stage implementation and project management methodology offering the following benefits:

- ◆ Leverages best practices and subject matter expertise built over 2000+ deployments
- ◆ Mitigates risk through effective planning, project management, and regular communication for the duration of the project
- ◆ Ensures product configurations solve for business needs, providing customer self-sufficiency over the long-term

## Everbridge Best in Resilience Certification

As the pioneers in Critical Event Management, Everbridge has developed a proprietary Critical Event Management (CEM) Standards Framework™ offering certified organizations the industry's first end-to-end methodology for evaluating and benchmarking resilience. The Everbridge Best in Resilience™ Certification Program provides a unique standards framework for assessing an organization's overall resilience, leveraging 22+ years of professional services engagements in over 150 countries to offer businesses and government agencies an end-to-end methodology for evaluating resilience when confronted with critical events. The program recognizes organizations, private and public, that embody readiness, responsiveness, and resilience when confronted with critical events.



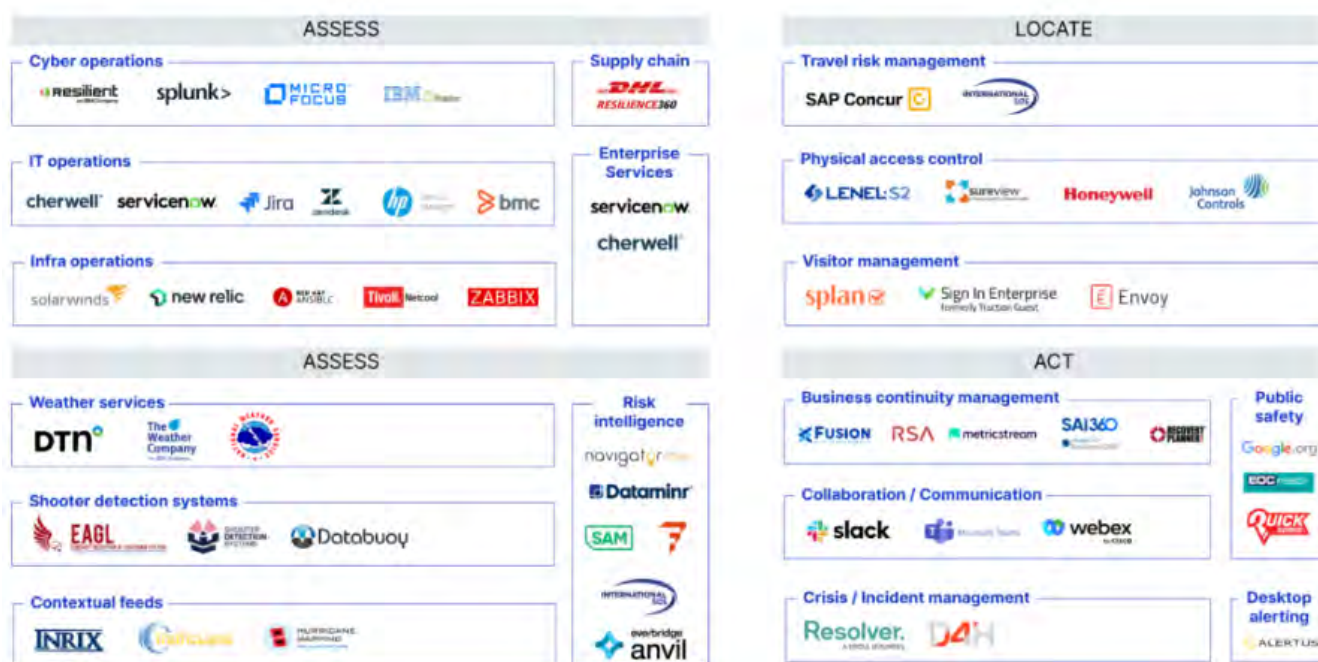
This framework is based on experience from over 22 years of professional service implementations across thousands of enterprises from over 150 countries and tens of billions of critical interactions delivered.

The Best in Resilience™ Certification enables leaders to understand their current capabilities and make informed choices based on their risk appetite. Further, it can be used as a value signal, providing confidence to employees and key stakeholders.

## Everbridge Partner Ecosystem

**Innovate faster. Reduce complexity. Leverage current investments. Maintain resilience.**

The largest ecosystem of physical security, cybersecurity, IT operations, and risk management partners in the industry extends the value of your existing infrastructure investments and speeds time to value.



Please visit this site for more information: <https://www.everbridge.com/platform/ecosystem/>



Everbridge, Inc. empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

***Non Disclosure***

***This proposal contains business, technical, and financial information that if disclosed would result in substantial injury to Everbridge's competitive position. Everbridge requests that such data be used only for the evaluation of this response and not be shared with outside parties.***

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	FiveStones Safety, LLC
<b>Mailing Address:</b>	P.O. Box 665, Argyle TX 76226
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Lainey Nakhleh
<b>E-Mail:</b>	lainey@fivestonessafety.com
<b>Phone Number:</b>	817-729-0396

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

FiveStones Safety, LLC

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Lainey Nakhleh  
lainey@fivestonessafety.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

Yes ☒ No

**TEXAS EDUCATION AGENCY**  
**RFI RESPONSE RFI 701 25 013, APPROVED LIST OF VENDORS FOR SILENT PANIC ALERT TECHNOLOGY**

<b>REQUESTING PARTY</b>	Texas Education Agency	<b>RESPONDING PARTY</b>	FiveStones Safety LLC
<b>RFI RESPONSE SUBMISSION DEADLINE</b>	March 26, 2025 – 2:00 PM CST	<b>DATE OF RFI RESPONSE</b>	March 20, 2025

<b>ORGANIZATION NAME</b>	FiveStones Safety, LLC	<b>CONTACT NAME</b>	Lainey Nakhleh
<b>ADDRESS</b>	P.O. Box 665 Argyle, TX 76226	<b>CONTACT TITLE</b>	Vice President
		<b>PHONE</b>	(817) 729-0396
		<b>EMAIL</b>	<a href="mailto:lainey@fivestonessafety.com">lainey@fivestonessafety.com</a>
		<b>WEBSITE</b>	<a href="http://www.fivestonessafety.com">www.fivestonessafety.com</a>

**Section 1.6 INFORMATION REQUESTED**

**a. Company and Product Summary**

Provide an overview of the company's background and history (no more than two pages) to include the following information:

- i. Background:
- ii. Experience: Relevant experience in delivering school safety products and services within Texas.
- iv. Current Users: Number of Texas school districts currently using the product.
- v. Service Area: Geographic service areas within Texas.

**i. Background:**

FiveStones Safety was established in 2020 by founders with decades of experience in school safety and security, driven by a mission to protect students and educators. Their expertise stems from front-line military service, 17 years in district operations, 21 years in school integrated solutions, and school board leadership. This diverse experience has given them a deep understanding of the challenges schools face and the critical need for reliable safety measures.

As parents themselves, their dedication to this cause was deeply personal, inspiring them to create safer learning environments. The name "FiveStones" reflects their focus on strength, resilience, and precision—qualities they sought to embed in their innovative safety solutions.

The founders chose CENTEGIX CrisisAlert as their cornerstone solution after a thorough evaluation of its capabilities. They valued its discreet, wearable panic button that instantly alerts administrators and first responders with precise, location-based technology, and redundant notification—perfectly aligning with FiveStones' emphasis on reliability and rapid response. This partnership with CENTEGIX, a company sharing their commitment to school safety, has enabled FiveStones Safety to grow into a trusted name, blending parental passion with professional expertise to safeguard schools state-wide since its inception.






**ii. Experience:**

FiveStones Safety is one of the few CENTEGIX Partners nation-wide certified to Sell, Install, and Train customers on the CENTEGIX CrisisAlert SPAT Safety Platform. Our team of industry experts collaborates with each district to develop customized programs that address their unique needs.

Below is a list of Texas school districts and institutions that have partnered with FiveStones Safety in Texas.

Albany ISD	Farmersville ISD	Lena Pope - Chapel Hill Academy
<i>Aldine ISD</i>	Ferris ISD	Lena Pope Home Inc
Argyle ISD	Friendswood ISD	Lindsay ISD
Bland ISD	Gainesville ISD	<i>Louise ISD</i>
<i>Brazosport ISD</i>	Glen Rose ISD	Marble Falls ISD
ChildCare Group	<i>Grandfalls Royalty ISD</i>	Melissa ISD
Children's Advocacy Center of Dallas	<i>Hawley ISD</i>	<i>Midland ISD</i>
Crane ISD	Huckabay ISD	New Deal ISD
Cuero ISD	Karnes City ISD	Normangee ISD
Dallas Children's Advocacy Center	Katherine Anne Porter Charter School	<i>Sherman ISD</i>
Danbury ISD	Knippa ISD	The Family Place
Decatur ISD	Lake Travis ISD	Thrall ISD
<i>Divide ISD</i>	<i>Leaky ISD</i>	<i>Valley View ISD</i>
Dripping Springs ISD	<i>Leander ISD</i>	<i>Village Tech Schools</i>

*\*Italicized institutions were installation only sites*

 <p>CHRIS FONTANA, CHIEF OF POLICE MELISSA ISD</p> <p>"This is the best investment we've made and my number one priority upon becoming the Chief of Police at MISD."</p>	 <p>DR. COURTNEY CARPENTER, SUPERINTENDENT ARGYLE ISD</p> <p>"Argyle ISD has always been a leader in safety and security, and we take pride in being one of the first district in Texas to adopt the CENTEGIX CrisisAlert Safety Platform. This solution provides an unmatched level of protection—there is nothing as powerful on the market."</p>	 <p>STEVE WADE, CHIEF OF POLICE FARMERSVILLE ISD</p> <p>"FiveStones Safety has gone above and beyond in customer service. I appreciate their high level of professionalism and dedication."</p>
<p>Chris Fontana (602) 579-1946 <a href="mailto:christopherfontana@melissaisd.org">christopherfontana@melissaisd.org</a></p>	<p>Michael Lemish— Network (940) 4647241-7777 ext 19911 <a href="mailto:Michael.lemish@argyleisd.com">Michael.lemish@argyleisd.com</a></p>	<p>Steve Wade (972) 782-8645 <a href="mailto:swade@farmersvilleisd.org">swade@farmersvilleisd.org</a></p>

Services: Turnkey Services including our white glove approach for a single point of accountability and a turnkey solution to meet Alyssa's Law and House Bill 3 mandates. This includes System Hardware and Software, Project Management and Installation, Strategic Communications Services, On-Site Training, System Testing and Commissioning, Warranty and Services.

*\*Additional client references available upon request.*



Our Client-First, Turnkey Approach:

**YOUR TRUSTED PARTNER FROM BEGINNING TO END**

The FiveStones Safety white glove approach provides a single point of accountability, and a turnkey solution to meet Alyssa's Law and House Bill 3 mandates.

Project Management & Implementation	Strategic Communications	On-Site Training	System Testing & Commissioning	Warranty & Services
From planning to execution, our experts work alongside your team to ensure a seamless installation and implementation process, keeping quality and safety at the center of everything that we do.	We provide tailored and comprehensive messaging packages that engage and inform all stakeholders, reinforcing confidence in your district's commitment to school safety and responsible stewardship.	Empowering your entire staff with in-person, hands-on training for confident operation in times of need, and long-term effectiveness using your district's Standard Response Protocols.	Seamlessly integrating technology for peak performance and reliability, with rigorous quality checks to ensure flawless functionality before go-live.	The same dedicated team that supports you throughout the project remains by your side. We provide ongoing, expert support to guarantee your system operates seamlessly, giving you peace of mind and long-term reliability.

FiveStones Safety Founding Partner's Experience:

 <p><b>Craig Hawkesworth</b></p> <p>Title: President</p> <p>Years of Experience: 27 Years</p> <p>Education/Certifications: Master of Business Administration, International Marketing &amp; Management University of Texas at Dallas</p> <p>Bachelor of Applied Arts &amp; Science, Entrepreneurial Studies University of North Texas</p> <p>Areas of Expertise:</p> <ul style="list-style-type: none"> <li>• School Safety Technologies</li> <li>• Business &amp; Strategy Development</li> <li>• Brand &amp; Marketing Leadership</li> <li>• Partnership Development</li> <li>• Product Development &amp; Launch</li> <li>• Revenue, Sales &amp; Profit Growth</li> <li>• School District Leadership</li> <li>• Digital Marketing</li> </ul>	 <p><b>Matt Bustos</b></p> <p>Title: Vice President, Business Development</p> <p>Years of Experience: 23 Years</p> <p>Education/Certifications:</p> <ul style="list-style-type: none"> <li>• Bachelor of Science, Texas A&amp;M University, College Station, TX</li> <li>• Veteran, United States Army</li> </ul> <p>Areas of Expertise:</p> <ul style="list-style-type: none"> <li>• School Safety Technologies</li> <li>• Business &amp; Strategy Development</li> <li>• Product Implementation</li> <li>• Training &amp; Education</li> <li>• Tactical Operations</li> </ul>	 <p><b>Lainey Nakhleh</b></p> <p>Title: Vice President of Marketing</p> <p>Years of Experience: 23 Years</p> <p>Education/Certifications: Bachelor of Arts, Communications Baylor University</p> <p>Areas of Expertise:</p> <ul style="list-style-type: none"> <li>• School Safety Technologies</li> <li>• Business &amp; Strategy Development</li> <li>• Sales Strategy Development</li> <li>• Integrated Solutions Development and Support</li> <li>• Marketing Strategy</li> <li>• Offer &amp; Campaign Development</li> <li>• Marketing as a Service</li> <li>• Digital Marketing</li> <li>• Marketing Automation</li> <li>• Content &amp; Thought Leadership Development</li> </ul>	 <p><b>John Knowles</b></p> <p>Title: Vice President of Operations</p> <p>Years Experience: 17 Years</p> <p>Education / Certifications: BBA, Business LeTourneau University</p> <p>Areas of Expertise:</p> <ul style="list-style-type: none"> <li>• Operations Strategy</li> <li>• Mission Planning</li> <li>• Professional Project Management</li> <li>• Procurement and Subcontract Management</li> <li>• Client Relations</li> <li>• Process Improvement</li> <li>• Data Analysis</li> <li>• Scope Innovation</li> </ul>
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### iii. Current Users

While FiveStones Safety has 42+ clients state-wide, the CENTEGIX Safety Platform is used by 75+ Schools in Texas alone, with over 12,000 locations across 43 states, including 10 of the largest U.S. school districts.

### iv. Service Area

FiveStones Safety services the entire state of Texas and it's 20 Educational Service Center Regions.

## b. Product Overview

Please provide product information (five pages or less) that includes the following:

- i. Product Name
- ii. Description: A detailed description of the product, including its main features and capabilities.
- iii.

- i. Product Name: The CENTEGIX Safety Platform  
(Includes CENTEGIX CrisisAlert, Safety Blueprint, Visitor Management, and Reunification)
- ii. Description:



In an emergency, every second matters.

The CENTEGIX Safety Platform's **Silent Panic Alarm Technology (SPAT)**, **CrisisAlert™**, is designed to provide a seamless, real-time emergency response solution for schools.

Built on a private, managed network, the Safety Platform is designed for rapid incident response. The more efficiently you can utilize time, the better the outcome. The Safety Platform minimizes:

- **Identification Time:** All staff are empowered to quickly, easily, and discreetly indicate an emergency by simply pushing the button on their CrisisAlert™ badge. These badges are always available, work anywhere on a campus, and are not dependent on Wi-Fi or cellular coverage, eliminating any gaps in operation and/or coverage.
- **Notification Time:** Onsite response teams immediately receive the alert notification within Safety Blueprint map showing who needs help and the precise location of the activated alert. Notification steps are automated to reduce human error and delays.
- **Response Time:** The onsite response team has the correct location and knows where safety assets are located. Local 911 takes action to neutralize the situation.



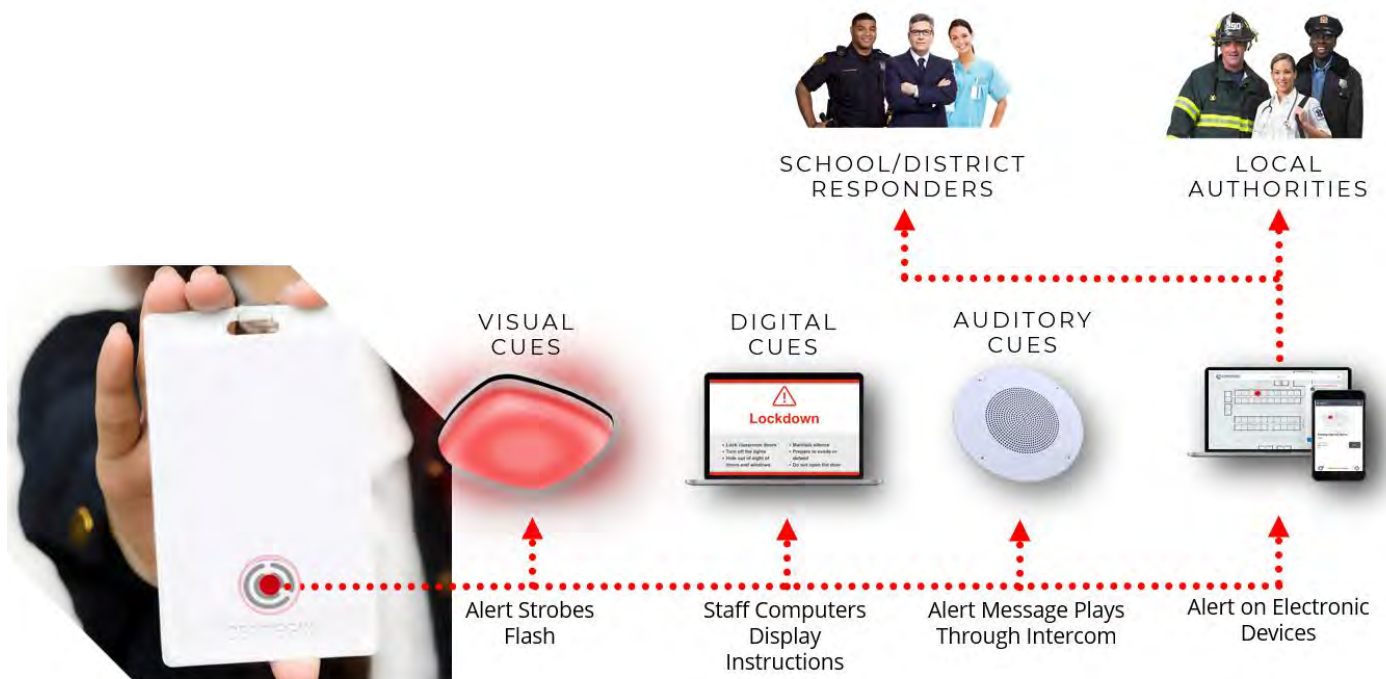
PROVEN TECHNOLOGY

**SIMPLE. SEAMLESS. STRATEGIC. SMART.**



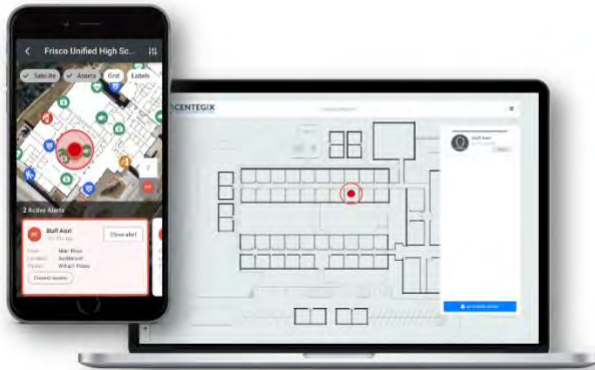
**Staff Badge Activation:** Each staff member is equipped with a **smart badge** that can initiate alerts in emergency situations.

- **Click 3X for Activation for "I need help!"**
  - A short vibration confirms activation
  - Immediate notification of the alert and the precise location of the activation sent to Internal Responders via mobile devices and desktop takeover (Security Team, Campus Leadership, Nurse, etc.).
- **LOCKDOWN Escalation Protocol:** If a visible threat or weapon is detected, the system can escalate to a **campus-wide lockdown**.
  - A long vibration confirms activation
  - CrisisAlert Strobes light up, integrated intercoms deliver a customized message, district owned laptops and desktops display response protocol
  - Immediate notification of the alert and the precise location of the activation sent to First Responder (Law Enforcement) and Internal Responders via mobile devices and desktop takeover (Security Teams, Campus Leadership, Nurse, etc.).



The strobe, intercom devices, and desktop takeover integration are part of the CrisisAlert™ solution. When activated, the intercom automatically plays an audible message, desktop and laptop computers display a protocol takeover message, while the strobes flash the light that corresponds to the Texas School Safety Center recommended “I Love U Guys” Foundation Standard Response Protocol.

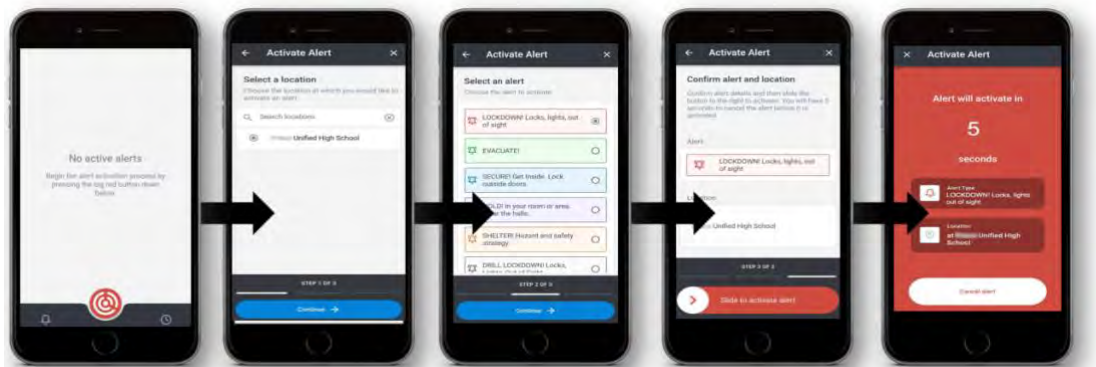
#### Responder Notifications



#### Campus Notifications



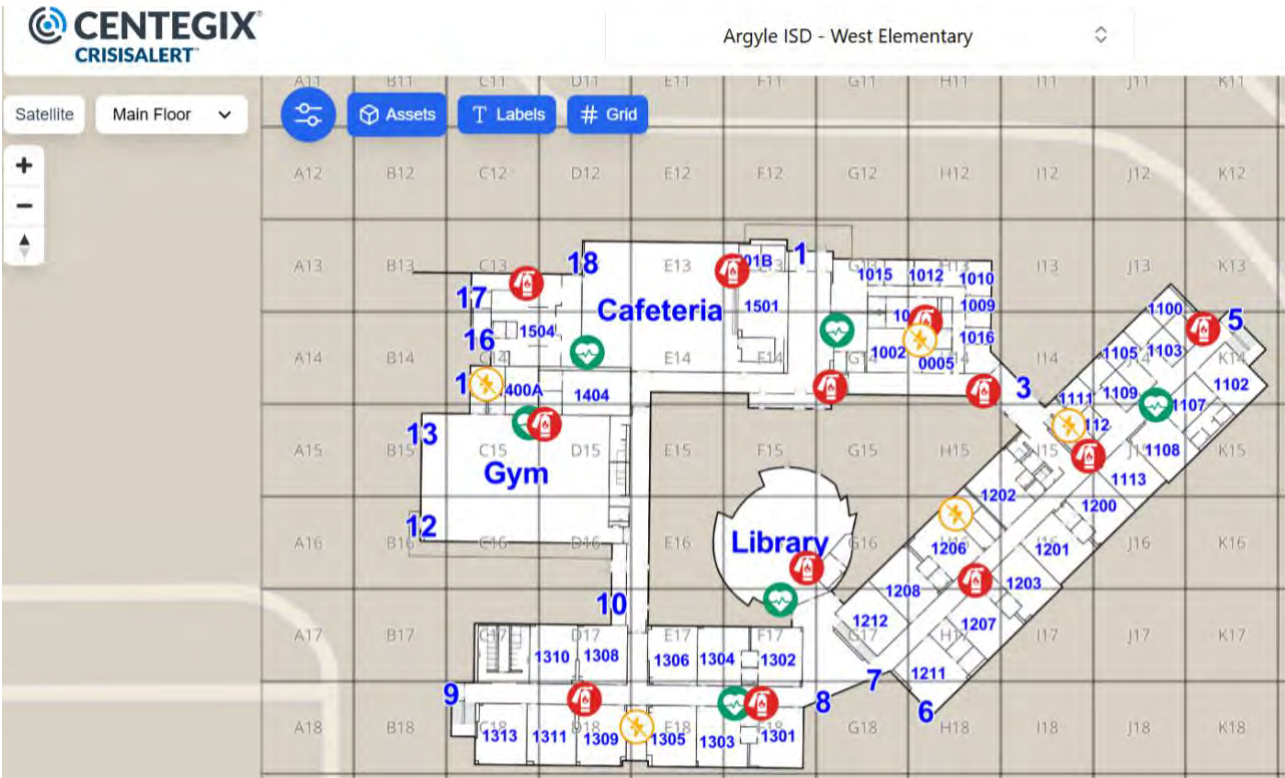
**Mobile Activation:** Designated district leadership are equipped with the CrisisAlert™ mobile application for additional activation options.



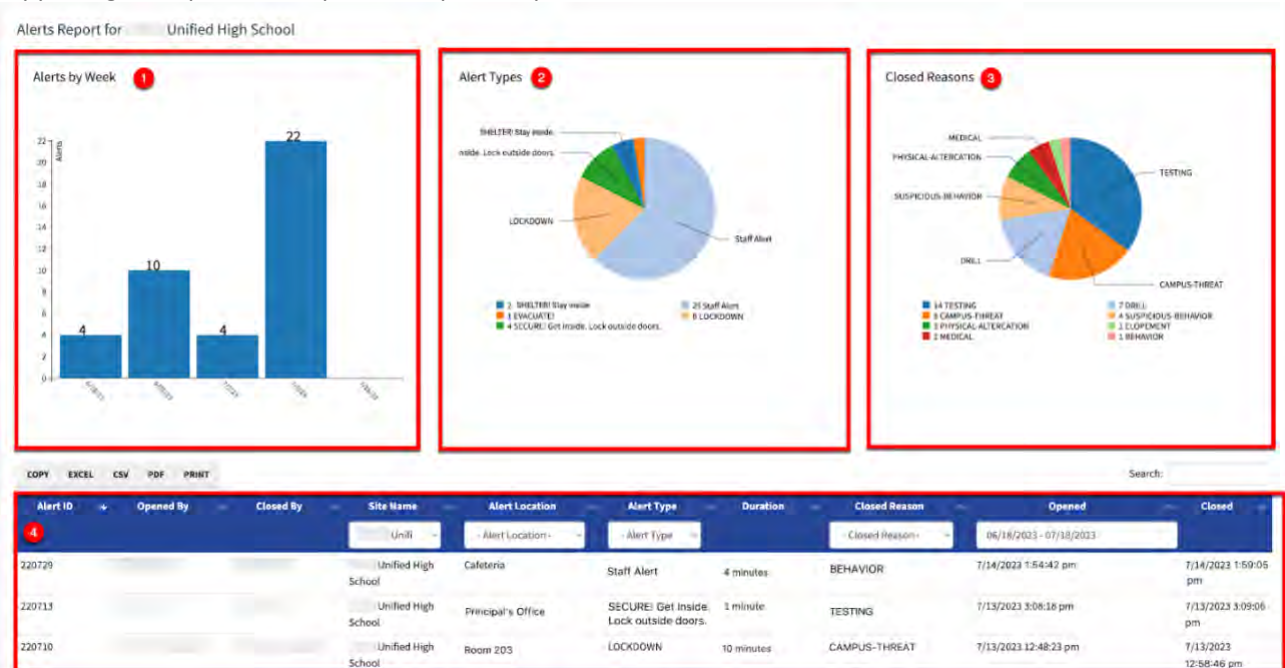
#### Dynamic Mapping for Emergency Response:

- The **CENTEGIX Safety Blueprint™** enables real-time and evergreen updates to school layouts, including:
  - Plot and visualize safety assets and equipment (AEDs, first aid kits, fire extinguishers, cameras, etc.)
  - Label rooms, doors, hallways and more
  - Make minor floorplan changes without the need to engage an architect
  - Provide law enforcement and emergency teams up-to-date facilities mapping and **real-time digital grid for rapid response during emergencies.**





CrisisAlert's™ powerful *Analytics Dashboard* gives the user the information needed to keep your finger on the pulse of what's happening at a specific campus, multiple campuses, or across the entire district.



- Alerts by Week:** How many alerts have been activated each week.
- Alert Types:** How many of each type of alert has been activated.
- Closed Reasons:** The reasons why alerts have been closed out.
- Alert Details:** This shows you who opened and closed the alert, the site and location on the site, what type of alert was activated, the duration it was open for, and why it was closed out. You can also see the dates and times the alerts were opened and closed.

### c. Technical Information

- i. Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.
- ii. Silent Panic Alert Technology: Details about the technology used.
- iii. Integration: Compatibility with existing systems and software.
- iv. Data Security: Measures in place to protect sensitive information.





#### i. Product Type:

The CENTEGIX Safety Platform is a comprehensive solution that combines advanced safety hardware with IoT-driven software, all powered by a private security network and an enterprise SaaS for seamless daily operation.

#### ii. Silent Panic Alert Technology

##### Hardware:

There are four proprietary hardware components that drive the Safety Network's alert activation, notification, and locating capabilities: the CrisisAlert™ Badge, the CrisisAlert™ Strobe, the CrisisAlert™ Beacon, and the CrisisAlert™ Gateway.

			
<b>BADGE</b> <ul style="list-style-type: none"> <li>● Every Employee</li> <li>● Vibration Upon Activation</li> <li>● Multi-Year Battery Life</li> </ul>	<b>STROBE</b> <ul style="list-style-type: none"> <li>● Installed Indoors in Every Occupied Space District-Wide</li> <li>● Multi-Color Visual Alerting Aligned to Texas School Safety Center SRPs</li> <li>● Multi-Year Battery Life</li> </ul>	<b>LOCATING BEACON</b> <ul style="list-style-type: none"> <li>● Installed Outdoors to Extend the Solution's Network to the District's Property Line</li> <li>● Multi-year battery life</li> </ul>	<b>GATEWAY</b> <ul style="list-style-type: none"> <li>● Multiple per Site for Redundancy and Back-Up</li> <li>● Creates a Mesh Network Across District Devices</li> <li>● 8-hour battery backup</li> </ul>

##### Software:

CENTEGIX's CrisisAlert™ Comprehensive information including user management, location mapping, and alert and device configuration can be performed and be accessed from any Web browser.

Available in Android and iOS, CrisisAlert's™ mobile application allows users to quickly manage and monitor an emergency event as it's unfolding – directly from their smartphone. Desktop client applications are installed on a PC or Mac, providing alert notification and activation functionality, along with full crisis management capability.

The CENTEGIX CrisisAlert™ Safety Platform utilizes a cloud-based platform for all of our solutions. They are accessible via any modern browser on a desktop or mobile device and are Java and Adobe Flash free.

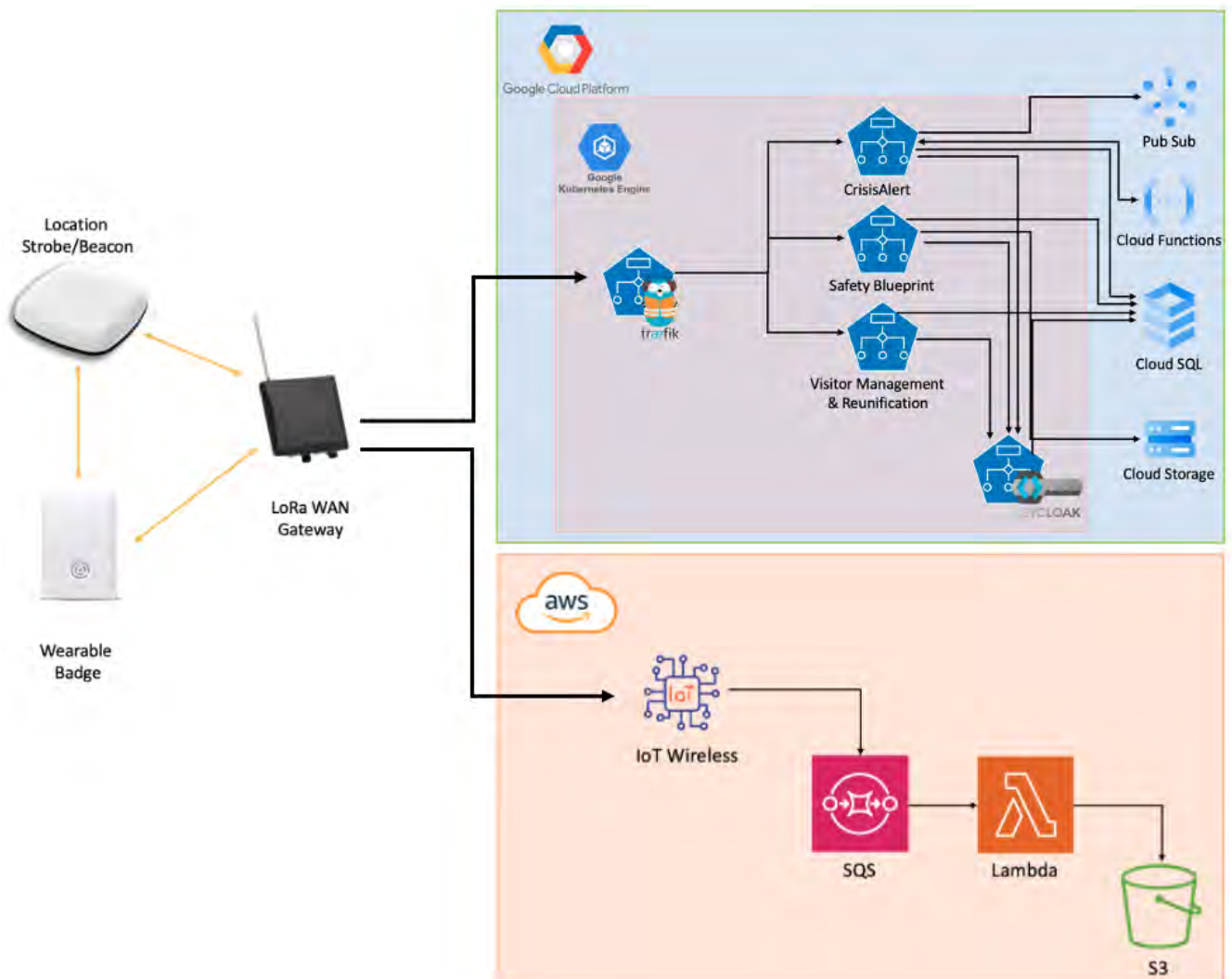
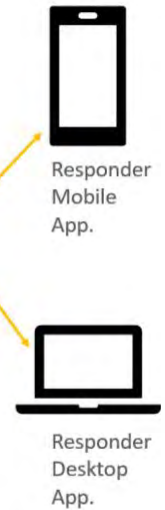
1. Upon badge activation, the badge scans for the closest location device (beacon or strobe) device via BLE. All traffic is encrypted end-to-end SHA-256 SSL.



2. Badge builds up an alert payload and delivers the content to the LoRa gateway. The LoRa gateway does not inspect/alter payload from the badge.

3. LoRa gateway then transmits the content securely using AES256 to Centegix's AWS IoT instance using access to Internet via LAN or cellular backhaul.

4. AWS IoT decrypts AES payload from the LoRa gateway. Resulting encrypted alert payload is sent to CENTEGIX Safety Platform and then decrypted. CENTEGIX then processes the alert by issuing internal notifications (strokes), notifications to responders and/or output to integrations.





iii. Integration

## MAXIMIZE YOUR EXISTING INFRASTRUCTURE INVESTMENT WITH SEAMLESS INTEGRATIONS



**Don't see your platform? Don't worry! The CENTEGIX open IP configuration tool allows us to integrate with almost any provider.**

CENTEGIX HAS INTEGRATED WITH, OR IS IN THE PROCESS OF INTEGRATING WITH THE FOLLOWING TECHNOLOGIES

### ACCESS CONTROL

Brivo  
Genetec  
Intralogic  
Lenel/S2  
Lynx  
Monitorcast  
OpenOptions  
Pro Data Key  
Verkada

### CAMERAS

Avigilon  
Fusus  
Genetec  
Intralogic  
Lenel/S2  
Motorola Aware  
Omnilert  
Verkada

### DIGITAL DISPLAY

AppSpace  
BenQ  
Boxlight  
Carousel  
ClearTouch  
DakBoard  
Ditto  
EverAlert  
Newline  
RiseVision  
TSN  
Viewsonic  
Vivi

### MASS NOTIFICATION

Catapult  
Cistera  
Everbridge  
Informacast  
Regroup

### INTERCOM

Algo  
Audio Enhancement: Epic  
Bogen Nyquist  
Carehawk  
Dukane  
Extron  
FrontRow  
Kloud-12  
Mitel Revolution/Synapps  
Rauland (TelecenterU)  
Telecor  
Valcom (IP6000)  
Wahsega

### PSAP

Fusus  
Motorola Aware  
Mutualink  
Noonlight  
OpenOptions  
Rapid Deploy  
Rapid SOS  
SaferWatch

### MISC.

Azure  
Google Apps for Ed  
Avigilon Suite  
• Motorola ACC  
• Motorola ACM  
• Motorola Unity  
WebRelay Quad

i.v. Data Security

In an era where digital security is not just a necessity but a critical component of any successful business, CENTEGIX has an acute focus on cybersecurity. FiveStones Safety and CENTEGIX commit to protecting your data and ensuring the resilience of our services is unwavering. We have five pillars of our security strategy; each designed to fortify our systems and safeguard your data.

- **NIST Cybersecurity Framework**

At CENTEGIX, we believe in building upon established successes. This is why we have adopted the National Institute of Standards and Technology (NIST) cybersecurity framework. This framework is globally recognized for its comprehensive approach to managing cybersecurity risk. It encompasses identifying, protecting, detecting, responding, and recovering from cyber incidents. By aligning our security practices with NIST guidelines, we ensure a robust and scalable security posture that adapts to the evolving cyber landscape.

- **Data Encryption: End-to-End Protection**

We understand the value of your data and the importance of keeping it confidential. At CENTEGIX, we implement end-to-end encryption for all data, both at rest and in transit. This means your information is encrypted from the moment it leaves your system until it arrives at its destination and vice versa. Our encryption protocols are designed to prevent unauthorized access and ensure that your data remains secure and private at all times.



- **Data Access and Security: Controlled and Monitored**

Effective data access management is crucial in the SaaS environment. CENTEGIX employs stringent data access policies to ensure that only authorized personnel have access to sensitive information. Customer data is logically separated at the database/datastore level using a unique identifier for the customer. We adhere to the principle of least privilege, especially for API access rules, ensuring that each user is granted the minimum level of access required for their role. This approach significantly reduces the risk of internal and external threats to data integrity and confidentiality.

- **Internal Controls and Change Management: Ensuring Operational Integrity**

To ensure that every process, from data handling to software deployment, adheres to the highest standards, we leverage our Governance, Risk, and Compliance (GRC) tool. This tool enables us to continuously monitor and manage our internal controls in real-time, ensuring that risks are identified and mitigated promptly. In addition, we follow SOC 2 Security controls, which provide a rigorous framework for safeguarding the confidentiality, integrity, and availability of our systems and data. This comprehensive approach ensures regulatory compliance and a proactive commitment to security and governance.

- **Disaster Recovery and Business Continuity: Preparedness and Resilience**

CENTEGIX performs automatic backups of all customer and system data to protect against catastrophic loss due to unforeseen events that impact the entire system. An automated process will back up all data to a separate zone in the same country (e.g. US East A to US EAST B). Our backup policy is tested yearly with our Disaster Recovery Plan and Business Continuity Plan.

Our disaster recovery and business continuity plans ensure that our services remain operational, and your data remains accessible, regardless of the scenario. We conduct comprehensive annual tests of our business continuity procedures, backup protocols, and incident response plans to ensure they are effective and up to date. These tests simulate various scenarios, including natural disasters, cyber-attacks, and other disruptive events, to validate that our systems, processes, and teams are ready to respond effectively. In addition, we regularly review and update our backup procedures to ensure data integrity and availability during any interruption. This proactive and thorough approach to disaster preparedness guarantees minimal disruption to your business operations and provides a swift recovery during an incident.

#### **d. User Experience and Implementation**

- i. Training and Support: Availability of user training, onboarding, and ongoing support.
- ii. Customization Options: Ability to tailor the product to specific needs (e.g., district size, campus count, total access points).
- iii. Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.
- iv. Updates: Frequency and process for issue resolution and product enhancements or updates.

- i. Training and Support

FiveStones Safety delivers four tiers of on-site and remote training to ensure that the implementation AND maintenance of your system is achieved.

1. System Administrator
2. End Users
3. Site & District Responders
4. Site Administrators

<b>System Administrator:</b> Ongoing training and support throughout the implementation of the project. This individual works alongside FiveStones Safety & CENTEGIX to set up the back end of the system and become familiar with how to manage it going forward. (Ongoing: Remote)		
<b>General Staff/End-User Training:</b> All Paid Staff  (1 Hour: On-site)	<b>Site and District Responders/ Train the Trainer:</b> District Administrators, SROs/PD, Principals, VPs, and Nurses  (1.5 Hours: On-site)	<b>Site Admin Training:</b> Identified personnel to maintain campus level badges including distribution, deactivation, and regular badge training mode (1 Day: On-site)
<ul style="list-style-type: none"> <li>• About the System</li> <li>• Your Ability to Activate the System</li> <li>• What to Expect in a Lockdown</li> <li>• Use Cases &amp; Administrator Activations</li> <li>• Wearing &amp; Caring for Your Badge</li> <li>• Badge Distribution &amp; Training Mode</li> </ul>	General Staff Training + <ul style="list-style-type: none"> <li>• Responder Training</li> <li>• Role of a Responder</li> <li>• Software System Access</li> <li>• Mobile &amp; Desktop Use</li> <li>• Web Interface &amp; Badge Management</li> <li>• Drill Procedure &amp; Reports</li> </ul>	General Staff Training + <ul style="list-style-type: none"> <li>• Admin Training</li> <li>• Software System Access</li> <li>• Scanning Badges</li> <li>• Badge Training Mode</li> </ul>

Ongoing support of both the software and hardware components of the Safety Platform solution is essential. Since the platform is considered Hardware as a Service (HaaS), whereby CENTEGIX owns the CrisisAlert™ equipment, the equipment will be maintained and repaired by CENTEGIX and FiveStones Safety. See CENTEGIX Standard Terms & Conditions for full details.

Your maintenance agreement includes the following services:



Safety Platform Cloud Solution provides access to configure, activate, and manage users and alerts.



Proactive service management software and notifications including automated 24/7 trouble ticketing and ticketing interfaces.

- The Centegix Command Center will proactively identify sites requiring IoT device updates and communicate those to the customer
- Centegix will work with the customer to identify onsite personnel that can replace an IoT device or battery or a field service partner to complete.



Feature enhancement and routine version updates for all components on a monthly or quarterly basis including:

- Device software and firmware including strobe, beacon, hub, solar, and gateway devices.
- Analytics and reporting software including an alert dashboard and export capabilities.
- Mobile and desktop software for iOS and Android Software, as well as MSI/DMG files.
- Responder software and interface available for web and alert software.



An annual detailed evaluation of each site to evaluate device health, network coverage, and battery life.

- This review typically occurs in the summer months.
- CENTEGIX and your partner (if applicable) will review the site evaluation with you, which includes details of the tune-up to be done, such as replacing devices with repeat issues or batteries with less than 6 months remaining.

## ii. Customization Options

The CrisisAlert™ interface is consistent for all users. Access/role-based permissions will determine what site(s) they have access to for a view of users at that site, dynamic digital maps, alert capabilities, and system analytics and reporting.

System notifications through the intercom messages, strobe devices, and screen displays can be adjusted based upon the district's preferences and are customizable should the district choose to differ from the "I Love U Guys" Foundation Standard Response Protocols (SRPs).

Through Safety Blueprint, the platform's dynamic digital mapping program, campuses can plot and visualize where safety equipment and assets are physically located in your facilities. The dynamic digital mapping capability provides evergreen blueprints by giving you control of minor floorplan changes without the need to engage an architect for new renderings. Users can zoom in/out and toggle through multiple floors. Site labels are included with Safety Blueprint and can be applied and edited to in real time by the customer. Users can apply small, medium and large size labels to their maps and any user can dynamically change the map view by toggling one or more of these labels on or off on the live map. Examples of labels a customer may apply to their map include buildings names, door numbers, room labels, hallway names, stairwell numbers, locations of hazards, critical utility locations, parking areas, athletic fields, surrounding roads, and neighboring properties.

Reporting is an embedded functionality of the CENTEGIX Safety Platform and can be customized to the site and data specific to the district's needs. Drill information is a common report run by districts to meet TEA requirements.

We offer Alert Data Reporting by site and/or by district. User Reports, Badge Health Reports and Site Reports can be run and analyzed at any time. Reports are unlimited and can be exported in Excel/CSV if needed. Reports can be viewed in real time at any time of the day and can be shared with a defined distribution list. An example report is below for reference:

Alert ID	Opened By	Closed By	Site Name	Alert Location	Alert Type	Duration	Closed Reason	Opened	Closed
			Ferris	- Alert Lo	- Aler		DRILL	01/20/2025 - 02/20/2025	
621228			Ferris High	Alert Received Via App	Shelter	5 minutes	DRILL	2/13/2025 8:57:10 am	2/13/2025 9:02:37 am
618405			Ferris High	Admin Office Area	LOCKDOWN	15 minutes	DRILL	2/11/2025 9:39:53 am	2/11/2025 9:54:59 am
618069			Ferris High	Alert Received Via App	Secure	20 seconds	DRILL	2/11/2025 8:07:10 am	2/11/2025 8:07:30 am
617001			Ferris High	Alert Received Via App	Hold	4 minutes	DRILL	2/10/2025 10:11:00 am	2/10/2025 10:14:47 am

## iii. Implementation Process

**FiveStones Safety** follows a rigorous **four-phase, 120+ point, 8-page project planning and implementation lifecycle**, overseen by a dedicated client liaison, operations lead, and communications lead. Weekly stakeholder calls keep the project on track and ensure alignment on action items.

The FiveStones Safety and CENTEGIX Onboarding Team supports you every step of the way, addressing project needs and requested changes. They provide detailed process flows, meeting notes, action items, and milestone reviews.

Our **four-phase methodology** ensures successful deployment and compliance:

### Phase 1: System Set-Up & Integrations

- Conduct a comprehensive site assessment.
- Collaborate with school administrators, IT staff, and law enforcement to define system requirements.
- Configure gateways to build out stand-alone network.

- Integrate the system with existing safety and security infrastructure, intercoms, and local law enforcement PSAP.

#### Phase 2: Installation & Testing

- District-wide hardware installation.
- Conduct controlled system tests to verify: Instant alerts reach emergency responders, strobes light, desktop takeover occurs, location tracking is accurate and reliable, integrations with school security systems function properly.

#### Phase 3: Training

- Deliver hands-on training sessions for school staff and school responders on how to activate and respond to an alert.
- Provide training documentation, video tutorials, and quick-reference guides for ongoing staff education.

#### Phase 4: Go-Live & Ongoing Support

- Officially launch the system with full functionality across all school locations.
- Monitor system performance in real time to ensure optimal reliability and security.
- Ongoing technical support and emergency troubleshooting.

An EXAMPLE and summarized process flow is here for reference:

		ONBOARDING & PLANNING						SYSTEM SET-UP						INSTALL & TEST										TRAINING & TROUBLE SHOOTING				GO LIVE
TASK	OWNER	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	WK 7	WK 8	WK 9	WK 10	WK 11	WK 12	WK 13	WK 14	WK 15	WK 16	WK 17	WK 18	WK 19	WK 20	WK 21	WK 22	WK 23	WK 24	WK 25	WK 26	
Board Approval	Customer																											
Signed Contract	Customer																											
Return Executed P.O.	Customer																											
Kick-Off Meeting	Customer, FiveStones, CENTEGIX																											
Provide Site Maps	Customer																											
Review NW Drop Map & Complete Workbook	Customer																											
Ship Gateways & Complete NW Drops	CENTEGIX, FiveStones																											
Confirm Gateways are Online & On Network	Customer, CENTEGIX																											
Ship Remaining Equipment	CENTEGIX																											
Complete System Set-Up	CUSTOMER																											
Training & District Communication Preparation	CUSTOMER, FiveStones																											
Install Equipment	FiveStones																											
Install Revisits if Needed, Final Training Prep	FiveStones																											
System Testing	Customer, FiveStones, CENTEGIX																											
Conduct Training	FiveStones																											
Staff Training & Badge Distribution	Customer, FiveStones																											
Go Live!	Customer																											
		Timeline varies based on project size and task completion																										

Timeline varies based on project size and task completion

Your dedicated Onboarding Team remains with the client beyond implementation, ensuring seamless execution, data migration, system configuration, and process integration—all covered within the 120+ point client lifecycle workflow. Once live, ongoing support is provided through FiveStones Safety and the CENTEGIX Command Center and Support Desk which includes:

- Software/Firmware Upgrades
- Analytics
- 24/7 Proactive Device Monitoring and Notification
- Remote Access Support
- Technical Email Support
- Remote Webinar Training
- Support Library (Recorded Webinars, How To Videos, Digital Training Manual)
- Ongoing Account Review

#### iv. Updates

CENTEGIX is able to proactively release new functionality on a regular release cycle to both our SaaS platform (through bi-weekly releases to the production environment) as well as our Hardware in the field via OTA updates.

System updates and upgrades are automatically released without any additional cost. Most updates are minor and may be released without the customer noticing any changes and without interruption. In the case of major upgrade releases with new features, an email is first sent to all customers with the changes, additions and new features detailed. Then, typically the upgrade is released during non-peak hours. Almost all updates will be completed without need of physical assistance.



## Incident Management Framework

The objective of an internal incident management framework is to restore normal services to our customers as quickly as possible and minimize the adverse impact on business operations while ensuring we maintain our service quality levels.

## Service Level Agreements

Priority (Severity)	Description	Target Response Time	Target Resolution Time*
1	Urgent	1 Hour	2 Hour
2	High	2 Hours	4 Hours
3	Normal	8 Hours	10 Hours
4	Low	12 Hours	ICB **

\*Resolution time does not include shipping time or truck rolls (if needed)

\*\* Resolution time frame will be given based on the type of request

**Note:** Hours are based on business hours for the Support Desk, which operates M-F, 7 am-10 pm Eastern, excluding US holidays.

## Incident Description Details

Description	Details
Urgent	<ul style="list-style-type: none"> <li>CENTEGIX Web or Application Portal Unavailable</li> <li>Inability to reach customer network or gateway not available</li> <li>Unresponsive hardware potentially causing Alert Activation to be unavailable</li> <li>Hardware location unidentifiable or changed without CENTEGIX knowledge</li> </ul>
High	<ul style="list-style-type: none"> <li>Unresponsive hardware potentially causing less than ideal location accuracy</li> <li>Critical user unable to access account or interface (e.g. District Admin)</li> </ul>
Normal	<ul style="list-style-type: none"> <li>Non-Crisis related system administration issue such as inability to add new users</li> <li>Setup Help, configuration assistance, or issues causing minimal impact on business</li> </ul>
Low	<ul style="list-style-type: none"> <li>General inquiry/enhancement request, moves, changes, or additional orders</li> </ul>

**Command Center :** 800-950-9202 ext 2 or support@centegix.com

### e. System Reliance and Continuity

- Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.
- Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.
- Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.

#### i. Operational Assurance:

Each district site requires a minimum of one **LoRaWAN gateway** for system functionality. However, to enhance reliability and ensure redundancy, the **FiveStones and CENTEGIX standard** is to deploy at least **two gateways** per site.

To maintain continuous connectivity, a **Tri-Sim Cellular Backup device** is implemented. This device automatically connects to the **strongest available signal** in the event of wired network failure, ensuring seamless communication with the **CENTEGIX Cloud**.

Additionally, the system is equipped with a **battery backup** capable of providing **uninterrupted power for 6+ hours** in the event of an outage.

These redundancies ensure full system functionality even during power failures or network disruptions, maintaining the integrity and reliability of critical safety operations.

ii. Accessibility:

CENTEGIX CrisisAlert™ provides an efficient solution for all staff, requiring only access to a physical badge to be accessible each day for usage. All staff are assigned a badge and substitute staff are accounted for in the badge count and trained on usage via a short video.

Only staff required to respond to a crisis will be equipped with our desktop and mobile application for accurate location information in order to respond to an incident.

iii. Accuracy:

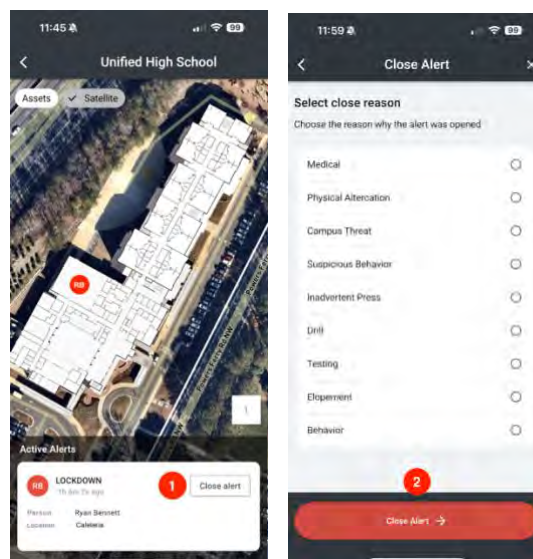
When a user activates an alert via their **wearable mobile panic button**, responders receive **automatic notifications** through the **CENTEGIX desktop and mobile applications**. Notifications come across via Amber style alert from the mobile app and automatic pop-up on their desktop device/computer. Responders then follow their local protocols to respond to the alert and can utilize either app to close any alert.

Each notification includes:

- The **identity of the individual** who initiated the alert
- Their **exact location** (both indoors and outdoors) displayed on a **digital map**
- The **nearest safety assets** available for emergency response

Traditional GPS-based mobile applications only provide general location data, such as the northeast corner of a high school, **without** identifying specific floors or rooms. This lack of precision can **delay critical response time**.

In contrast, the **CrisisAlert™ system** achieves **highly accurate location tracking** through Bluetooth communication between the **wearable badge** and the nearest **strobe or beacon device**. This method ensures **room- and floor-level accuracy** within **10-15 feet, significantly improving emergency response efficiency**.



## f. Product Pricing

Please provide an overview of your pricing structure (no more than two pages) to include the following information:

- i. Cost Structure: Pricing model, to include any one-time or ongoing costs.
- ii. Licensing Options: Types of licenses available and any associated costs.
- iii. Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.

### i. Cost Structure:

The CENTEGIX Safety Platform is offered as a Hardware-as-a-Service (HaaS) and Software-as-a-Service (SaaS) solution, with pricing determined **per site** based on a **3-year or 5-year contract term**. The platform includes:

- CrisisAlert™ Silent Panic Alarm Technology
- Core Safety Blueprint (dynamic digital mapping)
- Core Visitor Management
- Reunification

Each contract term includes:

- Software licensing, hardware, warranty, and support
- Project management and installation
- Strategic communications
- On-site training
- System testing and commissioning

For pricing details, refer to **Attachment 1 & 2**, which outline estimated costs for both **3-year and 5-year terms**.

**Note:** This is an estimated quote. Pricing is subject to annual review and adjustments based on client-specific customizations.

### i. Licensing Options:

Our licensing is based on the number of sites (schools, administrative buildings, etc.) the district wishes to deploy our solution in. All hardware/software needed at a particular site is deployed regardless of the number of staff or students. This is full campus coverage for both inside and outside of each facility.

Since our solution is cloud-based and accessible via any browser or mobile device, no measurement is required to determine an increase in the number of servers or licenses. All personnel at a site will be covered, provided with a panic button badge, and approved responders will be provided with desktop and mobile access to the solution.

### ii. Tiered Packaging:

Base package as outlined in i. Cost Structure section. Additional system capabilities and optional upgrades below:

Enhanced Safety Blueprint: \$1,000 per site per additional layer of asset tracking. (examples: IT assets, Facilities assets)

Enhanced Visitor Management: \$1,000 per site, includes 10 visitor management tracking badges per site

Attachment 1: 3-year term example

FIVESTONES SAFETY				Quote	
Texas Department of Public Safety License - B22990301				Submitted on: 3/17/25	
Customer		Sales Rep:		(Valid 60 days)	
TEA Example ISD		TIPS # 240101		Quote # TEA Example Singe Site 3 Year	
By Site		791 Purch # 791202303001			
Superintendent:				Terms (Years) 3	
Product Item / Fee	*Sites	Annual Rate Per-Site (MSRP)	Term Rate All Sites (MSRP)		
<b>SAFETY PLATFORM with CrisisAlert™</b>			\$27,000		
Standard Sites	1	\$9,000	\$27,000		
Unique Sites	0	\$4,500	\$0		
Safety Blueprint (Core)	1	\$1,000	Included		
Visitor Management (Core)	1	\$1,000	Included		
Enhanced Safety Blueprint	0	\$1,000	\$0		
Enhanced Visitor Management	0	\$1,000	\$0		
<b>Annual Fees - Safety Platform</b>					
Wireless Backup	1	\$200	\$600		
<b>Annual Fees - Visitor Management</b>					
OneRoster Integration (Centegix)	1	\$250	\$750		
<b>Full-Term Platform and Fees Sub-totals:</b>			<b>\$28,350</b>		
<b>One Time Fees - CrisisAlert™</b>					
Set-Up / Implementation / Maintenance & Support (Centegix)	1	\$2,750	\$2,750		
On-Site Installation - Gateway Cabling & Installation (FiveStones)	1	\$3,000	\$3,000		
On-Site Installation - Strobes & Beacons (FiveStones)	1	\$15,000	\$15,000		
On-Site Repsonder Training & Staff Badge Training (FiveStones)	1	\$3,500	\$3,500		
Shipping (Centegix)	1	\$400	\$400		
<b>One Time Fees - Safety Blueprint™ (Centegix)</b>					
Remote Installation and Remote Training (Core)	1	\$1,000	Included		
Set-Up/Implementation & Training (Enhanced)	0	\$1,000	\$0		
Basic Asset Identification (Enhanced)	1	\$1,000	\$1,000		
<b>One Time Fees - Visitor Management (Centegix)</b>					
Remote Installation And Remote Training (Core)	1	\$250	Included		
Remote Installation And Remote Training (Enhanced VM)	1	\$250	Included		
SIS/API Integration Setup (Enhanced)	1	\$250	Included		
Visitor Starter Kit (Printer & Scanner per site)	0	\$150	\$0		
Visitor & Student Starter Kit (Printer & Scanner per site)	1	\$250	\$250		
Visitor Locating Badges (10 count - Enhanced)	0	Included	Included		
Visitor Locating Badges (Additional 10 count -Enhanced)	0	\$400	\$0		
<b>One-Time Fees Sub-totals:</b>			<b>\$25,900</b>		
<b>NOTES:</b> Quote includes site mapping and training, along with software licensing and hardware warranty and support based on the term selected. *Preliminary site count listed pending a final site list from customer. Annual contract will renew after the selected term expires at CENTEGIX then current pricing. FIVESTONES SAFETY will invoice based on the following billing milestones: • 50% invoiced upon the PO date/order date • 40% invoiced upon completing of installation • Final 10% invoiced upon CrisisAlert Safety Platform going live. *All invoices are payable on Net 30 terms. Amounts do not include local, state or federal taxes. If you are tax exempt, please provide a tax exempt form otherwise sales tax will be charged.				<b>Contract Total</b> <b>\$54,250</b>	
(972)567-3643      PO Box 665 Argyle, Texas      www.fivestonessafety.com					



Attachment 2: 5-year term example

FIVESTONES SAFETY				Quote	
Texas Department of Public Safety License - B22990301		Sales Rep:		Submitted on: 3/17/25	
Customer		TIPS #		(Valid 60 days)	
TEA Example ISD		240101		Quote #	
By Site		791202303001		TEA Example Singe Site 5 Year	
Superintendent:				Terms (Years) 5	
Product Item / Fee	*Sites	Annual Rate Per-Site (MSRP)	Term Rate All Sites (MSRP)		
<b>SAFETY PLATFORM with CrisisAlert™</b>			\$40,000		
Standard Sites	1	\$8,000	\$40,000		
Unique Sites	0	\$4,500	\$0		
Safety Blueprint (Core)	1	\$1,000	Included		
Visitor Management (Core)	1	\$1,000	Included		
Enhanced Safety Blueprint	0	\$1,000	\$0		
Enhanced Visitor Management	0	\$1,000	\$0		
<b>Annual Fees - Safety Platform</b>					
Wireless Backup	1	\$200	\$1,000		
<b>Annual Fees - Visitor Management</b>					
OneRoster Integration (Centegix)	1	\$250	\$1,250		
<b>Full-Term Platform and Fees Sub-totals:</b>			<b>\$42,250</b>		
<b>One Time Fees - CrisisAlert™</b>					
Set-Up / Implementation / Maintenance & Support (Centegix)	1	\$2,750	\$2,750		
On-Site Installation - Gateway Cabling & Installation (FiveStones)	1	\$3,000	\$3,000		
On-Site Installation - Strobes & Beacons (FiveStones)	1	\$15,000	\$15,000		
On-Site Repsonder Training & Staff Badge Training (FiveStones)	1	\$3,500	\$3,500		
Shipping (Centegix)	1	\$400	\$400		
<b>One Time Fees - Safety Blueprint™ (Centegix)</b>					
Remote Installation and Remote Training (Core)	1	\$1,000	Included		
Set-Up/Implemenation & Training (Enhanced)	0	\$1,000	\$0		
Basic Asset Identification (Enhanced)	1	\$1,000	\$1,000		
<b>One Time Fees - Visitor Management (Centegix)</b>					
Remote Installation And Remote Training (Core)	1	\$250	Included		
Remote Installation And Remote Training (Enhanced VM)	1	\$250	Included		
SIS/API Integration Setup (Enhanced)	1	\$250	Included		
Visitor Starter Kit (Printer & Scanner per site)	0	\$150	\$0		
Visitor & Student Starter Kit (Printer & Scanner per site)	1	\$250	\$250		
Visitor Locating Badges (10 count - Enhanced)	0	Included	Included		
Visitor Locating Badges (Additional 10 count -Enhanced)	0	\$400	\$0		
<b>One-Time Fees Sub-totals:</b>			<b>\$25,900</b>		
<b>NOTES:</b> Quote includes site mapping and training, along with software licensing and hardware warranty and support based on the term selected. *Preliminary site count listed pending a final site list from customer. Annual contract will renew after the selected term expires at CENTEGIX then current pricing. FIVESTONES SAFETY will invoice based on the following billing milestones: • 50% invoiced upon the PO date/order date • 40% invoiced upon completing of installation • Final 10% invoiced upon CrisisAlert Safety Platform going live. *All invoices are payable on Net 30 terms. Amounts do not include local, state or federal taxes. If you are tax exempt, please provide a tax exempt form otherwise sales tax will be charged.				<b>Contract Total</b>	<b>\$68,150</b>
(972)567-3643		PO Box 885 Argyle, Texas		www.fivestonesafety.com	

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	GarCom, Inc.
<b>Mailing Address:</b>	1008 Diesel Drive. El Paso, TX 79907
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Jesus A. Garcia, RCDD President
<b>E-Mail:</b>	jesse@garcominc.com
<b>Phone Number:</b>	915-859-2424 Office 915-892-5511 Cell

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**Name of Company or Organization:**

GarCom, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Jesus A. Garcia, RCDD  
jesse@garcominc.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

☒ Locally – List Cities      El Paso, TX

Regionally – List Education Service Center region or regions.

Statewide

**Response contains proprietary information?**

Yes ☒ No



### **Brief Company History**

GarCom, Inc, was founded and incorporated in 1996 to meet the US Government's Total Infrastructure Solutions (TIS) needs throughout CONUS to include Local Support to Ft. Bliss, White Sands Missile Range, and Local State, Government, Healthcare, and Educational Institutes within El Paso, TX. We are a full Design/Build/Service communications cable, special systems design and installation company. We specialize in servicing government agencies and private industries throughout the United States.

GarCom can deliver a solution to meet your needs; whether it's a design-build fiber and copper cabling solutions, audiovisual systems, Security Surveillance Systems, Card Access Solutions or Silent Panic Alarm Technology Design/Install solutions. GarCom produces successful projects using a methodical approach within our services spectrum. We offer our clients a host of focused, proven tangible design-build infrastructure services. Our Team's focus is to deliver maximum satisfaction, minimal expense and superior performance. Our experience, knowledgeable project consultants and technicians are dedicated to customer satisfaction.

GarCom is a financially stable **SB, HUBZone** Company established in **El Paso, Texas**. As a small business, GarCom has invested in the infrastructure, people, and partnerships needed to exceed Specific/Special Project performance objectives, as well as expectations in accountability, compliance, and quality control (QC). Through strong corporate leadership and a direct line of communication with onsite project management staff, GarCom is engaged in Program execution and achievement of Customer/Sponsor goals and committed to City/State/Government-Federal/HealthCare/Educational and other Institutes from the top of our organization to first-line employees working alongside customers.

Today's changing environment increases the need for continuity of operations capabilities and plans that enable agencies to continue mission essential services. GarCom recognizes the services identified under tasked contracts and executes above and beyond its requirements.





## ABOUT US

GarCom, Inc, was founded and incorporated in 1996 to meet the US Government's Total Infrastructure Solutions (TIS) needs throughout CONUS to include Local Support to Ft. Bliss, White Sands Missile Range, and Local State, Government, Healthcare, and Educational Institutes within El Paso, TX. We are a full Design/Build/Service communications cable, special systems design and installation company. We specialize in servicing government agencies and private industries throughout the United States. GarCom can deliver a solution to meet your needs; whether it's a design-build fiber and copper cabling solution or audiovisual systems. GarCom produces successful projects using a methodical approach in construction services. We offer our clients a host of focused, proven tangible design-build telecommunications services. Our Team's focus is to deliver maximum satisfaction, minimal expense and superior performance. Our experience, knowledgeable project consultants and technicians, are dedicated to customer satisfaction.

GarCom, led by its President, Jesse Garcia. Celebrating 28 years of excellence, GarCom is a financially stable **SB, HUBZone** Company established in **El Paso, Texas**. As a small business, GarCom has invested in the infrastructure, people, and partnerships needed to exceed Specific/Special Project performance objectives, as well as expectations in accountability, compliance, and quality control (QC). Through strong corporate leadership and a direct line of communication with onsite project management staff, GarCom is engaged in Program execution and achievement of Customer/Sponsor goals and committed to City/State/Government-Federal/HealthCare/Educational and other Institutes from the top of our organization to first-line employees working alongside customers.

Today's changing environment increases the need for continuity of operations capabilities and plans that enable agencies to continue mission essential services. GarCom recognizes the services identified under tasked contracts and executes above and beyond their requirements.

## EXPERIENCE

As a U.S. Air Force and Army integration partner, GarCom has engineered and deployed multi-million-dollar turnkey communications solutions that upgrade existing infrastructure and communications facilities under the Combat Information Transport Systems (CITS) and Infrastructure Modernization (IMOD) contracts. GarCom's proposed approach not only expands the Outside Plant (OSP) and Inside Plant (ISP) infrastructure in an effective and low risk manner but provides the Department of Defense (DoD) with the foundation to meet the expansion needs of its growing community. GarCom brings to the DoD community a twenty-year heritage of successful on time and under budget infrastructure implementations. With this very powerful combination of capabilities, GarCom is ready to deliver the advanced communications solutions needed to meet current and future mission requirements.



GarCom, Inc. was recently awarded a \$15 million contract with the El Paso Independent School District for Design/Build services of a Silent Panic Alarm Technology solution. The work is in 3 phases consisting of:

- Exterior Door Card Access Installation
- Perimeter Camera surveillance System
- Silent Panic Alarm Technology solution at ever main entrance

Total sites for this effort are 84 Educational Facilities and 21 Support Facilities for the District.

## **OUR SERVICES**

### Telecommunications Infrastructure Solutions

GarCom specializes in design and installation of fiber optic networks. Our services range from building telecommunications rooms to installing electrical power and infrastructure to run the network gear being installed in these locations. Services that we offer include:

### **INSIDE PLANT**

- Site Survey/Project Management/Design
- Copper and Fiber Placement
- Cable Splicing Services
- Infrastructure Survey and Design
- SIPR, JWCS and NIPR Installations
- Broadband Cabling
- Cabinet/Rack
- Power and Ground installation
- Category 6 Cable and testing
- Fiber and Copper to the desktop

## VOICE AND DATA SOLUTIONS

- Integrated Business Bundles (voice and data services)
- SIP Trunking Services
- Enterprise SIP Trunking (private IP network)
- Hosted VoIP and Data Services
- MPLS, VPN and VLAN
- Managed Network Security
- Private Lines, Point-to-Point connectivity
- Wireless Data Backup
- Cable Internet
- Data T1, DS3, Ethernet,(copper and fiber), Gigabit
- International WAN, MPLS, DIA, VPLS
- Data Center Colocation Services
- Cloud Security
- Remote Data Backup
- Disaster Recovery

## SPECIAL SYSTEMS

- Audiovisual System design and installation
- Sound Reinforcement/ PA Systems
- Integrated Touch-Panel Control Systems
- Videoconferencing
- Entry Access Control
- Video Surveillance
- Perimeter and Interior Security Systems

## OUTSIDE PLANT

- Project Management
- Survey and Design
- Duct Banks, Underground Infrastructure
- Maintenance Hole and Vault Placement
- Trenching and Excavation
- Directional Drilling
- Asphalt/Concrete Removal and Installation
- Rock Sawing
- Copper and Fiber Placement
- Cable Plowing
- Cable Splicing and Testing
- GPS As-Build Services





### **Current Users:**

School Districts currently using Axis products:

- El Paso Independent School District
  - Districtwide SPAT solution
- Ysleta Independent School District
  - Surveillance Cameras
- Socorro Independent School District
  - Surveillance Cameras

### **Service Area:**

Geographic Service Areas within Texas

- El Paso, Texas
- Statewide available based on project specifications

# *GARCOM, INC.*

Est. 1996

- Minority Owned Business
- Small Disadvantaged Business
- Disadvantaged Business Enterprise
- Federal HUBZone Certified
- TX Hub Certified
- Disadvantaged Business Enterprise (DBE)
- Airport Concessionaire Disadvantaged Business (ACDBE)
- 8a Graduate



# *TOTAL INFRASTRUCTURE SOLUTIONS*

- Survey/Design/Build
- Structured Cabling
- Outside Plant Construction
- Special Systems/AV
- Card Access / Security Surveillance
- Small Cell Construction

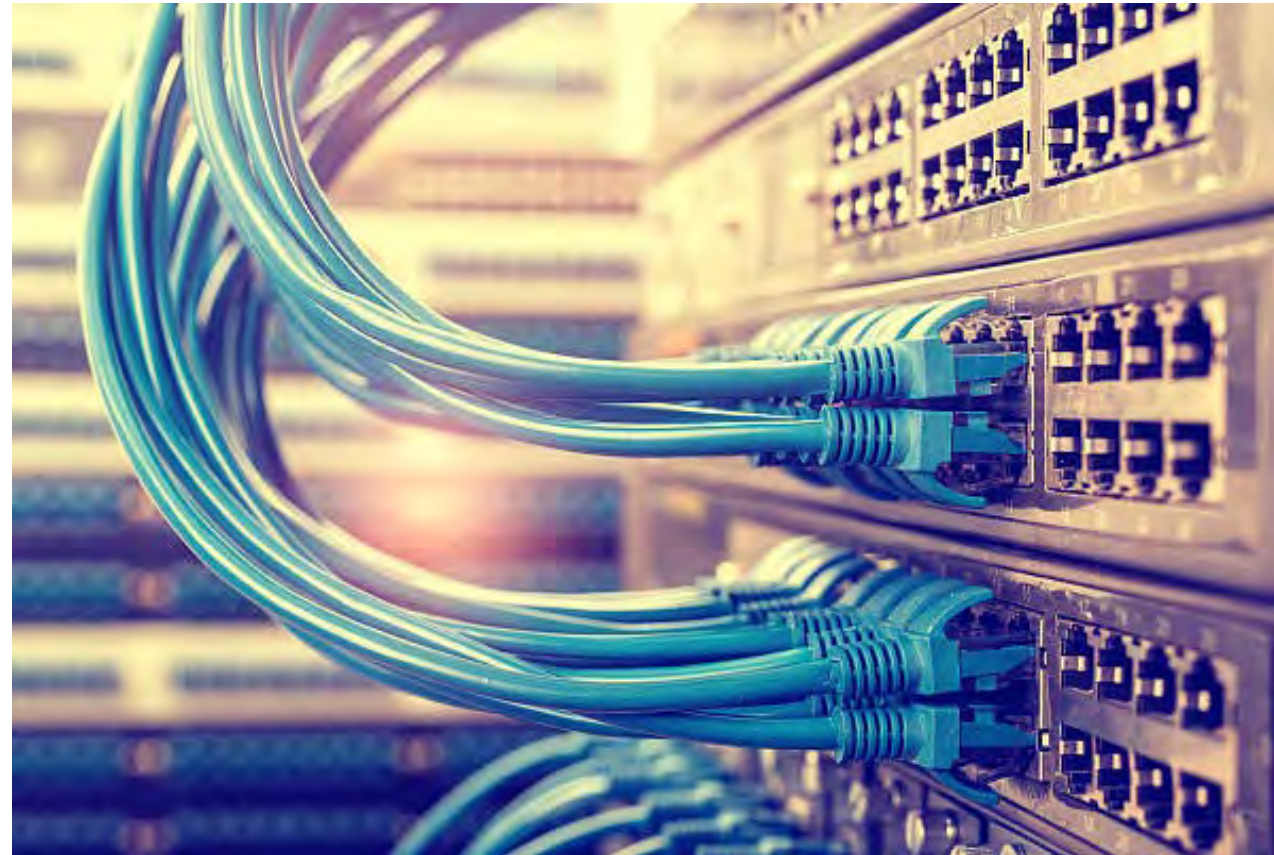


*THE POWER OF  
COMMUNICATION  
INFRASTRUCTURES*



# *STRUCTURED CABLING*

- Network Cabling – CAT5e/CAT6/CAT6A
- Fiber Optic Installation/Termination/Testing
  - Splicing Single strand/Ribbon Fiber
- Commercial Facilities
- School Districts
- Federal/State/Government/DOD
- Nationwide Support Services



# *OUTSIDE PLANT CONSTRUCTION*

- Site Survey/Design/Build
- Auditing Services for Fiber/Copper/Ductbank/Maintenance Hole
- Fiber Optic Installation/Termination/Testing
  - Splicing Single strand/Ribbon Fiber
- Copper Feeder Installation Services
- Ductbank Installation
- Maintenance Hole/Hand Hole Installation
- Aerial and Directional Drilling Services
- Concrete/Paving Restoration
- Sidewalk/ADA Ramp removal/Repairs/New Construction





# *SPECIAL SYSTEMS/AV*



- Special Systems
  - Mass Notification Systems
- A/V Installations
  - Projector Systems
  - Media Systems



# *SMALL CELLS/ WIRELESS SERVICES*

- Small Cell / Wireless Access Point

ATT

TMO

Verizon

Crown Castle

Boingo



# *CARD ACCESS / SURVEILLANCE SYSTEMS*

- Surveillance Camera Systems
  - Hanwha Certified Partner
  - Axis Certified Partner
- Card Access Systems
  - Allegion (Isonas) Certified Partner
  - Axis Certified Partner
  - Gallagher



# *CERTIFICATIONS*

- Commscope/Uniprise
- Siemon
- Leviton
- Panduit
- Corning
- Fluke
- Hubbell
- Hanwha
- Axis
- Gallagher
- Allegion/Isonas
- 3M

## Recognized Installation Guidelines

- BICSI
  - RCDD
  - Technicians
  - Installers
- Information Installation Infrastructure Architecture (I3A)
  - Range Systems Compliant Contractor
- EIA/TIA
- Maintenance Hole Confined Space Training Certified
- Bonding \$10 Million per/\$20 Million Aggregate

24-022

*ACCESS CONTROL /  
SILENT PANIC ALERT  
TECHNOLOGY /  
SECURITY CAMERAS*

- Header 1 Package
  - Access Control / Video Door Stations
- Header 2 Package
  - Silent Panic Alert Technology (SPAT)
    - Amended to Push Button Release ONLY
- Header 3 Package
  - Security Camera



# 24-022 Team GarCom

## Project Hierarchy

- Main Contact:
  - [Jesse A. Garcia, RCDD](#)
- Project Manager:
  - [Omar Uribe](#)
- Site Project Manager:
  - [Tim Jaco](#)
- Materials / Equipment Purchasing Manager:
  - [Erica Mancera](#)
- Access Control / Security Camera Lead:
  - [Fernando Padilla](#)
- Structured Cabling / Infrastructure Lead:
  - [Julian Cano](#)
- Implementation Crews:
  - [Multiple Crews assigned for:](#)
    - Structured Cabling / Installation of equipment



*PACKAGE  
HEADER 1:  
CARD ACCESS/  
DOOR VIDEO  
CAMERA*

- Surveillance Camera Systems
  - Axis Devices – Various Solutions
- Card Access Systems
  - Axis Solution
    - A4020-E Card Reader
    - A1210 Network Door Controller
    - S1296 Server 96TB



# CARD ACCESS



## **AXIS A4020-E Reader**

Contactless, secure RFID reader

Designed to perfectly match Axis network door controllers and Axis credentials, AXIS A4020-E Reader offers secure and seamless touch-free entry. Ideal for use in harsh environments both indoors and outdoors, it features a mullion-mount design to fit perfectly in narrow spaces and door frame installations. It supports most types of smart RFID card standards with 13.56MHz credential technologies and includes out-of-the-box support for Open Supervised Device Protocol (OSDP) for secure bidirectional communication. Packed with built-in cybersecurity features, it helps prevent unauthorized access and safeguards your system. Furthermore, this smart reader supports Secure Channel Protocol (SCP) enabling secure communications and connections.

- > Designed to perfectly match Axis door controllers and credentials
- > Support for most RFID cards with 13.56MHz
- > IP65, IK07 ratings for use in harsh environments
- > EAL6+ Certified Secure Element for added protection
- > Mullion-mount design for easy installation



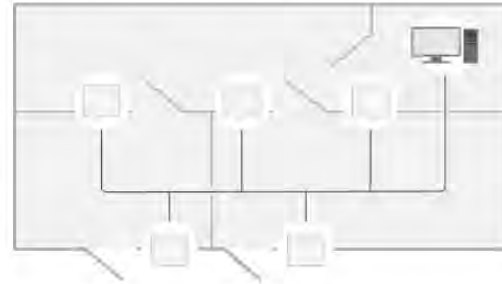
## **AXIS Camera Station S1296 Rack Recording Server**

Flexible and scalable recording server

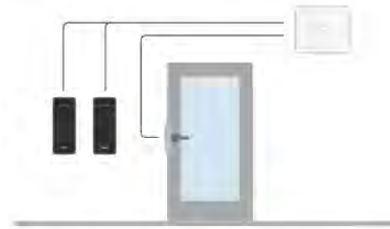
Featuring powerful components, this secure, scalable recording server offers high performance and support for powerful applications and features. It includes AXIS Camera Station licenses and multiple RAID configurations for flexible storage and multiple redundancy configuration. And, a Trusted Platform Module (TPM 140-2 level 2 certified) ensures secure storage of all cryptographic keys and certificates. Available in two variants with a choice of storage, it comes preloaded with preconfigured software. Plus, all supported products are available in one price list for a one-stop-shop experience. Furthermore, it offers services such as Keep Your Hard Drive, Next Business Day Onsite Support, and a 5-year warranty.

- > Scalable and powerful solution
- > Flexible storage options including RAID
- > Available in 2 variants: 96 TB and 192 TB
- > 96 AXIS Camera Station licenses included
- > Extensive support and 5-year warranty

## **Solution overview**



The network door controller can easily be connected to and powered by your existing IP network with no need for special cabling.



Each network door controller is an intelligent device that is easily mounted close to a door. It can power and control up to two readers.

## **AXIS A1210 Network Door Controller**

Compact edge-based one door controller

Suitable for installation anywhere, this compact, competitively priced product offers fast and easy installation on walls. Plus, it's suitable for premium spaces. It includes everything needed to control one door all powered by one PoE cable. With intelligence on the edge, it can internally handle all tasks related to door access—even if the network is down. Fully integrated within Axis end-to-end solutions, this scalable product is optimized for both small and large installations and supports flexible authentication using different types of credentials. Furthermore, with built-in cybersecurity features, it prevents unauthorized access and safeguards your system.

- > Complete control for one door
- > Compact form factor
- > Intelligence on the edge
- > Built-in cybersecurity features
- > Fully integrated within Axis end-to-end solutions





# PACKAGE HEADER 2: SILENT PANIC ALERT TECHNOLOGY

- SPAT
- Axis



## AXIS A9161 Network I/O Relay Module

Cost-efficient intelligent module

AXIS A9161 Network I/O Relay Module has 6 configurable I/Os with supervised inputs and a relay. The module reacts on inputs, such as signals from PIR motion detectors or switches, to trigger actions. Its open platform enables a high level of integration with AXIS A1001 Network Door Controller, network cameras, and other facility systems. AXIS A9161 also works standalone. Supplying power to I/O devices, it can extend the functionality of Axis products where additional I/Os or relays are needed. Its convenient size and enclosure makes installation easy and flexible.

- > 6 I/Os and 1 form C relays
- > 12 and 24 V DC output/input or PoE
- > Based on Axis open platforms - VAPIX and ACAP
- > Used with AXIS Camera Station or third-party software



# *VIDEO DOOR STATION*

## **AXIS A8207-VE Mk II Network Video Door Station**

Multifunctional device for better security solutions

- ✓ Full-featured 6 MP IP camera
- ✓ Integrated RFID reader with keypad for use with access control systems
- ✓ Acoustic echo cancellation and noise reduction
- ✓ Support for HID® iClass®
- ✓ Enhanced cybersecurity with Signed firmware and Secure Boot



## HEADER 2 - SPAT

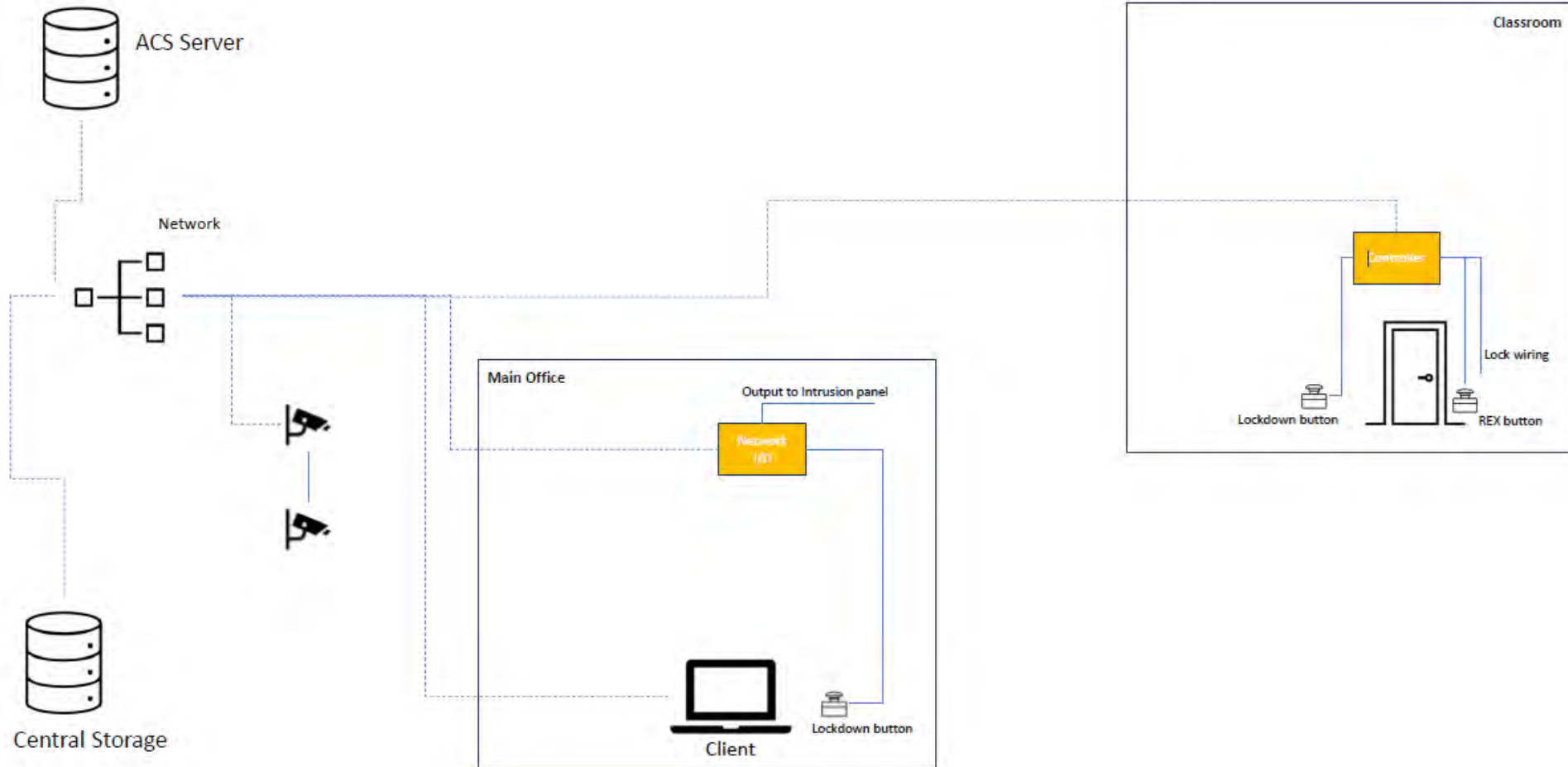
### Access Control - Package Header 1 in Conjunction with Header 2 SPAT

- Access Control
  - Door controller per door
  - Reader per door connected to controller
  - Lockdown button in each admin office
    - Button to be connected to the IP I/O module as an input
    - When the button is pressed, the system will trigger a lockdown on door
    - When the button is pressed, the I/O module will trigger an output that will be connected as a handoff to the district for connection to the intrusion panel to activate the MANITOU system or equivalent.
- IP I/O module in each admin office
  - This unit will be added as a device on the server
  - A rule on the server will be configured as a device event from the I/O module.
    - When the input is triggered, a lockdown is initiated.
  - A rule on the server will be configured to display a view with a notification of the lockdown.
  - A rule on the server will be configured to trigger the Lockdown profile on the strobe siren.





# HEADER 2 – SPAT FRONT ENTRANCE DESIGN



## *PACKAGE HEADER 3: SECURITY CAMERA*

### **AXIS M4216-LV Dome Camera**

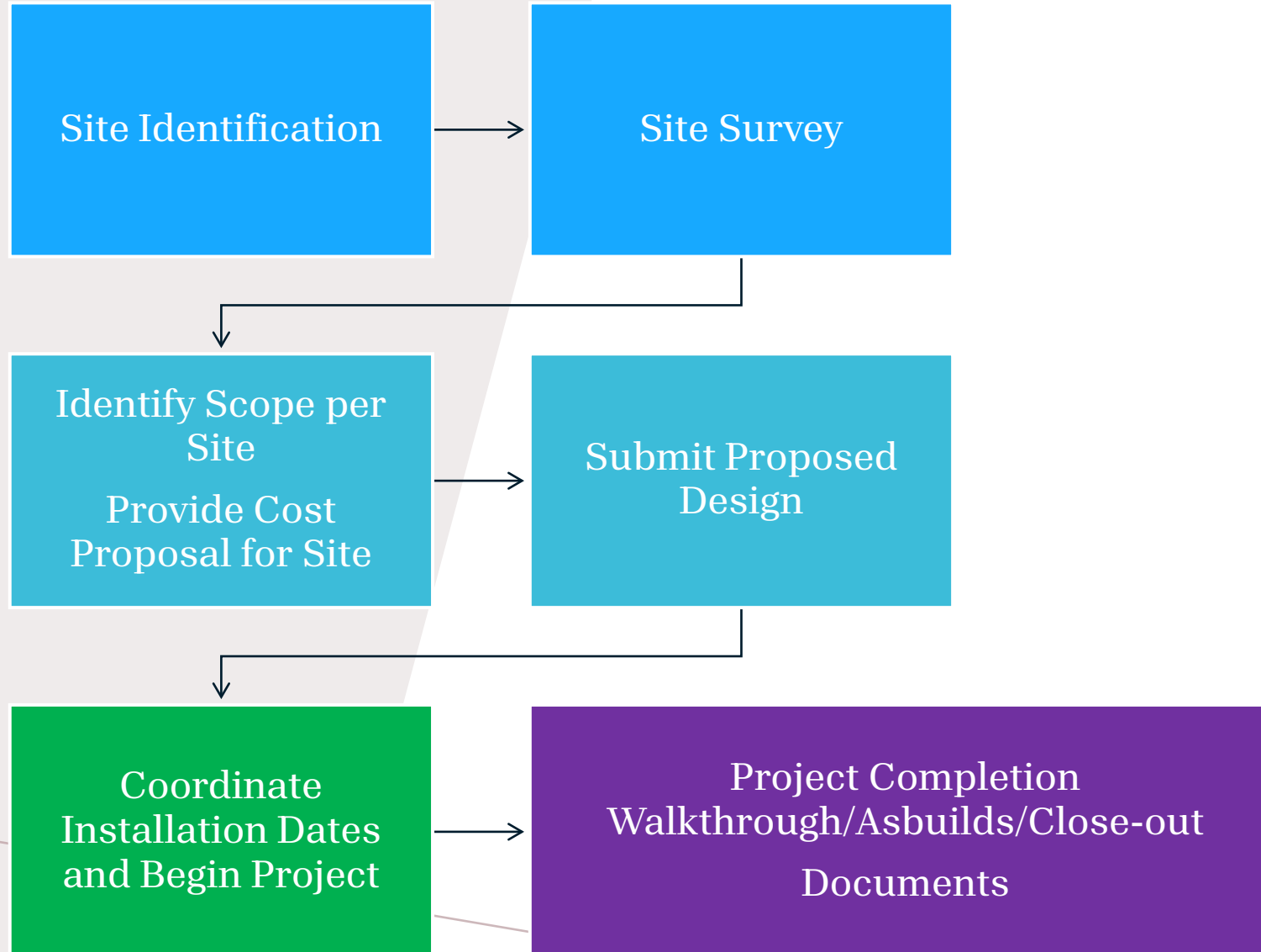
Varifocal 4 MP dome with IR and deep learning

Featuring Lightfinder, WDR, and OptimizedIR, this compact and discreet dome delivers great image quality—day and night, even in low light. A deep learning processing unit (DLPU) lets you take advantage of intelligent analytics based on deep learning on the edge. Designed to blend into any environment, it can be repainted and offers a range of accessories for discreet monitoring. Plus, it features an HDMI port and the flexibility to add audio and I/O connectivity using AXIS T61 Series. Furthermore, Axis Edge Vault protects your Axis device ID and simplifies authorization of Axis devices on your network.

- Surveillance Camera Systems
  - Axis



# *PROJECT SCHEDULING/COORDINATION*









*THANK YOU*

JESSE A. GARCIA, RCDD/PRESIDENT

O: 915.859.2424 M: 915.892.5511

JESSE@GARCOMINC.COM

WWW.GARCOMINC.NET



**ATTACHMENT A: COVER PAGE****RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	HeyHQ, Inc.
<b>Mailing Address:</b>	HeyHQ 112 E. 26th Place Tulsa, OK 74114
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Nick Salis Regional Vice President, Southwest Region
<b>Email:</b>	<a href="mailto:nick@heyhq.com">nick@heyhq.com</a>
<b>Phone Number:</b>	(918) 261-3402

**INFORMATION PROVIDED**

- ✓ Attachment A: Cover Page (This Page)
- ✓ Attachment B: Worksheet
- ✓ Attachment C: Requested Information and Required Order

Attachment A, Submitted by Nick Salis, Mar 25, 2025

*Nicholas Salis*

ATTACHMENT B: Worksheet

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**Name of Company or Organization:**

HeyHQ, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements.  
Ensure the information is correct.)

Nick Salis  
[nick@heyhq.com](mailto:nick@heyhq.com)  
(918) 261-3402

**Does your product meet the requirements of 19 TAC §61.1031, School Safety requirements and TEC Sec 37.117?**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes

☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes

☐ No

**What is your Geographic service area?**

Statewide

-

☒ Nationwide within the United States

**Response contains proprietary information?**

☐ Yes

☒ No

## Section One: Company Background and History (Pages 7-8)

### Company Background and History

HeyHQ is pleased to provide this response to TEA Solicitation# 701-25-013, Dated: February 26, 2025 for a silent panic alert technology solution for use in Texas K-12 school districts.

HeyHQ provides integrated School Safety and Critical Event Management [CEM] solutions which meet and exceed this RFI's required functionality. HeyHQ currently serves districts in Alabama, California, and Oklahoma. HeyHQ is implementing School Safety solutions in several more states, and is in discussions with several Texas Districts. HeyHQ was recently selected as a qualified vendor for the state of Oklahoma to comply with Oklahoma's "Alyssa's Law" [OK HB-4073] requirements for a "mobile panic alert system" starting with the 2024-25 school year. In Oklahoma, HeyHQ has implemented several school districts, and is in discussions with dozens more. In most cases HeyHQ has replaced incumbent vendors because of our dedication to schools, customization capability, customer service, enhanced features/functions, and competitive pricing.

HeyHQ's core competency is responding to critical events and satisfying organizations' Duty of Care. Duty of Care includes keeping employees, contractors, visitors, students, faculty, and staff safe and healthy wherever they are. This is achieved through cloud-based solutions delivering, Critical Event Management, Mass Messaging, Visitor Management, Employee, Staff and Student engagement. Inclusive in this feature set is unparalleled panic and emergency response capabilities.

HeyHQ's parent company Maxxess Systems, Inc. has been in business for 21 years.

HeyHQ has been in business and servicing schools for seven years. HeyHQ has been a part of Maxxess from its inception seven years ago.

We currently help 3,452 customers keep their people and places safe and secure. Customers range in size from 5 to over 100,000 employees.

HeyHQ's mission is to:

***Make people and places safer wherever they are.***

### HeyHQ's Founding

The founders established HeyHQ in 2017 to utilize technology to keep teachers and students safe at school. Each founder has loved ones working as educators. Those loved ones didn't feel safe at work. They formed HeyHQ to address this concern with technology.

HeyHQ broadened its mission to help organizations of all sizes meet their duty of care to their people—a growing challenge for both public and private sectors. Recognizing the widespread adoption of mobile devices and advancements in cloud computing and artificial intelligence, they saw an opportunity to significantly enhance care, particularly in individual safety and security.

HeyHQ is currently protecting hundreds of schools and hundreds of thousands of students on a daily basis.

HeyHQ provides a solution to enhance the timeliness and effectiveness of a school district's ability to respond to critical, unplanned, and operational events.

### **Relevant Experience**

HeyHQ has provided service to organizations for more than seven years in states including Alabama, California, and Oklahoma. Similar to this Texas RFI, the State of Oklahoma just approved HeyHQ as an approved vendor for mobile panic alert systems. In addition, many of these organizations are K-12 school districts where HeyHQ is currently providing protection for more than 200,000 students, 200 schools, and 50,000 faculty/staff. HeyHQ has helped these districts reduce their active assailant/panic drill response time from 6-7 minutes to just seconds.

### **Use in Texas Schools**

Although HeyHQ does not currently provide School Safety services to any Texas school districts, we are in discussions with numerous Texas districts who are interested in working with us upon RFI approval.

HeyHQ has existing clients in Texas in various other sectors including: health care, government, technology, philanthropy, financial. Some of our Texas clients include [Fluor](#), [CAE](#), [Trinity Industries](#), [Arcosa](#), [Kinder Morgan](#), [Ed Rachael Foundation](#), [Mitsubishi Logisnext Americas Inc.](#), [Valtier](#), [Valaries](#), [Mobius Risk Group](#), [Regus](#), [Hidalgo Boot Camp](#), [Coleman Law Enforcement Center](#), [Bandera County Jail](#).

### **Service Area**

HeyHQ can provide its service in any location anywhere in Texas or the world.

HeyHQ is currently servicing customers in the following Texas cities and counties: Arlington, Bandera County, Coleman, Corpus Christi, Dallas, Edinburg, El Paso, Fort Worth, Galveston, Hidalgo County, Houston, Irving, McAllen, Plano, San Antonio.

## Section Two: Product Overview (Pages 9-13)

### Product Name

The HeyHQ service is provided under the name “HeyHQ”. The HeyHQ app can be configured to reflect the logos, identifying marks, colors, and workflows/needs of specific school districts or even individual school sites or users.

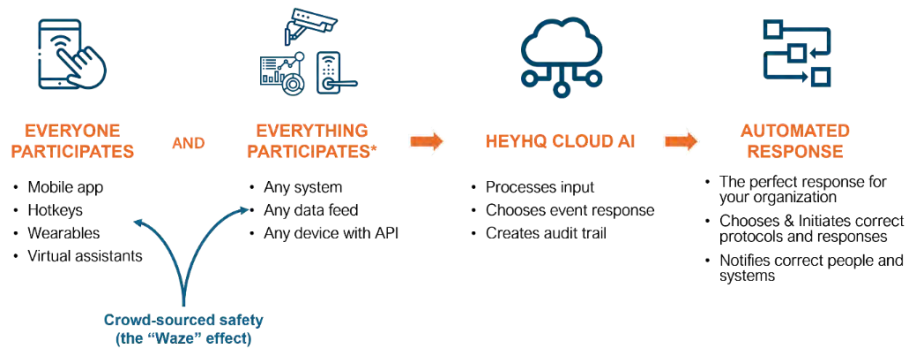


### Description and Capabilities

The HeyHQ service has been developed to enhance the operational efficiency, safety and security of K-12 schools. HeyHQ uses many device and hardware types as inputs. These “inputs” communicate with a cloud-based server featuring AI and workflow automation. The cloud application implements and initiates the appropriate response, policies, and procedures required of any event that occurs based on its location. See illustration below.

## HeyHQ

*World-class safety for your people and places  
without the training, emergency operation centers, and overhead*



\* HeyHQ does not require system connections. Connect few or many systems based on your organization’s needs and existing infrastructure

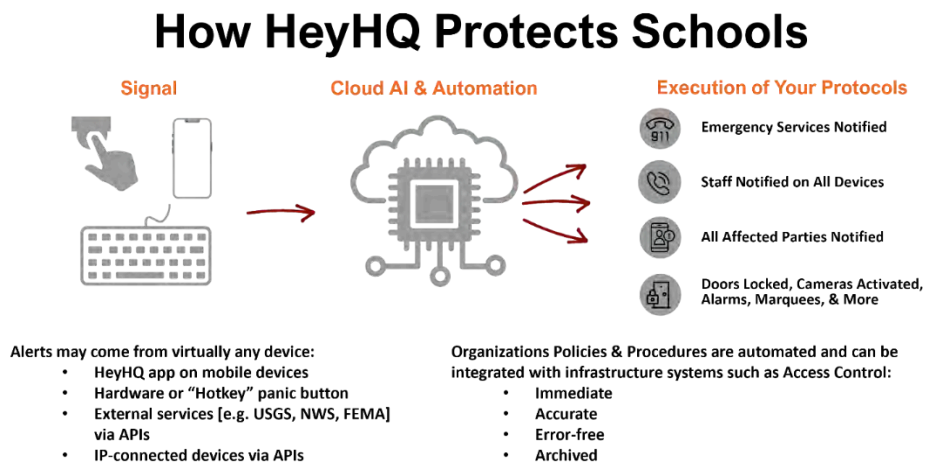


HeyHQ requires no additional hardware/software investment when utilizing the mobile devices of on-site staff. However HeyHQ can integrate with existing/new hardware and software. In addition to mobile devices, districts or schools could choose to add the following signal/input mediums:

- “HotKey” Panic capability on District issued laptops and desktops
- Tablet Capability on District issued tablets
- Google Chat, MS Teams or Slack chat integration
- Wired/unwired, fixed panic buttons (additional hardware/cost required)
- Wearable, e.g. pendants or ID badge, panic buttons (additional hardware/cost required)
- Gunshot detection and facial recognition (additional hardware/cost required)

For schools with API-enabled infrastructure systems such as Marquees, VOIP, PA Systems, Video Management, and or Access Control systems, HeyHQ can integrate and implement activities across these systems in response to an event.

All HeyHQ activity is aligned with the policies and procedures of the school district and, if required, the individual school site. This relationship is shown below.



A powerful feature of the HeyHQ service is its ability to automate workflows which ensure that the school’s response to events is rapid, consistent, documented, auditable, and fully compliant with the district/school’s defined policies and procedures.

Schools and Districts do NOT need to adapt to HeyHQ. HeyHQ adapts to Schools’ and Districts’ policies and procedures. School and District specific workflows are available for critical and non-critical events alike.

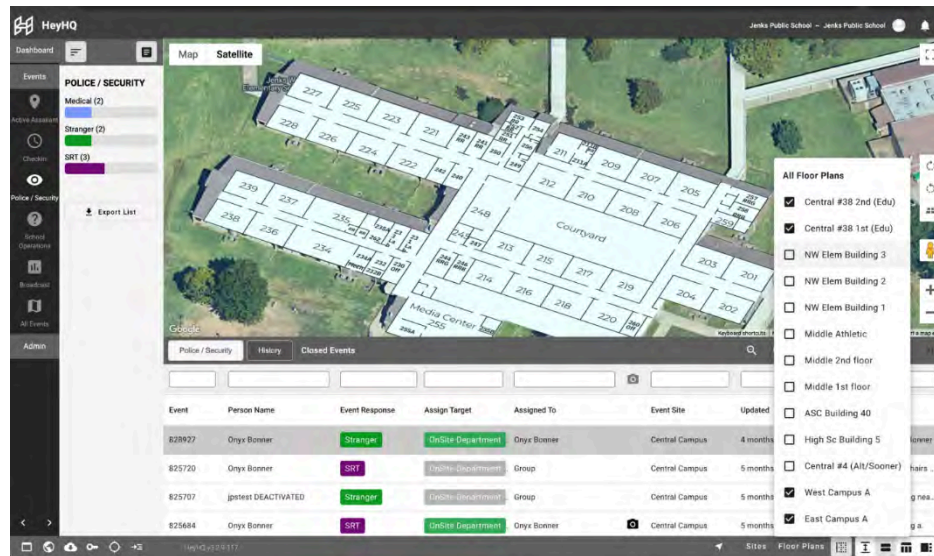
At Bixby Public Schools in Oklahoma, HeyHQ improved their active assailant response and also facilitated handling of operational events. Some operational response scenarios include:

- |                      |                       |                          |
|----------------------|-----------------------|--------------------------|
| -Medical Emergencies | -Missing Child        | -Facilities Issues       |
| -Drugs Related       | -Behavioral Reporting | -Tech/Operational Issues |

As a result ~75% of Bixby’s users use HeyHQ on a daily basis. HeyHQ research shows that the more a District uses the system for non-emergency events the better prepared users are for actual emergencies.

HeyHQ archives all message traffic in the system including relevant metadata such as time and geographic location of the message source. This archived data may be used for analysis and reporting purposes, for operational analysis, for training purposes, and for forensic records.

Administrators and Law Enforcement have access to the mobile app and the web-based Administrator Portal.



Neither Law Enforcement nor Administrators need to be in front of a computer to access powerful administrative functions. All functionality can be controlled from mobile devices. This includes the ability to lock and unlock electronic locks, view video, broadcast mass messages, control lights, sound alarms, activate PAs and manage other connected building systems. All of these controls are intuitively positioned and controlled within a floorplan view of the event site.

### Technical Information: Hardware/Software components

HeyHQ is hosted in the Microsoft Azure US-based cloud environment. It is deployed as a SaaS [Software as a Service] solution with no on-premises hardware requirements.

HeyHQ is a containerized application that utilizes Azure's auto-scaling capability to handle varying workloads. It has built-in redundancy and utilizes Azure's failover capabilities to ensure system uptime and resilience.

The HeyHQ Web Portal [for Admin Users] is accessible by all modern web browsers. The HeyHQ Mobile Apps [for Mobile Users] are available for iOS [version 15 and later] devices from the Apple App Store and for Android [version 14 and later] devices from the Google Play Store. HeyHQ works on both Apple and Google tablets.

### Technical Information: Silent Panic Alarm Alert Technology

A panic alarm can be initiated by many mediums. When panic is initiated HeyHQ automates the customized workflows based on the school or district's policies and procedures and their agreed

engagement with Law Enforcement/911. The automated workflow could be as simple as notifying staff, administrators, and Law Enforcement/911 of the type, location, time, and status of a panic. Alternatively the workflows could be expanded to automatically lock doors, sound PA systems, initiate strobes, send mass messages, initiate protocols at adjacent campuses, and provide administrators and responders with real time information on staff and student location and status.

### **Technical Information: Integration Capabilities**

HeyHQ provides support for RESTful APIs for secure data exchange and integration with third-party systems such as Student Information Systems [SIS], Learning Management Systems [LMS], Videos Management Solutions [VMS], Access Control Systems, and many more. HeyHQ has been integrated with APIs for both devices [such as those for walkie talkies, Marquees, and PA systems] and data services [such as the USGS, the NWS, the CAP API, and certain 911 systems].

As mentioned earlier, HeyHQ service can be integrated with special-purpose hardware devices [such as dedicated “panic buttons”, wearables, etc.] if desired, but these devices are not necessary for HeyHQ functionality.

Authorized, permissioned users including Law Enforcement can access and control all integrated systems via HeyHQ mobile device, or via the web based system portal. Typically the web based portal could be used at any computer or situation room. The mobile device is accessible everywhere and provides real time insights, plus command and control from the field.

### **Technical Information: Data Security Measures**

HeyHQ access is restricted based on user login credentials utilizing Email address and/or Mobile phone number, [and, if desired, optional Single Sign-On for seamless access management] as well as Role-Based Access Control consistent with the school district policy.

All HeyHQ data is encrypted in transit using TLS 1.2+ and at rest using AES-256.

HeyHQ supports Single Sign-On [Federated ID] support if it is implemented by the school district.

All HeyHQ user activity, logins, and critical actions are logged for audit purposes. HeyHQ transaction logs are backed up every 5-10 minutes.

HeyHQ continuously monitors for suspicious behavior or potential security threats using the Azure cloud utilities.

### **User Experience and Implementation: Training, Onboarding, and Support**

HeyHQ’s user interface is purpose- built to be intuitive and easy to use. Regular users (+95% of population) can be trained in less than 45 minutes via pre-recorded video, FAQ’s, and training guides. HeyHQ customizes these training materials for each District and provides them to administrators for approval and distribution. The remaining 5% of the population are Administrators. Custom videos, FAQs and training guides are supplemented by live video meeting training conducted by HeyHQ. An administrator is typically fully trained in 2-3 hours. Onboarding for users is supported by materials, videos, and FAQs, and facilitated by the HeyHQ application during sign in to make it intuitive and easy.

### **User Experience and Implementation: Customization Process**

HeyHQ is completely customizable and configurable. Each district, individual school, or even user is presented with branded and customized screens which match the district's, school's, or user's policies, procedures, naming conventions, and norms. All sites have site specific layouts and geofences. HeyHQ presents these in a high-res digital map view with floorplans (provided by district).

### **User Experience and Implementation: Implementation Process**

The implementation of HeyHQ requires no physical installations at either the School District or the individual School Sites. The Admin Users will utilize a secure web link to access the HeyHQ server while the Mobile Users will download the HeyHQ app to their mobile devices from either the Apple App Store or the Android Play Store. Our experience is that an initial implementation of the HeyHQ service can be available for use within several days.

### **User Experience and Implementation: Updates, Issue Resolution & Enhancements**

The HeyHQ cloud-based server is supported and maintained by HeyHQ. Regular updates and enhancements are pushed to the cloud environment with minimal downtimes. HeyHQ provides notice and documentation [e.g. training materials] for any updates prior to implementation. Updates and enhancements of the HeyHQ mobile app occur via Google or App Store Updates.

Issues can be reported in app or to HeyHQ representatives and are typically resolved within 24 hours. In the rare event of a critical issue, resolution time is generally within minutes.

HeyHQ data will be retained consistent with school district policy [typically 2 years] and securely deleted when no longer required.

### **System Reliance and Continuity**

HeyHQ can provide solutions that are resilient to power and internet loss. HeyHQ is independent of the school or district's IT system, utilities and power, and therefore will not be impacted by the loss of any of these infrastructure systems. Admins accessing the HeyHQ Portal require internet connections. However the Admin Users are not required to be onsite and can use any computer with an Internet connection. Admin functionality is also available via mobile device for convenience and redundancy. HeyHQ Mobile Users use devices that are not dependent upon the site's power or Internet support. HeyHQ's hardware partners (panic buttons and wearables) are battery operated, or include battery backup. They typically communicate via base stations with battery and cellular backup. HeyHQ can affirm that connected panic inputs are able to trigger alerts. HeyHQ will generate notices to admins in the event that an input requires attention.

### **System Reliance and Continuity Location of Alert**

All HeyHQ messages from Mobile Users, desktop users, or hardware users [panic buttons, wearable, etc.] will include metadata indicating the time and location of the message source.

## Section Six: Product Pricing (Pages 14-15)

### Pricing Model

HeyHQ is an annual subscription with pricing based on the number of faculty and staff using the system. This allows Districts to predictably scale up and down to meet their needs and protect unlimited students and constituents.

This pricing provides districts of all sizes with precise budgeting and forecasting with no pricing variance because of usage.

HeyHQ does NOT charge for messaging volumes and we do NOT have system usage charges. Unlimited usage and messaging is included and encouraged.

HeyHQ finds that the more schools and districts use a system (including for non-emergency events and testing), the better prepared those users are for actual emergency events.

HeyHQ is offered at three different service Tiers as shown below:

Service Tier	Features
BASIC	Core HeyHQ features and functions
PROFESSIONAL	BASIC plus unlimited API connectivity to hardware and software applications
ENTERPRISE	PROFESSIONAL plus FID and/or SIS integration

HeyHQ is priced on a per-user basis. In the context of this RFI, HeyHQ is offering Texas School Districts its HeyHQ Service with a discount of 40% from HeyHQ Commercial pricing for the core elements. The annual subscription pricing for these elements is, therefore,

	Service Tier		
User Type	BASIC	PROFESSIONAL	ENTERPRISE
Mobile User	\$30.24	\$50.33	\$71.93
Admin User	\$56.16	\$93.53	\$151.13

HeyHQ is priced by the number of faculty or staff members registered as users. These users can serve an unlimited number of students. As an example, a school district with 1,000 Faculty and Staff Users may serve 15,000 to 20,000 students, and will typically require approximately 5 Admin Users. The annual subscription for this configuration of HeyHQ service at the PROFESSIONAL Tier of service is approximately \$51,000 for the school district on an annual basis or approximately \$50 per year per Faculty/Staff user. At the ENTERPRISE Tier, the annual subscription would be less than \$73,000 for the school district or, approximately \$72 per year per Faculty/Staff User.

## Licenses

HeyHQ is a service, not a software package, so local licenses are not required for provision of the HeyHQ service.

Mobile and Tablet Users can freely download the HeyHQ from either the Apple App Store or the Google Play Store, although the app will not be functional unless it is registered to the User by the organization. The user will be requested to accept a simple, no cost, user license at their first use of the app.

Admin Users will, similarly, be requested to agree to a user license for the HeyHQ server when they register with the HeyHQ service.

Should desktop users be desired (for "Hotkeys"), Desktop software will be installed in coordination with District IT, and follow the same terms of service agreement as the Admin Users .

There are no other licenses required for the HeyHQ service.

## Tiered Packaging

HeyHQ is priced on a per-user basis. This pricing scales continuously from small configurations [100 users supporting 2,000 students for less than \$9,000 annually] to large configurations with many thousands of Users.

For School Safety/Panic services requested in this RFI, HeyHQ scales across all sizes of districts. The smallest implementation is 216 staff members (active users) protecting 1,780 students.

The largest implementation is 5,323 staff members (active users) protecting ~45,000 students.

Bixby Public Schools in Oklahoma represents a good average. Bixby currently has 1,031 staff members (active users) protecting ~8,000 students

Districts may modify their HeyHQ subscriptions (up or down) at any point of the subscription period without any economic penalty. The original subscription date will be retained independent of any subscription modifications made during the subscription period.

Attachment C, Submitted by Nick Salis, Mar 25, 2025

*Nicholas Salis*



# Texas Education Agency Silent Panic Alert System

**RFI - 701-25-013**

**March 26, 2025**

## Prepared For

Texas Education Agency  
ATTN: Kem David  
POC Title: TEA Contracts and Purchasing Division  
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1701 N. Congress Avenue  
Austin, TX 78701



## Prepared By

HQE Systems, Inc.  
POC Title: Qais Alkurdi  
POC Phone: (800) 967-3036

**PROPRIETARY INFORMATION**



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## Cover Letter

Dear Texas Education Agency Procurement Team,

HQE Systems, Inc. is a Minority-Owned (MBE), Disabled-Veteran Business Enterprise (DVBE) with 10+ years of delivering American-made, fully compliant Unified Life Safety and Security Solutions worldwide. As an Original Equipment Manufacturer (OEM), we move beyond standard “panic buttons” by offering a fully integrated platform for software triggers, wall-mounted panic buttons, and wearable badges—all powered by our SiRcom SMART Alert Software (SiSA), SAFE Network™, and FORTRESS™ cybersecurity suite.

- ❖ **Meets & Exceeds Texas Requirements:** Compliant with 19 TAC §61.1031, TEC Sec 37.117, and Gov’t Code 2054.516: location-based alerts, automated door-lock integration, real-time 9-1-1, and robust encryption.
- ❖ **Marine Corps’ Sole Mass Notification Provider:** Securing all 32 Marine Corps bases worldwide, including on-base schools, demonstrates our reliability in large-scale, mission-critical settings.
- ❖ **Proven Texas Deployments:** From Texas A&M and Dyess Air Force Base (Abilene, TX) to Joint Base San Antonio, plus new agreements in Amarillo and Roanoke, we excel in secure, large-scale integrations.
- ❖ **Transparent Pricing & Unlimited Scalability:** OEM approach = no per-user fees or hidden costs; districts grow without budget surprises.
- ❖ **Beyond Panic Buttons:** SiSA unifies indoor/outdoor alerts, video surveillance, intrusion detection, and law-enforcement links—saving resources by centralizing all emergency systems.
- ❖ **DoD-Level Cybersecurity:** After a two-year vetting, we earned a Right to Operate on DoD networks, surpassing Texas HB8 standards for encryption and penetration testing.

HQE stands ready to fill the gap in K–12 emergency response with a holistic, battle-tested platform proven in Marine Corps and Texas deployments—ensuring every campus can respond swiftly and cost-effectively to any crisis. We look forward to partnering with Texas districts to deliver the fully integrated safety solution they deserve.

Very Respectfully,

Qais Alkudri  
CEO, HQE Systems, Inc.  
Disabled - Retired Veteran



**HQE Systems, Inc.**

27348 Via Industria, Temecula CA 92590  
P: (800) 967-3036 / F: (760) 645-7183  
E: Contracts@HQESystems.com

**UEI Number:** YGCSL35ZWAD7  
**CAGE Code:** 72W82  
**Federal EIN:** 46-4509670  
**VA VetsFirst:** CERTIFIED/ACTIVE  
**Safety Policies:** ACTIVE PROGRAMS  
**Facilities Clearance:** ACTIVE (SECRET)  
**Buy American Act:** FULLY COMPLIANT

**SBE & DVBE:** 2001433  
**SAM/WAWF:** CERTIFIED/ACTIVE  
**SDVOB:** CERTIFIED/ACTIVE  
**Contractor's LIC:** 1087628/ACTIVE  
**Cybersecurity:** ACTIVE CERTIFICATIONS  
**Personnel:** BACKGROUND CHECKS  
**Federal Grants:** FULLY COMPLIANT

## Attachment A - Response Cover Page



### ATTACHMENT A: COVER PAGE

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

Name of Organization:	HQE Systems, Inc.
Mailing Address:	27348 Via Industria, Temecula, CA 92590
Contact Person who may provide clarification and additional information, if requested.	Qais Alkurdi
E-Mail:	Contracts@HQESystems.com
Phone Number:	(800) 967-3036

### INFORMATION PROVIDED

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order



## Attachment B - Silent Panic Alert Technology Worksheet



### ATTACHMENT B: WORKSHEET

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**Name of Company or Organization:**

HQE Systems, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Alex Carrasco  
alex.carrasco@hqesystems.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

☒ Yes ☐ No



# 1. Company Background and History

## 1.1 Background

HQE Systems, Inc. is a Minority-Owned (MBE), Disabled-Veteran Business Enterprise (DVBE) and Original Equipment Manufacturer (OEM) with over 10 years of experience designing and delivering American-made, fully compliant emergency notification and life safety systems.

We were founded to address a critical gap in the public safety sector—fragmented emergency systems that rely on multiple vendors, resulting in integration issues, added costs, and slower response times. As an OEM, HQE designs, develops, and supports both the hardware and software that power our solutions, ensuring maximum reliability and direct accountability.

HQE's core offering includes the SiRcom SMART Alert Software (SiSA) platform, SAFE Network™ for secure, resilient communications, and FORTRESS™ for cybersecurity compliance. These systems were originally developed to meet the needs of high-security federal installations and are now tailored to the unique requirements of Texas K–12 schools.



## 1.2 Experience

Over the past decade, HQE has delivered complex, large-scale safety and security deployments across federal, municipal, and educational environments. Our OEM approach allows us to customize and scale quickly while maintaining full compliance with state and federal mandates.

We are proud to support a growing list of higher education and district clients:

- ❖ **Texas A&M University System:** Multi-campus deployment of SiSA, integrating alerts via SMS, desktop pop-ups, wall panic buttons, fire panels, VoIP, digital signage, and FEMA IPAWS.
- ❖ **University of Southern California (USC):** Panic alert notifications, visual paging, and campus-wide audio and software-based alerts with a screen takeover feature.
- ❖ **Florida Atlantic University (FAU):** Emergency alert integration includes panic buttons, signage, sirens, SMS, responder networks, and school-specific protocols.
- ❖ **Coastal Carolina University:** Legacy infrastructure was replaced with SiSA and real-time broadcasts from dual emergency command centers. The system was distributed via PA systems, desktop alerts, and panic buttons..
- ❖ **Fayette County Public Schools (KY):** Full district Silent Panic Alert System combining software, wearables, wall-mounted buttons, and 9-1-1 integration.
- ❖ **United States Marine Corps (All 32 Installations Worldwide):** HQE is the sole provider of mass notification and access control systems across every active USMC base, including all schools

located within these installations. Our systems protect students, faculty, and staff through integrated wearable panic buttons, access controls, lockdown triggers, and facility-wide alerting.

These projects reflect our ability to execute multi-campus safety rollouts with multiple stakeholders—parallel to the needs of Texas school districts.

## 1.3 Current User

HQE's systems are actively deployed in educational environments across the United States, including on-base schools at all 32 U.S. Marine Corps installations, where our wearable panic buttons and fixed alert devices are used daily by teachers, administrators, and safety personnel.

Our educational portfolio spans public school districts, higher education institutions, and municipal deployments—including active projects with the Texas A&M University System. While we have not yet deployed in standalone Texas K–12 districts, we are actively expanding in the state through multiple signed contracts and partnerships.

These environments—ranging from multi-campus universities to federal installations with embedded schools—mirror the needs of Texas ISDs in scale, operational complexity, and response coordination. HQE's platform is built to deliver real-time location awareness, role-based user access, automated lockdown, and district-wide alerting workflows from day one.

## 1.4 Service Areas

HQE serves a diverse client base across the United States, including municipal agencies, higher education institutions, military installations with embedded schools, and public school districts outside of Texas. We are fully equipped to support all 20 Texas Education Service Center (ESC) regions through a combination of HQE-led teams and certified regional partners.

Our deployment and support model includes:

- ❖ On-site installation, configuration, and live training
- ❖ Remote diagnostics, health monitoring, and alert system validation
- ❖ 24/7 help desk and emergency technical support
- ❖ Scalable service contracts and SLAs tailored to district size and infrastructure

Whether working with small rural districts or large urban campuses, HQE delivers a consistent, supportable, and compliant solution backed by proven logistics and a unified platform approach. Our current presence across Texas and our OEM model allow us to scale rapidly without third-party bottlenecks, ensuring smooth implementation statewide.

## 2. Product Overview

### 2.1 Product Description

HQE Systems delivers a fully integrated Silent Panic Alert System developed and supported 100% in-house. The solution is built on three proprietary platforms—SiRcom SMART Alert Software (SiSA), SAFE Network™, and FORTRESS™—all designed to operate independently or together as a single unified system for mass notification, device management, and secure emergency coordination.

- ❖ **SiRcom SMART Alert (SiSA) – Unified Emergency Notification & Alert Management:** SiSA is HQE’s FEMA-approved, multi-channel mass notification platform that serves as the central brain of the system. It allows school staff, administrators, and first responders to trigger, receive, and manage emergency alerts from a single interface. SiSA can operate on desktop, mobile, tablet, or web-based dashboards and supports real-time notifications across:
  - SMS/text messaging
  - Voice Calls
  - Emails
  - Desktop takeovers
  - Mobile push alert (iOS/Android)
  - Public Address (indoor & outdoor)
  - Digital signage and message boards
  - Strobe lights and visual indicators
  - Social media (optional)
  - FEMA IPAWS (optional)

SiSA provides interactive maps, customizable templates, and role-based permissions, allowing for incident-specific workflows, building-level activation, and complete alert logging. It supports manual activation or automated escalation tied to access control, threat detection, or sensor input.

- ❖ **SAFE Network™ – Resilient Communications Backbone:** SAFE Network™ allows schools to transmit and receive alerts independently of external networks, maintaining full system operability even in adverse conditions. It powers all wall-mounted panic buttons, wearable badges, and notification hardware, ensuring seamless connectivity across buildings and campuses.

In addition to transmission, SAFE also facilitates automated 9-1-1 integration, pushing alerts directly to public safety agencies with location metadata, reducing dispatcher call times and accelerating response.

- ❖ **FORTRESS™ – Real-Time Tracking, Device Management & Incident Workflow Engine:** FORTRESS™ is the real-time alert and incident control layer of HQE’s Silent Panic Alert System. Built on DoD-level security architecture, FORTRESS™ powers the activation, live tracking, and escalation logic for all wearable badges and wall-mounted panic buttons.

When a panic button is pressed—via wearable badge, software, or wall-mounted unit—FORTRESS™ instantly identifies the exact device, initiating user, and precise location. It then launches an active incident session, which provides real-time tracking as the user moves

throughout the facility. This “live alert state” is visible in the SiSA dashboard and can be shared with school administrators, law enforcement, and dispatchers to guide response teams to the exact, real-time location of the user—even if they are in motion.

**Key FORTRESS™ capabilities include:**

- **Laser-accurate location tracking** tied to badge activation
- **Live incident session management**, including user movement pathing
- **Silent acknowledgment**, escalation, and alert logging
- **Role-based alert routing** (e.g., school admin, SROs, district safety, 9-1-1)
- **Automatic lockdown triggers** when integrated with electronic door hardware
- Secure credentialing and access control
- **Integrated policy engine** to manage district-specific escalation rules

**FORTRESS™ also ensures system compliance with:**

- Texas Government Code 2054.516 (Texas HB8)
- AES-256 encryption at rest / TLS 1.2+ in transit
- SSO & access control (Microsoft Azure, Google Workspace, etc.)
- Vulnerability scanning, penetration testing, and continuous monitoring

By managing all panic event logic—including initiation, location tracking, routing, lockdown engagement, and escalation—FORTRESS™ serves as the intelligent engine behind HQE’s Silent Panic Alert System, ensuring rapid, accurate, and coordinated emergency response.

**Additional Features and Compliance Support**

- ❖ **Customizable System Design**
  - Campus-specific floorplans
  - Role-based access (teachers, admin, SROs, dispatch)
  - Alert types and protocols tailored to district needs
  - Scalable deployment across single or multi-campus environments
- ❖ **Comprehensive Training & Support:** HQE provides full onboarding, staff training, emergency simulation drills, and 24/7/365 technical support.
- ❖ **Built-In Compliance Framework:** FORTRESS™ enforces adherence to:
  - Texas HB8 (Gov Code 2054.516)
  - Data security and privacy standards (FERPA, COPPA, CSDPA)
  - Secure update protocols, audit logs, and vulnerability remediation

By deploying SiSA, SAFE Network™, and FORTRESS™, HQE delivers a battle-tested, secure, and fully managed Silent Panic Alert System—engineered to exceed the requirements of 19 TAC §61.1031, TEC Sec 37.117, and all applicable TEA safety and cybersecurity mandates.

## 3. Technical Information

HQE's Silent Panic Alert System is a hybrid solution that combines HQE-manufactured hardware (panic buttons, wearable badges, control devices) with our proprietary software platform—delivered as either cloud-based, on-premise, or hybrid deployment, depending on district needs.

### 3.1 Product Type

HQE's system includes:

- ❖ **Software:** SiRcom SMART Alert Software (SiSA) – FEMA-approved, supports real-time alerts, location tracking, device management, and incident workflows.
- ❖ **Hardware:** Wall-mounted panic buttons, wearable panic badges (battery-powered), notification hardware (speakers, strobes, signage), and door lock integrations.
- ❖ **Network Infrastructure:** SAFE Network™ gateways (RF, LTE, IP) ensuring communication across campuses during power/internet failure.
- ❖ **Cybersecurity & Control Layer:** FORTRESS™, HQE's incident automation and real-time tracking engine, with full compliance to Texas HB8 and national security standards.

### 3.2 Silent Panic Alert Technology

HQE's Silent Panic Alert System incorporates SiRcom SMART Alert (SiSA), SAFE Network™, and FORTRESS™, ensuring instant, secure, and compliant emergency alerting.

- ❖ **Instant Alert Activation:** Authorized staff, including substitute teachers, can trigger emergency alerts via mobile apps, desktop interfaces, or dedicated panic buttons.
- ❖ **Automated 9-1-1 & Law Enforcement Notifications:** Alerts automatically notify designated administrators and first responders, providing real-time location tracking for immediate response.
- ❖ **Location-Aware Alerts:** Every alert includes the exact location of the initiating device or user
- ❖ **Multi-Channel Notifications:** The system broadcasts alerts via SMS, voice calls, emails, desktop pop-ups, PA systems, digital signage, and outdoor warning sirens, ensuring complete situational awareness.
- ❖ **Automated Lockdown Integration:** When triggered, the system can remotely lock electronically controlled doors, preventing unauthorized access during an emergency.
- ❖ **Event Logging & Acknowledgement:** All alerts are logged with time, user, and location data, allowing administrators to confirm and track responses
- ❖ **Failsafe Communication:** The system utilizes SAFE Network™ for redundant communication paths, ensuring message delivery even during network or power failures.

This comprehensive alerting infrastructure ensures that schools meet Texas safety mandates (19 TAC §61.1031, TEC Sec 37.117) while streamlining emergency response workflows.

### 3.3 Integration

HQE's Silent Panic Alert System is designed to seamlessly integrate with existing school security, telecommunications, and emergency response infrastructure, including:

- ❖ **IP-Based PA & Intercom Systems:** Compatible with existing IP and analog-based PA systems for campus-wide audio alerts.
- ❖ **Access Control Systems & Electronic Door Locks:** Supports automated lockdown functionality for electronically controlled doors.
- ❖ **Existing Mass Notification Platforms:** Integrates with FEMA IPAWS, allowing alerts to be disseminated via emergency broadcast channels.
- ❖ **Mobile & Desktop Interfaces:** Staff can trigger and receive alerts via mobile apps, desktop software, and web-based dashboards.
- ❖ **Local 9-1-1 Dispatch & Law Enforcement Systems:** Ensures real-time data transmission to emergency responders.
- ❖ **Cloud & On-Premise Deployment Options:** Schools can choose between fully cloud-hosted or hybrid (cloud/on-premise) implementations, ensuring compatibility with existing IT policies and security frameworks.

This flexible integration approach minimizes infrastructure changes while enhancing existing security and emergency response capabilities.

### 3.4 Data Security

HQE's Silent Panic Alert System is engineered for compliance with Texas HB8 security mandates and follows industry-leading security best practices, including:

- ❖ **End-to-End Encryption:** Data is protected with AES-256 encryption at rest and TLS 1.2+ encryption in transit.
- ❖ **Secure Authentication & Access Controls:** Role-based access ensures that only authorized personnel can trigger, view, or manage alerts.
- ❖ **Penetration Testing & Vulnerability Assessments:** The system undergoes regular security audits and third-party penetration testing to prevent vulnerabilities.
- ❖ **Redundant Infrastructure & Disaster Recovery:** SAFE Network™ ensures high availability (99.999% uptime) with geo-redundant failover systems to maintain operations during outages.
- ❖ **Texas HB8 & FERPA Compliance:** HQE ensures strict adherence to Texas HB8 (Government Code 2054-516), FERPA, and WCAG 2.1 accessibility standards.
- ❖ **Automated Security Updates & Threat Monitoring:** The system features continuous monitoring, automated patching, and AI-driven threat detection to protect against cyber threats.

This security framework protects sensitive school data, prevents unauthorized access, and ensures compliance with Texas security regulations, providing school districts with a safe, secure, and reliable emergency alert system.



## Why HQE's System is Superior to Other Products on the Market

- ❖ Other systems depend on Wi-Fi, Bluetooth, or cellular networks. HQE's SAFE Network™ is a standalone infrastructure, ensuring that alerts always function even during outages.
- ❖ Many solutions require additional hardware and sensors for alert activation. HQE's system uses long-range RF technology, reducing infrastructure costs while increasing reliability.
- ❖ Some systems charge high recurring fees for law enforcement integration. HQE provides direct integration with 911 and emergency responders at no additional cost.
- ❖ Many providers force districts into closed, rigid platforms. HQE's system is modular, scalable, and customizable, allowing TEA to modify features and expand functionality as needed.

Unlike other solutions that require daily charging for panic buttons, HQE's wearable devices have a multi-year battery life, reducing maintenance burdens for TEA.

Feature	Another industry provider	HQE Systems (SiSA)
System Independence	❌ Operates without Wi-Fi or cellular, using a proprietary mesh network, AC required.	✅ Operates independently of Wi-Fi, cellular networks, and Power. (15 days backup power)
Alert Activation	✅ Wearable badge with single-button activation	✅ Wearable, battery-powered alert button
Infrastructure Requirements	❌ Requires a network of Bluetooth sensors throughout facilities	✅ No additional infrastructure is required, uses an independent wireless network
Integration with District Systems	❌ Focuses on internal alerting; limited public information on integration with Azure SSO, Aeries SIS, or Google Workspace	✅ Fully integrates with Azure SSO, Aeries SIS, Office 365, and Google Workspace
Law Enforcement Connectivity	❌ No direct law enforcement integration is mentioned in the available data	✅ Direct integration with law enforcement and emergency responders
Scalability	❌ Requires sensor installation across all buildings, increasing initial infrastructure investment	✅ Designed for rapid deployment without additional wiring or complex infrastructure needs
Notification Methods	✅ Audio/visual alerts through strobes, PA system platforms	✅ Multi-sensory alerts via PA system, desktop takeover, color-coded strobes, intercoms, and law enforcement dispatch
Silent Acknowledgment	✅ Limited	✅ Includes silent acknowledgment feature to confirm alert receipt discreetly
Compliance and Security	❌ Meets general compliance standards but limited publicly available data on FERPA, COPPA, and CSDPA adherence	✅ Full compliance with FERPA, COPPA, and CSDPA for strict data protection
Support and Maintenance	❌ Requires maintenance of Bluetooth sensor network; limited public details on support hours	✅ 24/7 technical support, proactive system monitoring, and rapid replacement services

## 4. User Experience and Implementation

### 4.1 Training and Support

HQE Systems offers a comprehensive, hands-on training program designed to ensure that all TEA personnel, from super administrators to general users, are fully proficient in operating the **Silent Panic Alert System**. Our training approach is structured to be interactive, scenario-based, and adaptable to various user roles, ensuring that all staff can confidently utilize the system in real-world situations.

#### Training Approach

The training program follows a phased, role-based methodology to ensure proper understanding and retention of system operations.

- ❖ **Hands-On System Training:** Live, interactive sessions focused on real-world emergency scenarios
- ❖ **Phased Training Rollout:** Training will be delivered in alignment with system deployment, allowing staff to practice with live systems as they are brought online
- ❖ **Ongoing Support & Refreshers:** Additional refresher courses and on-demand training to ensure continued proficiency

#### Training Components

Training Type	Audience	Focus Areas	Delivery Method
<b>Administrator Training</b>	IT staff, school administrators, security personnel	System configuration, crisis alert escalation, report analysis, and compliance monitoring	On-site & virtual
<b>General Staff Training</b>	Teachers, faculty, office personnel	Panic button activation, emergency response workflows, visitor management procedures	On-site & virtual
<b>Incident Response Training</b>	Security teams, emergency responders	Real-time alert tracking, multi-agency coordination, drill management	Live simulations
<b>Ongoing Training &amp; Refreshers</b>	All users	System updates, policy changes, annual safety compliance	On-demand online & scheduled sessions

## Key Training Features


- ❖ **Live Scenario-Based Simulations**
  - Staff will engage in real-world emergency response drills to reinforce system usage in critical situations.
- ❖ **Customizable User Training Levels**
  - Training is tailored to each user role, ensuring administrators, general staff, and security teams receive instruction relevant to their responsibilities.
- ❖ **Visitor Management & Security Training**
  - Ensures staff understands how to use FORTRESS™ visitor tracking, background checks, and zone-based authorization for campus security.
- ❖ **AI-Driven Interactive Training Module**
  - Staff will have access to an adaptive learning platform that simulates different emergency scenarios and adjusts based on performance.
- ❖ **Flexible Training Delivery**
  - Training will be conducted through on-site workshops, live virtual sessions, and an online portal for continuous learning.
- ❖ **Ongoing Access to Training Resources**
  - Users will have on-demand access to training videos, manuals, and refresher courses, ensuring long-term system proficiency.


## Post-Implementation Training & Support


To ensure continued success beyond initial deployment, HQE offers:

- ✓ **On-Demand Refresher Training** – Available throughout the contract period
- ✓ **Quarterly System Check-Ins** – Ensure staff remains engaged and updated on system usage
- ✓ **Custom Emergency Drills** – Conducted in partnership with TEA's safety teams

### SMART ID BADGES - PANIC BUTTON & LOCATOR







PANIC BUTTON

LOCATION TRACKER

UTILIZE TO OPEN ELECTRONIC DOOR LOCKS

**INSTANT ALERTING OF SECURITY TEAMS**


Pressing the panic buttons will instantly alert all necessary campus personnel within seconds. This can include 911, campus security, administrators, and other key staff members as needed to ensure a swift response.

**LOCATE THE THREAT ON A MAP**

The ID cards can be tracked to a specific location on a campus map, providing immediate situational awareness for response teams. All badges are displayed in real-time on a user interface map, enhancing the ability to quickly locate individuals during emergencies.

**UTILIZED FOR EXISTING OR NEW ACCESS SYSTEM**

The ID badges can be configured to integrate with the existing campus access control system, allowing the school to use the ID cards not only for panic alerts but also for accessing secure areas, enhancing both safety and convenience.



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## 4.2 Customization Options

HQE's Silent Panic Alert System is fully customizable to meet the unique needs of each Texas school district, ensuring optimal performance and seamless integration into existing safety infrastructure.

- ❖ **Scalable to District Size:** Configurable for single schools, multi-campus districts, or state-wide implementations with flexible deployment options.
- ❖ **Custom Site Layouts & Location Mapping:** Supports campus-specific layouts, enabling real-time location tracking for more precise alert activation and emergency response coordination.
- ❖ **Role-Based Access & Permissions:** Customizable user roles allow district administrators to define staff access levels for alert initiation, system monitoring, and response verification.
- ❖ **Branded & District-Specific Interfaces:** Tailored dashboards and alert messages with school branding, terminology, and localized response protocols.
- ❖ **Multi-Language Support:** Supports multiple languages, ensuring accessibility for diverse school communities and compliance with WCAG 2.1 accessibility standards.

HQE's modular design allows districts to customize the system without requiring major infrastructure changes, providing a tailored, effective, and compliant safety solution.

## 4.3 Implementation Process

HQE follows a structured, phased approach to ensure a seamless deployment of the Silent Panic Alert System across school districts with minimal disruption to daily operations. Our approach includes pre-installation planning, system configuration, rigorous testing, staff training, and post-deployment support.

The implementation timeline varies depending on district size, number of campuses, and integration requirements, but our standard deployment framework is as follows:

Phase	Activities	Estimated Duration
Initial Consultation & Needs Assessment	<ul style="list-style-type: none"> <li>Conduct a district-wide assessment to identify existing security infrastructure, network compatibility, and integration needs.</li> <li>Define customization requirements, including school layouts, user roles, and communication protocols.</li> <li>Develop a detailed project timeline and deployment roadmap.</li> </ul>	Week 1
System Configuration & Integration	<ul style="list-style-type: none"> <li>Configure SiRcom SMART Alert (SiSA) platform, including alert triggers, contact lists, multi-channel notifications, and automated 9-1-1 dispatching.</li> <li>Integrate with existing school safety systems (PA/intercom, access control, sirens, security cameras, and emergency dispatch centers).</li> <li>Set up user permissions and security access controls based on district policies.</li> </ul>	Week 2

Hardware & Network Deployment (if applicable)	<ul style="list-style-type: none"> <li>• Install panic buttons, access control modules, and integrated sirens (if required).</li> <li>• Ensure SAFE Network™ deployment for redundant emergency communication pathways.</li> <li>• Conduct network security validation to ensure compliance with Texas HB8 mandates.</li> </ul>	Week 3
Testing & Quality Assurance (QA)	<ul style="list-style-type: none"> <li>• Conduct full system diagnostics to validate alert activation, automated 9-1-1 calls, and location-based notifications.</li> <li>• Perform emergency drill simulations with school security personnel to assess real-world response times.</li> <li>• Verify automated door-locking integration for schools with electronic access control.</li> <li>• Fix any identified issues before go-live.</li> </ul>	Week 4
Staff Training & User Onboarding	<ul style="list-style-type: none"> <li>• Conduct onsite and virtual training for school administrators, teachers, and emergency response teams.</li> <li>• Provide role-specific training (e.g., alert initiators, security officers, IT administrators).</li> <li>• Deliver training manuals, video guides, and best practices documentation.</li> <li>• Set up help desk access for ongoing support.</li> </ul>	Week 4-5
Go-Live & Full System Activation	<ul style="list-style-type: none"> <li>• Deploy the system across all schools, campuses, and administrative sites.</li> <li>• Conduct final system validation and confirm real-time alerting and response coordination.</li> <li>• Provide 24/7 support for live incident response and troubleshooting assistance.</li> <li>• Establish periodic system health checks to monitor uptime, alerts, and system stability.</li> </ul>	Week 5
Ongoing Support & Compliance Updates	<ul style="list-style-type: none"> <li>• Provide real-time system monitoring and performance analytics.</li> <li>• Ensure compliance with state mandates (19 TAC §61.1031, TEC Sec 37.117, HB8 cybersecurity laws).</li> <li>• Conduct annual re-training sessions and system audits.</li> <li>• Offer continuous software updates, security patches, and feature enhancements based on district needs.</li> </ul>	Ongoing

#### Additional Implementation Support:

- ❖ **Custom Implementation for Large Districts:** For districts with multiple campuses, HQE offers staggered rollouts to ensure a smooth transition across all facilities.
- ❖ **Parallel System Testing:** HQE can test the system alongside existing emergency notification tools before full migration, ensuring uninterrupted safety operations.

- ❖ **Dedicated Project Manager:** Each district is assigned a dedicated HQE project manager to oversee the entire implementation process, provide technical guidance, and coordinate with school administrators, IT teams, and first responders.



#### Why HQE's Implementation Process Is the Best Match for TEA:

- ❖ **Minimizes disruption:** Phased deployment ensures school operations continue as normal.
- ❖ **Ensures compliance:** Fully adheres to Texas school safety mandates and cybersecurity laws.
- ❖ **Maximizes staff readiness:** Comprehensive training ensures schools are prepared for real-world emergency scenarios.
- ❖ **Guarantees system reliability:** Redundant infrastructure and 24/7 support ensure continuous emergency readiness.

## 4.4 Updates

HQE maintains a proactive approach to system updates, issue resolution, and continuous enhancements, ensuring that the Silent Panic Alert System remains secure, efficient, and compliant with Texas school safety regulations.

- ❖ **Regular Software Updates:** System updates are scheduled quarterly, addressing new features, performance optimizations, and regulatory compliance changes.
- ❖ **Automated Security Patches:** Critical security patches and vulnerability fixes are deployed automatically, ensuring protection against cyber threats.
- ❖ **Real-Time Monitoring & Alerts:** SAFE Network™ continuously monitors system health, performance, and uptime, providing instant alerts for potential issues.
- ❖ **User Feedback-Driven Enhancements:** HQE collects user input and school district feedback to introduce feature improvements and usability enhancements.
- ❖ **Dedicated Issue Resolution Team:** A 24/7 help desk and technical response team ensures rapid troubleshooting and resolution of any system issues.

HQE's ongoing maintenance, proactive support, and continuous innovation ensure that school districts always have a state-of-the-art emergency alert system that evolves with their needs.



## 5. System Reliance and Continuity

### 5.1 Operational Assurance

HQE's Silent Panic Alert System is designed with high-reliability architecture to ensure continuous operation, even during power outages or network failures. Our system leverages the following redundant infrastructure and failsafe mechanisms to maintain uninterrupted emergency communication:

- ❖ **SAFE Network™ for Redundant Communication:** Ensures alerts are transmitted via multiple independent communication pathways, including cellular, satellite, IP-based networks, and landline backup to prevent single-point failures.
- ❖ **Uninterruptible Power Supply (UPS) & Battery Backups:** System components, including panic buttons, access control modules, and networked alerting devices, are equipped with battery backup solutions to remain functional during power disruptions.
- ❖ **Cloud-Based & On-Premise Hybrid Deployment:** Ensures that alerts are still processed and disseminated even if local servers or networks are down.
- ❖ **Automatic Failover & Disaster Recovery:** The system includes geo-redundant servers, allowing instant failover in case of hardware or network failures, ensuring 99.999% uptime for emergency alerts.

These built-in reliability measures ensure that the system remains fully operational during any crisis, allowing schools to activate emergency protocols without interruption.

### 5.2 Accessibility

HQE ensures full accessibility of the Silent Panic Alert System so that any campus staff member, including substitute teachers and temporary personnel, can activate an emergency alert when needed.

- ❖ **Multi-Device Activation:** Alerts can be triggered from mobile apps, desktop software, wall-mounted panic buttons, wearable emergency devices, and integrated telecommunication systems.
- ❖ **Role-Based Access Control (RBAC):** Allows administrators to assign emergency activation permissions to designated staff while maintaining system security.
- ❖ **Guest & Temporary Staff Access:** Substitute teachers and temporary personnel are provided with unique, time-limited credentials to enable emergency activation without requiring long-term system enrollment.
- ❖ **Hands-Free & Voice-Activated Triggers:** In certain configurations, HQE supports voice-activated or hands-free activation, ensuring alerts can be triggered even in situations where manual access is restricted.
- ❖ **ADA & WCAG 2.1 Compliance:** Ensures all staff members, including those with disabilities, have equal access to alert functionalities via text, voice commands, and alternative interfaces.

By implementing multi-channel accessibility and ensuring inclusive usability, HQE guarantees that all authorized school staff, including substitutes, can initiate emergency alerts without technical limitations.

## 5.3 Accuracy

HQE's Silent Panic Alert System ensures precise location tracking for every alert activation, allowing emergency responders and school administrators to immediately locate the source of the emergency.

- ❖ **Real-Time Location Data with Alert Activation:** Every alert includes detailed location metadata, such as building number, room number, floor level, or GPS coordinates, ensuring first responders can quickly locate the emergency.
- ❖ **Integration with School Maps & Floor Plans:** The system is pre-configured with custom school layouts, allowing security teams to visually identify the exact location of the triggered alert.
- ❖ **Geo-Fencing for Outdoor & Large Campus Alerts:** Supports precise geolocation tracking for outdoor alerts, sports fields, and large multi-building campuses.
- ❖ **Automatic Update of Location Details:** If the person who triggered the alert is mobile (e.g., running from an active threat), the system can track movement and update responders in real-time.
- ❖ **Time-Stamped Event Logging:** Every alert is automatically recorded with a timestamp and location history, ensuring compliance with safety audits and post-incident reporting requirements.

HQE's advanced location accuracy ensures that emergency responders receive critical situational awareness in real-time, significantly reducing response time and improving safety outcomes for students and staff.

## 6. Product Pricing

### 6.1 Cost Structure (Based on a 6-building District model with 500 staff)

#	Description	QTY	Unit of Measure	Price	Total
1	Base Package - Initial Survey, Installation, Integration, Testing & Training	1	Per District	\$ 222,098.41	\$ 222,098.41
2	Base Package - 1-Year Preventive Maintenance	1	Per District	\$ 24,781.11	\$ 24,781.11

### 6.2 Licensing Options

**Annual Recurring Fee After Year 1: \$32,370.20**

*(Covers licensing, hosting, support, 200K emergency messages, and ongoing training)*

### 6.3 Tiered Packaging

To meet the varying needs of Texas school districts, HQE offers scalable, modular packaging based on district size, alerting features, and implementation requirements. The following example illustrates how our Silent Panic Alert System is structured into three tiers, based on the feature sets and integrations required:

Tier	Includes	Estimated Cost
Tier 1	Core Software Package – Includes SiRcom SMART Alert (SiSA) for desktop/mobile alerts, user dashboard, and training.	Starting at <b>\$39,000</b> per building
Tier 2	Core Software + Wearables – Adds SAFE Network™ infrastructure, wearable panic badges, and 9-1-1 integration.	Starting at <b>\$72,000</b> per building
Tier 3	Full System Integration – Adds wall-mounted panic buttons, door lock control, PA system connection, strobes, and full FORTRESS™ incident management.	Based on the model in Section 6.1 – <b>\$222,098.41</b> total (6-building sample district)

Licensing Model: After Year 1, the annual recurring cost is \$32,370.20, which includes software licensing, system hosting, 24/7 support, 200,000 emergency messages, and ongoing user training.

All tiers include:

- ❖ Unlimited user accounts
- ❖ Compliance with Texas HB8, 19 TAC §61.1031, and TEC Sec 37.117
- ❖ 24/7/365 support and onboarding
- ❖ Customizable templates and escalation logic

Packages are flexible and upgradeable at any time without requiring reinstallation or hardware replacement. Final pricing is confirmed following a site-specific assessment.



## OUR UNIFIED LIFE SAFETY & SECURITY SOLUTIONS

For Schools & Universities Committed to Protecting Their Students, Staff & Campuses



HQE Systems | A Minority-Owned, Disabled Veteran Business Providing Advanced Unified Life Safety & Security Solutions  
Confidential and Proprietary

### End of Proposal

*"It is our goal at HQE to continue to serve our veterans through our 'Hire Veterans Policy HQE-2015-2025'. We appreciate all of our current and past customers who have helped us meet our goals of hiring veterans throughout the years. Your support in HQE is directly impacting the support of our incredible veterans. Thank you for your consideration and support of a FEMA Certified, Minority Business Enterprise (MBE), Disadvantaged Business Enterprise (DBE), and Disabled Veteran Owned Business Enterprise (DVBE)!."*

***Thank you from the HQE Systems Inc. team.***

**Signed and Approved by**

*Qais Alkurdi*

CEO, Disabled Veteran / Retired



## ATTACHMENT 1: Datasheets

### Texas Education Agency Silent Panic Alert System



**Due Date: March 26, 2025**

**Proposal Prepared For:**

Texas Education Agency  
1701 N. Congress Avenue  
Austin, TX 78701

**POC:** Mr. Kem David

**Title:** TEA Contracts and Purchasing Division

**Email:** [Kem.David@tea.texas.gov](mailto:Kem.David@tea.texas.gov)

**Tel:** (512) 463-9436

**Proposal Approved By:**

HQE Systems Inc.  
27348 Via Industria  
Temecula, CA 92590

**POC:** Mr. Qais Alkurdi

**Title:** Chief Executive Officer

**Email:** [Contracts@HQESystems.com](mailto:Contracts@HQESystems.com)

**Tel:** (800) 967-3036 X1102

This proposal contains trade secrets and confidential business or financial information exempt from disclosure under the Freedom of Information Act. This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use the information contained in this data if it is obtained from another source without restriction. The data subject to this restriction is contained in this proposal and all attachments. **All product names, logos, and brands are the property of their respective owners.** All company, product, and service names used in this proposal are for identification purposes only. Use of these names, logos, and brands does not imply endorsement.





# Instructional Audio Solutions for Deeper Insight to Learning

**Bid:**

Approved List of Vendors for  
Silent Panic Alert Technology

#701-25-013

**Exclusively Prepared For:**

Texas Education Agency

**Project Manager:**

Melissa Williams, Bid & Contract Manager  
Phone: 503-481-2772

**Bid Due Date:**

March 26, 2025 at 2:00pm C.T.

We are pleased to submit documents for the RFI #701-25-013 Approved List of Vendors for Silent Panic Alert Technology due March 26, 2025.

### Introduction

We envision a world where every student and every teacher can listen, learn and share their voice. We strengthen the connection between teachers and students by creating instructional audio solutions that empower safe and effective learning environments.

For 35 years, Lightspeed has delivered powerful instructional audio solutions to K-12 classrooms nationwide. Our products enhance communication and collaboration through crystal-clear, low-volume, highly intelligible sound. Our instructional audio solutions support whole-group and small-group instruction and integrate with life-safety and building communication systems to create a safe and effective learning environment, ensuring equal access to instruction for all.

We have provided all the relevant information as requested to the best of our ability. Enclosed you will find:

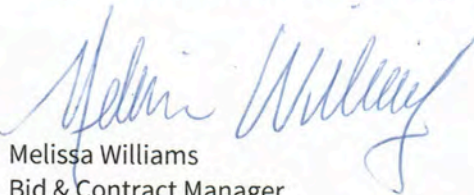
### Requested Attachments

- Cover Page with Contact Information
- This Cover Letter with Response Materials Outline
- Attachment A: Response Cover Page
- Attachment B: Silent Panic Alert Technology Worksheets
- Attachment C: Requested Information and Required Order Checklist

### Additional Attachments

- Attachment C: Requested Information and Required Order Response (Indexed)
- Datasheets for Lightspeed Technologies' Cascadia and Topcat Cascadia Systems

Passionate about its culture of service, Lightspeed remains dedicated to improving the lives of educators and students through its products, research, and partnerships. We look forward to partnering with the Texas Education Agency to increase access to learning for students. Please do not hesitate to contact me if you have any questions. We thank you again for this opportunity.



Melissa Williams  
Bid & Contract Manager  
800.732.8999 / [LSBIDS@lightspeed-tek.com](mailto:LSBIDS@lightspeed-tek.com)

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Lightspeed Technologies, Inc.
<b>Mailing Address:</b>	11509 SW Herman Road, Tualatin, OR 97062
<b>Contact Person who may provide clarification and additional information, if requested.</b>	RFI Project Manager: Melissa Williams, Bid & Contract Manager LSBIDS@lightspeed-tek.com, 503-481-2772  Contact for Technical Verification of Requirements: Joe Eggleston, Sales Engineer joe.eggleston@lightspeed-tek.com, 469-767-9900
<b>E-Mail:</b>	See Above
<b>Phone Number:</b>	See Above

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**



**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Lightspeed Technologies, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Regional Representative: Dan Carter, Director of Educational Partnerships - Central Region  
Phone: 603-475-8439, Email: dan.carter@lightspeed-tek.com

Contact for Technical Verification of Requirements: Joe Eggleston, Sales Engineer - Central Region  
Phone: 469-767-9900, Email: joe.eggleston@lightspeed-tek.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

Yes ☒ No

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## ATTACHMENT C: REQUESTED INFORMATION AND REQUIRED ORDER RESPONSE

### RFI 701-25-013 – SILENT PANIC ALERT TECHNOLOGY

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## Section 1: Company Background & History

### 1. Background: Provide an overview of the company's background and history.

Lightspeed Technologies was founded in 1990 and has been dedicated for the past 35 years to delivering high-quality instructional audio solutions to school districts across the country. We have been selling to Texas school districts since 2005. Since hearing is the primary channel by which students learn, the Lightspeed solution provides a small, lanyard microphone that a teacher wears to amplify their voice through our speaker solutions in the classroom. This technology has independent research showing improved student achievement and engagement, along with improved teacher effectiveness and productivity.

### 2. Experience: Relevant experience in delivering school safety products and services within Texas.

Lightspeed Technologies launched our Cascadia platform for networked instructional audio in 2024. This platform is designed for integration with safety communication providers to allow for our teacher Clearmike microphone to be utilized to deliver multiple options of alert capabilities into the safety communication platform. The primary button in this solution is a red recessed button on the side of our microphone which is designed as a discrete panic button. This has the capability to deliver the discrete alert button notification, with location information, to the safety communication system. The safety communication system can then be programmed to deliver this notification to safety, security, and law enforcement personnel. There are two additional buttons on the front of the microphone that can be utilized for non-emergency alert notifications and to provide user-initiated phone calls.

### 3. Current Users: Number of Texas school districts currently using the product.

Lightspeed Technologies has delivered our instructional audio technology to 151 different Texas Independent School Districts over the past five years. This could be as simple as delivering technology to one classroom all the way to providing our audio technology to every single classroom in the school district. Texas districts that have our technology in every classroom or large numbers of classrooms across the district include Cypress Fairbanks ISD, Plano ISD, Mesquite ISD, Royce City ISD, Klein ISD, and Tomball ISD. We also have delivered our solutions to many charter, private, and educational service centers within Texas.

### 4 Service Area: Geographic service areas within Texas.

Lightspeed Technologies sells into and serves Texas school districts state-wide.

## Section 2: Product Overview

### 5. Product Name: Cascadia

### 6. Description: A detailed description of the product, including its main features and capabilities.

Cascadia is a network-connected system for silent alerts that includes live communication for both every day and emergency events via a lanyard-worn multi-function transmitter (Lightspeed's Clearmike) for teachers, district staff, temporary staff and substitutes. This product is designed on an open based platform, which allows a district to leverage as much of a school's existing communication infrastructure as possible. This is achieved through integrations with leading life-safety and critical communication systems for unified communication throughout the district. An alert can be initiated from our lanyard-worn Clearmike, which provides location information in addition to live bi-directional communication. Live bi-directional communication leverages a school's existing VoIP system so a phone call can be made from the Clearmike simultaneously with initiation of a silent alert. Each Clearmike is provided with an earbud lanyard so that even the live bi-directional call is discrete. The additional and everyday function of the Clearmike is as a microphone for instructional audio. This helps to ensure the device is used daily and that teachers, in particular, will be familiar with its use.



### **Technical Information**

7. Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.

Our system combines hardware and software. The system includes the Cascadia base unit installed in strategic locations throughout the school, including all classrooms; the lanyard-worn transmitter (Clearmike) and the Cascadia Web Console Software. The Cascadia Web Console software is Virtual Machine download and installed on a server at each campus site.

8. Silent Panic Alert Technology: Details about the technology used.

The Silent Panic Alert is initiated from the lanyard-worn Clearmike, which has three programmable buttons. The red “alert” button would be programmed for the silent alert. The Clearmike has an ePaper display which provides positive feedback to the user so they can be confident the alert communication has been sent. Clearmike transmits the alert through wireless DECT technology, which operates on the secure and reliable 1.9 GHz band. The alert is received by our Cascadia C25 base unit, which has a range, depending on building construction, of approximately 150-200ft. There will be multiple C25 base units installed throughout the school, including all classrooms, to ensure campuswide coverage. The C25 receives the alert from a Clearmike and then sends the alert communication over the schools Local Area Network to our CWC Cascadia Web Console software. The Cascadia Web Console is premise based, and the alert is ultimately sent over the districts secure network inside their own firewall.

9. Integration: Compatibility with existing systems and software (if any).

The Cascadia Web Console software is built on a Linux platform and API integrations have been co-developed with multiple manufacturers of life safety and communication equipment. Our product was engineered to leverage as much of a school’s existing infrastructure as possible to achieve cost effective integration. The following is a partial list of engineered integrations compatible with our CWC. Compatible intercom and paging system manufacturers include Bogen, CareHawk, Rauland and Valcom. A partial list of VoIP telephony integrations includes Cisco, Free PBX, Mitel, NEC and Zoom. A list of presently compatible middleware platforms includes InformaCast and Raptor. Other 3rd party integrations are under development and Lightspeed has a willingness to work with districts to develop and test additional integrations.

10. Data Security: Measures in place to protect sensitive information.

Our system does not collect personal data of users. Our CWC logs events and information on our systems and devices. As Clearmikes are assigned to teachers and staff, the naming of each Clearmike is user-definable by the district.

### **User Experience & Implementation**

11. Training and Support: Availability of user training, onboarding, and ongoing support.

The district is provided with site-specific in-service training at each school at no additional cost from Lightspeed at the time of initial implementation. These in-service trainings will be supported by written user directions in the form of a user manual and videos. Technical training will be performed with district personnel which may consist of both virtual and live hands-on training. Lightspeed will provide the district’s technology department with equipment for testing. Ongoing support will be provided directly from Lightspeed via your locally based Account Executive, assigned Sales Engineer, our Service department and possibly local subcontractors. All Lightspeed products, other than batteries and accessories, carry a five-year advance replacement warranty.

12. Customization Options: Ability to tailor the product to specific needs (e.g., district size, site-specific layouts, custom labeling).

Every site will be a custom implementation and a site survey will be performed in order to make recommendations for product quantity, placement and to identify what 3rd party systems the district has in place that might best be leveraged for the implementation. Lightspeed will work with the district to devise an agreeable method of equipment labeling.

13. Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.

Lightspeed endeavors to keep sufficient product inventory to meet the requirements of a school or district rollout. A site survey will be performed and a custom proposal created for each site. Most site surveys will be performed within two weeks of advance notice. Quotes are typically generated within 72 hours. Product will typically ship within 10 days of receipt of PO for an individual school implementation. Lightspeed will work with the district to devise a mutually agreeable rollout schedule for multi-site implementations. The physical implementation will be coordinated with district and school personnel for site access and availability. New construction projects will be coordinated with the district-assigned Project Manager and General Contractor. Retrofit projects are typically performed after school hours, over breaks and, if required, over weekends. Lightspeed has developed a Cascadia Certification program so that a district's preferred local installers or integrators hired to install our products are properly trained on the installation of our products.

14. Updates: Frequency and process for issue resolution and product enhancements or updates.

Lightspeed's Service department has Oregon-based employees to answer live troubleshooting calls from Monday through Friday between 7am and 7pm Central time. To minimize downtime, Lightspeed can offer the district local service stock or send advance replacement items via 3-day shipping. Lightspeed has the ability, under certain conditions, to provide a school district with a limited inventory of local service product. More typically, during the warranty period, advance replacement product for items such as Clearmikes and C25's are typically received by the school or district within three working days of receipt of a Service request. During the warranty period, Lightspeed will include a return label with the replacement part for return of the defective item, which means Lightspeed covers the cost of shipping in both directions. We can be generous with this type of arrangement due to our low failure rates. Product software updates are typically made quarterly with development time typically taking 6 weeks, followed by 6 weeks of verification testing.

### ***System Reliance & Continuity***

15. Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.

Our C25's are powered via district owned PoE network switches. In order to ensure alerts remain operational during a power outage it is Lightspeed's recommendation that the district deploy UPS battery backup systems to provide temporary power to these switches, which power our C25's.

16. Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.

The lanyard-worn Clearmikes can be worn by teachers, campus staff, temporary staff and substitute staff. Should an individual wearing a Clearmike depress and hold the red alert button for 2 seconds, they will get a notification on their Clearmike's ePaper display that the alert was sent. The Clearmike will perform a "base scan" and send the alert through the nearest C25 base. There is no special training required for the user other than for substitutes and itinerants that may require an additional "point to pair" step, which takes less than 5 seconds, so their Clearmike can be used as a microphone in their assigned classroom.

17. Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.

When an alert is initiated from a Clearmike, it communicates the alert to its paired or nearest C25 base. The location information of the nearest C25 base is sent via Text String to our CWC which receives and transmits the alert, including location, through the districts network.

### Section 3: Product Pricing Model & Structure

18. Cost Structure: Pricing model, to include any one-time or ongoing costs.

Our technology includes an instructional audio sound system for each classroom along with the teacher Clearmike as a multi-functional technology solution incorporating silent panic alert. Educational pricing starts at 20% off List Price and tiered discounts go up to 30% depending on volume. Special pricing may be available for very large implementations. Installation is not included but is available through integration partners. Pricing below is a one-time, per-classroom purchase from Lightspeed. Integration solutions through our partners may incorporate ongoing costs.

SYSTEM	LIGHTSPEED TECHNOLOGIES PRICING SPRING 2025*	LIST PRICE
TCC-C	Topcat Cascadia ceiling-mounted Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone with battery pack, power supply and ceiling mounted hardware	\$2,933
TCC-CC	Topcat Cascadia ceiling-mounted Networked Instructional Audio system with web console software, life safety interface, 2 Clearmike microphones with battery packs, power supply and ceiling mounted hardware	\$3,277
TCC-CS	Topcat Cascadia ceiling-mounted Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone and 1 Sharemike handheld microphone with battery packs, power supply and ceiling mounted hardware	\$3,277
TCC-C-M	Topcat Cascadia ceiling-mounted Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone with battery pack, power supply, ceiling mounted hardware and Media Connector	\$3,246
TCC-CC-M	Topcat Cascadia ceiling-mounted Networked Instructional Audio system with web console software, life safety interface, 2 Clearmike microphones with battery packs, power supply, ceiling mounted hardware and Media Connector	\$3,590
TCC-CS-M	Topcat Cascadia ceiling-mounted Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone and 1 Sharemike handheld microphone with battery packs, power supply, ceiling mounted hardware and Media Connector	\$3,590
C25-C	Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone with battery pack, and no speakers.	\$2,613
C25-CC	Networked Instructional Audio system with web console software, life safety interface, 2 Clearmike microphones with battery packs, and no speakers.	\$2,926
C25-CS	Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone and 1 Sharemike handheld microphone with battery packs, and no speakers.	\$2,957
C25-C-M	Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone with battery pack, Media Connector, and no speakers.	\$2,957
C25-CC-M	Networked Instructional Audio system with web console software, life safety interface, 2 Clearmike microphones with battery packs, Media Connector, and no speakers.	\$3,270
C25-CS-M	Networked Instructional Audio system with web console software, life safety interface, 1 Clearmike microphone and 1 Sharemike handheld microphone with battery packs, Media Connector, and no speakers.	\$3,270
*Pricing effective April 2025. MSRP may change at any time. Contact Lightspeed at 1 800 732 8999 for a quote. Quotes are valid for 60 days. Educational and volume pricing available.		

19. Licensing Options: Types of licenses available and any associated costs.

There are no licensing or subscription costs for Lightspeed Technology products. Our integration partners may have subscription costs depending on the solution purchased.

20. Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.

Educational pricing starts at 20% off List Price and tiered discounts go up to 30% depending on volume. Special pricing may be available for very large implementations.

# Topcat Cascadia

Clarity and connection at her fingertips



The ceiling-mounted Topcat Cascadia with network connectivity enables alerts and voice calls from anywhere in the school.

The all-in-one design leverages a hybrid speaker design to deliver superior audio quality for voice and multimedia in the classroom.



## Topcat Cascadia

All-in-one instructional audio system with network connections and PoE+



## Clearmike

Comfortable teacher microphone amplifies the voice and initiates alerts

FUNCTION  
DISPLAY

3 PROGRAMMABLE  
ALERT BUTTONS

## LEARNING BEGINS WITH LISTENING

Combined with a Clearmike, the Topcat Cascadia delivers the teacher's voice clearly throughout the room.

- Seamless design, in-ceiling installation
- Integration with classroom multimedia
- Supports student sharing with second mic

## SAFETY, MOBILITY AND IMMEDIACY

Integrate with your existing building communication systems to:

- Initiate a silent emergency alert
- Make two-way calls to the office
- Send from anywhere in the building

## CENTRALIZED CONTROL SAVES TIME

Cascadia Web Console provides centralized visibility and control:

- Support and monitor your hardware
- Manage your integrations
- Push updates to your equipment
- Locate the teacher during an active alert



## Web Console

Supports, monitors and updates your hardware

## CRITICAL SAFETY FUNCTIONALITY



### ALERT NOTIFICATION

Activate alert with teacher mic



### TWO WAY SIP CALLING

Communicate with front office

## INSTRUCTIONAL AUDIO OVERCOMES CRITICAL BARRIERS TO LISTENING



AMBIENT  
NOISE



SPEAKER  
DISTANCE



VOICE  
STRAIN



STUDENT  
HEARING LOSS





# Topcat Cascadia

CEILING-MOUNTED INSTRUCTIONAL AUDIO SYSTEM

## Instructional Technology

Connect with other classroom technologies to provide clear and even distribution of all audio.

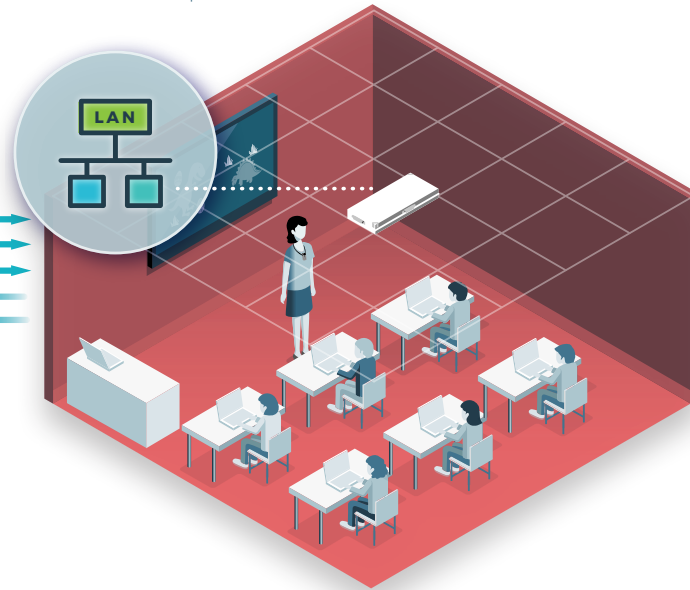
-  **LAPTOPS**
-  **INTERACTIVE DISPLAYS**
-  **A/V CONTROL SYSTEMS**
-  **ASSISTIVE LISTENING**
-  **DISTANCE LEARNING**

### Network Connectivity

Network connectivity with PoE+ enables easy setup with monitoring and maintenance capabilities.



### Ceiling-Mounted

All-in-one system seamlessly lays into the ceiling to deliver crystal clear audio for the whole class.



## Life-Safety & Communication

Integrate with building communication systems to unlock critical functionality when help is needed.

-  **ALERT NOTIFICATION**  
Activate alert with teacher mic
-  **PAGING PRIORITY**  
Mutes instructional audio system
-  **FIRE ALARM MUTE**  
Mutes instructional audio system
-  **TWO-WAY SIP CALLING**  
Communicate with front office
-  **ALERT LOCATION**  
Approximate incident location on a school map

<b>Product Description</b>	All-in-one Instructional Audio System
<b>Wireless Communication</b>	Access Technology (1.9 GHz)
<b>Frequency Response</b>	20 Hz - 20 kHz Power Amp, 150 Hz - 6.5 kHz Wireless
<b>Power Supply Options</b>	AC Mains: 100-240V ~ 50/60Hz 1.5A or PoE+ 802.3at
<b>Power Output</b>	20W RMS
<b>Tone Control</b>	Bass/Treble Control
<b>Ethernet</b>	10/100Mbps
<b>Audio Inputs</b>	Three (3) 3.5mm inputs, one S/PDIF coaxial digital input
<b>Audio Outputs</b>	One (1) 3.5mm output, one S/PDIF coaxial digital output
<b>Maximum Input/Output Level</b>	1.4VRMS / 1.4VRMS
<b>Total Harmonic Distortion</b>	<1%
<b>Analog Control Signals</b>	Inputs: PageFirst (25/70V page mute), Relay Input Output: Contact closure (initiated from microphone)
<b>Dimensions (W x H x D)</b>	23.75" x 11.73" x 4.19" (603mm x 298mm x 106mm)
<b>Weight</b>	21.2 lbs (9.2 kg)
<b>Mounting</b>	In-ceiling installation or wall-mount with bracket

### POPULAR OPTIONS



**Wallplate**  
AUDIO INPUT/OUTPUT



**Media Connector**  
MULTIMEDIA INTEGRATION



**ShareMike**  
HANDHELD STUDENT MIC



WATCH CASCADIA VIDEO

1.800.732.8999 | WWW.LIGHTSPEED-TEK.COM | DS0723US01-1



# Cascadia

Clarity and connection  
at their fingertips



Clear teacher instruction throughout the classroom.  
Alerts and voice calls from anywhere in the school.

With network connectivity and integrations with building communication systems, teachers can quickly initiate an alert, or call the front office directly from their microphone.



## C25

Full-featured audio amplifier  
with network connection and PoE+



## Clearmike

Comfortable teacher microphone  
amplifies the voice and initiates alerts

FUNCTION  
DISPLAY

PROGRAMMABLE  
ALERT BUTTONS



## Web Console

Supports, monitors and  
updates your hardware

### LEARNING BEGINS WITH LISTENING

Combined with Clearmike and speakers, Cascadia delivers all the benefits of instructional audio:

- Even distribution of the teacher's voice
- Integration with classroom multimedia
- Supports student sharing with second mic

### SAFETY, MOBILITY AND IMMEDIACY

Integrate with your existing building communication systems to:

- Initiate a silent emergency alert
- Make two-way calls to the office
- Send from anywhere in the building

### CENTRALIZED CONTROL SAVES TIME

Cascadia Web Console provides centralized visibility and control:

- Support and monitor your hardware
- Manage your integrations
- Push updates to your equipment
- Locate the teacher during an active alert

### INSTRUCTIONAL AUDIO OVERCOMES CRITICAL BARRIERS TO LISTENING



NOISE



DISTANCE



MASKS



HEARING LOSS

### CREATING BETTER ACCESS TO LEARNING

15%

INCREASE ON  
STANDFORD  
ACHEIVEMENT TEST

30%

HIGHER  
ELL WORD  
RECOGNITION

43%

LESS  
OFF TASK  
BEHAVIOR

72%

FEWER  
TEACHER  
REDIRECTIONS



# Cascadia

NETWORKED INSTRUCTIONAL AUDIO SYSTEM

C25 FRONT



C25 BACK



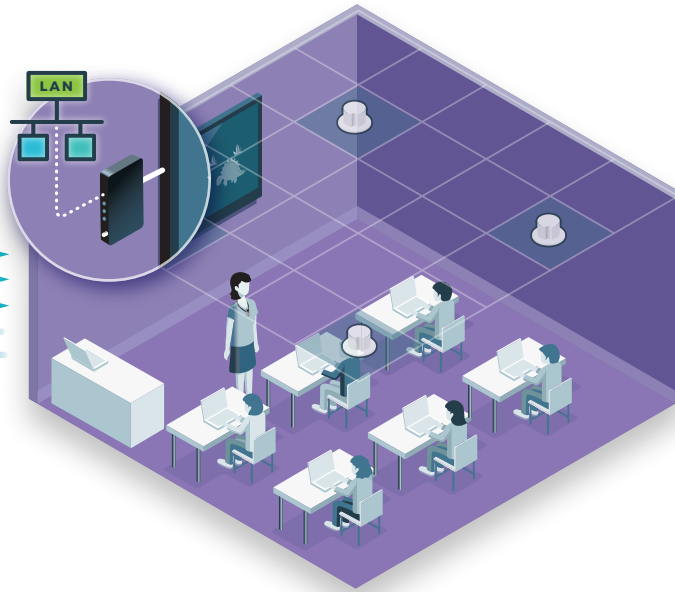
## Instructional Technology

Connect with other classroom technologies to provide clear and even distribution of all audio.



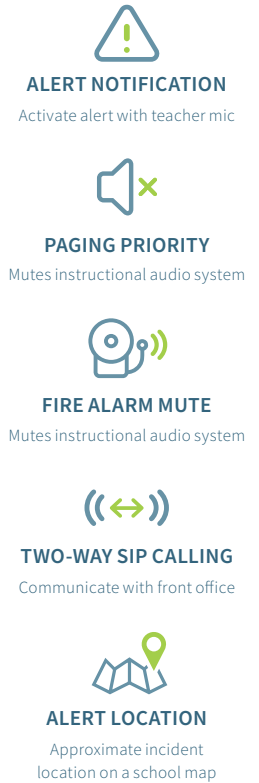
## Network Connectivity

Network connectivity with PoE+ enables easy setup with monitoring and maintenance capabilities.



## Life-Safety & Communication

Integrate with building communication systems to unlock critical functionality when help is needed.



<b>C25 Description</b>	Wireless audio hub
<b>Wireless Communication</b>	Access Technology (1.9 GHz)
<b>Frequency Response</b>	20 Hz - 20 kHz Power Amp, 150 Hz - 6.5 kHz Wireless
<b>Power Supply Options</b>	24VDC/2.5A or PoE+ 802.3at
<b>Power Output</b>	40 WRMS total (20 WRMS/channel) with 24VDC supply
<b>Tone Control</b>	Bass/Treble control
<b>Ethernet</b>	10/100Mbps
<b>Audio Inputs</b>	Three (3) 3.5mm inputs, one S/PDIF coaxial digital input
<b>Audio Output</b>	One (1) 3.5mm output, one S/PDIF coaxial digital output
<b>Maximum Input/Output Level</b>	1.4VRMS / 1.4VRMS
<b>Total Harmonic Distortion</b>	<1%
<b>Analog Control Signals</b>	Inputs: PageFirst (25/70V page mute), Relay Input Output: Contact closure (initiated from microphone)
<b>Dimensions (W x H x D)</b>	9.0" x 6.1" x 1.2" (229mm x 155mm x 30mm)
<b>Weight</b>	17.5 oz (496g)

## SPEAKERS AND OPTIONS



TCQ  
MULTIMEDIA CEILING SPEAKER



Media Connector



DRQ  
CEILING SPEAKER



WMQ  
WALL SPEAKER



ShareMike  
HANDHELD STUDENT MIC



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## ATTACHMENT A: COVER PAGE

### RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

<b>Name of Organization:</b>	Navigate360, LLC
<b>Mailing Address:</b>	3900 Kinross Lakes Parkway, Suite 200, Richfield, OH 44286
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Heather Connelly Regional Vice President
<b>E-Mail:</b>	<a href="mailto:hconnelly@navigate360.com">hconnelly@navigate360.com</a>
<b>Phone Number:</b>	(512) 497-0712

#### INFORMATION PROVIDED

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order

## ATTACHMENT B: WORKSHEET (AMENDED 4-18-25)

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

Name of Company or Organization:

Navigate360, LLC.

Name and Email of Regional or State Representative:

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Heather Connelly

Regional Vice President

[hconnelly@navigate360.com](mailto:hconnelly@navigate360.com)

(512) 497-0712

Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.

(Section 1.4 of the RFI provides details of those requirements.)

Yes ☒ No ☐

Does your product meet the security requirements of Texas Government Code 2054- 516? (Section 1.5 of the RFI provides details of those requirements.)

Yes ☒ No ☐

What is your geographic service area?

Locally – List Cities

- Navigate360's geographic service area includes all cities in the State of Texas.

Regionally – List Education Service Center region or regions.

- Navigate360's geographic service area includes all 20 Texas Educational Service Center regions.

Statewide

- Navigate360's geographic service area includes the entire state of Texas.

Response contains proprietary information?

Yes ☐ No ☒

## ATTACHMENT C: REQUESTED INFORMATION AND REQUIRED ORDER

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**All responses should include the following information in the order listed below, not to exceed 10 pages total. Please use this worksheet to ensure that all documents are included.**

**Company Background and History** - Please provide a profile of your company or organization (no more than two pages) to include the following information:

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | <p><b>Background:</b> Provide an overview of the company's background and history.</p> <p><b>Navigate360</b> is the leading provider of comprehensive school safety solutions, dedicated to helping educational institutions create secure and supportive learning environments. With a strong focus on proactive safety measures, the company delivers a layered, holistic framework spanning from prevention to recovery that integrates emergency management, behavioral threat assessment, anonymous reporting, and silent panic alert systems. Navigate360's mission is to redefine school safety by addressing both physical security and emotional well-being, equipping districts with innovative technologies, training, and resources that enhance emergency preparedness and response.</p> <p><b>Navigate 360's Value of a Holistic, Integrated Approach to School Safety</b></p> <p>Managing school safety and well-being initiatives shouldn't be complicated.</p> <p>A holistic, integrated approach to safety technology ensures alignment with district goals, proven effectiveness, seamless integration, scalability, ease of use, data security, and cost sustainability.</p> <p>Partnering with a single, trusted provider streamlines safety management, enhances threat detection and prevention, fosters a stronger school culture, and reduces costs—allowing districts to focus on what matters most: keeping students and staff safe.</p> <p><b>Navigate 360's End-to End, Fully Integrated, Safety Ecosystem for School Safety &amp; Well-Being</b></p> <ul style="list-style-type: none"><li>• <b>Character &amp; Culture</b><ul style="list-style-type: none"><li>○ PBIS Rewards</li><li>○ Behavior Referral System</li><li>○ Behavior Intervention &amp; Resiliency</li><li>○ Character Education</li><li>○ Compass Curriculum for Students, Staff, &amp; Families</li><li>○ Mental Health &amp; Prevention</li><li>○ Professional Development</li></ul></li><li>• <b>Detection &amp; Prevention</b><ul style="list-style-type: none"><li>○ Anonymous Reporting System (P3)</li><li>○ Behavioral Case Manager-Threat Assessment and Suicide Risk Assessment</li><li>○ NTAC and CSTAG Threat Assessment Training</li><li>○ Digital Threat Detection</li><li>○ Suicide Awareness &amp; Prevention Training</li></ul></li><li>• <b>Preparation &amp; Response</b><ul style="list-style-type: none"><li>○ Emergency Management-EOPs, Safety Audits, Drill Management, Mapping, Flipcharts</li><li>○ 911 Cellular (SPAT) Emergency Alert System</li><li>○ Preparation &amp; Response Training for Schools</li><li>○ Safety and Security Audits</li><li>○ Site Mapping</li><li>○ Visitor &amp; Volunteer Management</li></ul></li></ul> |
|--------------------------|---|

	<p>Founded in 2013, <b>Navigate360</b> has expanded its reach nationwide, partnering with thousands of school districts to implement best-in-class safety solutions. The company’s approach is rooted in experience, research, and compliance with state and federal regulations, ensuring districts receive the most effective and legally compliant safety systems.</p> <p><b>911 Cellular</b> was founded in 2013 with a clear mission: to make emergency communication faster, smarter, and more accessible across educational institutions, workplaces, and public venues. The company recognized a critical need to modernize legacy emergency systems and unify fragmented safety tools under a single, reliable platform.</p> <p>Today, <b>911 Cellular</b> supports thousands of organizations internationally, delivering critical tools for real-time emergency communication, anonymous reporting, incident coordination, and system automation. By combining modern cloud infrastructure, mobile-first design, and integration-friendly hardware and software, 911 Cellular helps schools and organizations respond to emergencies with greater speed, clarity, and confidence.</p> <p><b>Strategic Partnership: Navigate360 + 911 Cellular</b></p> <p>The strategic partnership between <b>Navigate360</b> and <b>911 Cellular</b> represents a powerful alignment of mission, expertise, and technology—created to deliver <b>best-in-class school safety solutions</b> to districts across the country. By combining Navigate360’s broad suite of safety, wellness, and behavioral intervention tools with 911 Cellular industry-leading panic alert and emergency notification technologies, this partnership ensures schools have access to a <b>comprehensive, compliant, and connected platform</b>. Together, we are setting a new standard for how schools prevent, prepare for, and respond to emergencies—seamlessly integrating hardware, software, and human response to protect students and staff.</p>
<input type="checkbox"/>	<p><b>Experience: Relevant experience in delivering school safety products and services within Texas.</b></p> <p>Navigate360 has extensive experience working with school districts in Texas, delivering tailored safety solutions, specifically built to align with Texas state mandates and legislative requirements, including SB 11, HB3, SB 838 (Alyssa’s Law), Silent Panic Alert Technology (SPAT) TEC 37.117, and TEC 37, Subchapter C. Law and order, Subchapter D. Protection of Buildings and Grounds, Subchapter J. Safety and Security Requirements for Facilities, and the Texas School Safety Center’s Model Practices.</p> <p>Navigate360’s strategic partner’s 911Cellular Silent Panic Alert System, called <b>911 Cellular Emergency Alert System</b> far exceeds <i>both TEC 37.117 Silent Panic Alert Technology</i>, and <i>SB 838 Alyssa’s Law</i> legislative mandates. The 911 Cellular Emergency Alert System has been successfully deployed in numerous Texas school districts, seamlessly integrating with existing security infrastructure to enhance emergency response capabilities.</p> <p>Combined, Navigate360 and 911 Cellular school safety solutions are currently utilized in Texas in over <b>300 districts</b>, over <b>3,500 schools</b>, protecting nearly <b>3 million Texas students and staff</b>.</p>
<input type="checkbox"/>	<p><b>Current Users: Number of Texas school districts currently using the product.</b></p> <p>Navigate360 currently has <b>36</b> Schools Districts of all sizes and locations using 911 Cellular Emergency Alert System in Texas including Austin ISD, Burnet CISD, Wichita Fall ISD, KIPP Texas, Harmony Public Schools, Lackland ISD, etc. A total of over 500 schools and over 250,000 students and staff are protected.</p> <p>911 Cellular is also currently utilized in several higher education institutions in the state, including UT-Rio Grande Valley, Texas Christian University, Dallas Baptist University, and Houston Christian University.</p>
<input type="checkbox"/>	<p><b>Service Area: Geographic service areas within Texas.</b></p> <p>Navigate360 and 911 Cellular serve the entire State of Texas, including all cities, counties, and regions.</p>

**Product Overview** - Please provide product information (five pages or less) that includes the following:

☐ **Product Name:** **911Cellular Emergency Alert System**

☐ **Description:** **A detailed description of the product, including its main features and capabilities.**

**911Cellular: Industry-Leading Emergency Communication & Campus Safety Platform**

911Cellular offers a comprehensive, cutting-edge emergency communication platform that redefines school safety and emergency responsiveness. Exceeding the standards of **Alyssa's Law** and the **Silent Panic Alarm Technology (SPAT) Requirements**, 911Cellular has been officially **rated the #1 Panic Button Solution for statewide implementation in compliance of Alyssa's Law by the Florida Department of Education's selection committee**. Backed by **NIST-tested location technology**, the system ensures precise, real-time location accuracy—crucial in high-stress, time-sensitive emergencies.

**All-In-One Emergency Alert Badge**

The heart of the 911Cellular system is its **multi-functional BadgeR+ badge**, a discreet and powerful tool that empowers staff to summon help instantly. Features include:

- **Wi-Fi and Bluetooth-enabled** for maximum connectivity
- **LoRa WAN capability coming soon** for extended range and minimal latency
- **Three customizable press options** for different emergency types
- **Built-in microphone** for **live audio streaming**, providing context to responders in real time

**Seven (7) Alert Modalities for Accessibility & Redundancy**

911Cellular supports **seven unique alert modalities**, ensuring **universal accessibility** and **multi-layered redundancy**:

- Wearable Badge
- Computer Panic Application
- Desk Phone Panic Button
- Keyboard Panic Hotkeys
- Wall Panic Button
- Mobile Panic App
- Smartwatch Panic App

**Versatile Emergency Coverage: From Daily Incidents to Full Lockdowns**

Whether it's a **student altercation**, **medical emergency**, or **mental health crisis**, staff can trigger a Staff Assist alert within seconds. For more critical situations, such as an active threat, the system can instantly initiate a **full-campus lockdown** sending notifications immediately to all staff, students, administrators, first responders, and 911 Dispatch Centers/PSAPs.

When any alert is triggered, **Campus Emergency Response Teams (ERTs)** are notified immediately with detailed information: **Who** initiated the alert, **What type** of emergency it is, and **Where** the incident is occurring via **map-based location sharing**. When lockdowns are triggered, 911 Dispatch/PSAPs are also provided this information.

During lockdowns, the entire campus can be notified with **audio and visual cues**, including:

- **Automatic PA announcements**
- **Takeovers of screens** on staff and student devices, smartboards, and digital signage
- **Optional flashing strobes and sirens** throughout the facility

**Comprehensive Notification Channels**

911Cellular's alert system ensures **no one is left uninformed**, using an extensive range of communication methods:

- Text messages
- Phone calls
- Emails
- CAP (Common Alerting Protocol) notifications
- Website and intranet alerts
- Facebook and X updates
- Integrations in mass communication systems

**Seamless Safety Ecosystem Integration**

Designed for interoperability, 911Cellular offers **unlimited integration options**, ensuring it complements and enhances your existing infrastructure. Integration examples include:

- Video Surveillance Systems
- Access Control Systems
- Two-Way Radios



	<ul style="list-style-type: none"> <li>• Mass Notification Systems</li> <li>• Navigate360 Emergency Management Suite</li> </ul> <p><b>Real-Time Accountability &amp; Reunification</b></p> <p>Through integration with <b>Navigate360's Emergency Management Application</b>, staff can take <b>real-time roll call</b> and report: Which individuals are <b>safe</b>, Who is <b>missing</b>, and Who <b>needs urgent assistance</b></p> <p>Following an incident, the system transitions into <b>Reunification Mode</b>, automating a secure and efficient process for <b>verified guardians to safely reunite with their children</b>, based on pre-approved contact lists.</p> <p><b>A Holistic Approach to School Safety</b></p> <p>More than just a panic button, 911Cellular is a <b>daily-use safety tool</b> that empowers educators and staff to respond quickly and effectively to a wide range of emergencies. From managing day-to-day incidents to handling the most serious crises, 911Cellular minimizes response time, maximizes communication, and ensures that <b>victims receive aid first</b>—while also enabling a smooth transition to <b>recovery and reunification</b>.</p>
Technical Information	
<input type="checkbox"/>	<p><b>Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.</b></p> <p><b>911 Cellular Emergency Alert System</b> is both a software-based and hardware-based system. The system can be configured to be only software-based or can combine both software and hardware as desired by the district.</p>
<input type="checkbox"/>	<p><b>Silent Panic Alert Technology: Details about the technology used.</b></p> <p><b>911 Cellular is a secure, cloud-based emergency communication platform</b> designed to improve incident response time and coordination across schools, campuses, and organizations. Its <b>technology stack</b> combines wearable, mobile and desktop software, hardware relay devices, real-time data processing, and open API integration—all built for flexibility, speed, and compliance with school safety legislation.</p> <ol style="list-style-type: none"> <li><b>1. Cloud-Based Platform</b> <ul style="list-style-type: none"> <li>• Hosted on <b>AWS</b> secure, redundant infrastructure</li> <li>• Supports enterprise configurations for district-wide or multi-campus deployments</li> <li>• Auto-scaling capabilities for handling mass alerts or high-traffic incidents</li> </ul> </li> <li><b>2. Wearable BadgeR+ badge:</b> <ul style="list-style-type: none"> <li>• Supports Wi-Fi, Bluetooth, and LoRa for flexible communication across campus environments.</li> <li>• Enables accurate indoor/outdoor location through Wi-Fi triangulation, Bluetooth beacons, or gateway-based LoRa positioning.</li> <li>• One-touch button discreetly notifies responders with location, incident type, and <b>streams audio</b>.</li> </ul> </li> <li><b>3. Desktop Panic Button Software and Desk Phone Panic Button</b> <ul style="list-style-type: none"> <li>• Installs on Windows and macOS with click or keystroke activation of alerts from any district computer</li> <li>• Customizable scenarios and escalation paths and silent activation options available</li> <li>• Discreet panic button function for VoIP desk phones that is location-aware, triggers alerts to responders</li> </ul> </li> <li><b>4. Mobile Application (iOS &amp; Android)</b> <ul style="list-style-type: none"> <li>• Intuitive panic button interface on home screen and widget screen (easy to access)</li> <li>• GPS tracking for location-aware emergency alerts and location sharing during active incidents</li> <li>• Integrates with native phone features (camera, call, notifications)</li> </ul> </li> <li><b>5. Admin &amp; Responder Dashboard (Web-Based)</b> <ul style="list-style-type: none"> <li>• Real-time alert management and user tracking with mapping interface for viewing incidents</li> <li>• Role-based access control and permission layers, audit logs, alert history, and automated reporting tools</li> </ul> </li> <li><b>6. Mass Notification Engine</b> <ul style="list-style-type: none"> <li>• Multi-channel delivery (SMS, voice, email, push notification, desktop pop-ups)</li> <li>• Geofencing and role-based message targeting and pre-configured customizable messaging</li> <li>• Message delivery analytics and receipt confirmation</li> </ul> </li> <li><b>7. Open API Architecture</b> <ul style="list-style-type: none"> <li>• RESTful APIs for bi-directional integration with third-party systems</li> <li>• Webhook support for real-time event-driven communication</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• Authentication via secure tokens and key rotation</li> </ul> <b>8. Spark Relay Device</b> <ul style="list-style-type: none"> <li>• Edge hardware unit that connects legacy physical safety infrastructure to the 911 Cellular platform</li> <li>• Supports <b>GPIO/relay inputs</b> (door sensors), <b>Relay outputs</b> (strobes, door locks, PA triggers), and <b>Ethernet</b> with optional cellular backup</li> <li>• Enables hardware-triggered software alerts and vice versa and configurable via dashboard</li> </ul>
<input type="checkbox"/>	<b>Integration: Compatibility with existing systems and software.</b> 911 Cellular is both <b>software and hardware agnostic</b> , meaning it can seamlessly integrate into a district's existing infrastructure without requiring significant upgrades or proprietary dependencies. <ul style="list-style-type: none"> <li>• <b>Software Integration:</b> The platform supports integration with a wide range of existing school software systems, including Student Information Systems (SIS) for directory syncing and role-based alert routing, as well as third-party mass notification platforms and emergency management tools.</li> <li>• <b>Hardware Compatibility:</b> 911 Cellular integrates with existing school safety hardware such as: <ul style="list-style-type: none"> <li>○ Access control systems and Intercom/PA systems</li> <li>○ Video surveillance, Digital signage, and strobes</li> </ul> </li> <li>• <b>911 Dispatch/PSAP Integration:</b> Alerts can be configured to automatically notify or integrate with local 911 dispatch centers, providing real-time incident details, location data, and direct communication paths to first responders. 911 Dispatch/PSAPs can opt to use the 911 Platform, e911 calls, or RapidSOS.</li> <li>• <b>Network Flexibility:</b> Compatible with existing school networks (LAN/Wi-Fi) and can be extended through LoRa gateways or <b>Spark Relay</b> devices to connect legacy systems and physical safety triggers.</li> </ul>
<input type="checkbox"/>	<b>Data Security: Measures in place to protect sensitive information.</b> <ul style="list-style-type: none"> <li>• <b>Encryption:</b> AES-256 encryption at rest, TLS 1.2/1.3 for data in transit</li> <li>• <b>Access Control:</b> Role-based permissions and MFA support for all admin interfaces</li> <li>• <b>Data Compliance:</b> Aligned with FERPA, HIPAA, and the Texas Student Data Privacy Alliance (TSDPA)</li> <li>• <b>Redundancy &amp; Reliability:</b> High-availability infrastructure with load balancing, failover, and backup systems</li> <li>• <b>Audit Trails:</b> Full traceability of alerts, access, and system changes</li> </ul>
User Experience and Implementation	
<input type="checkbox"/>	<b>Training and Support: Availability of user training, onboarding, and ongoing support.</b> <b>User Training &amp; Onboarding:</b> <ul style="list-style-type: none"> <li>• <b>Role-Based Training</b> – Training sessions for teachers, admins, security teams, and first responders.</li> <li>• <b>Virtual &amp; On-Demand Learning</b> – Instructor-led webinars with live Q&amp;A; Self-paced training modules covering system navigation, panic button usage, and emergency response protocols; On-demand video tutorials &amp; digital training manuals for continuous learning.</li> <li>• <b>Hands-on System Testing</b> – Live emergency drills and simulations to ensure users are confident in real-world scenarios; Pre-deployment testing for staff to practice emergency activations in a controlled environment.</li> </ul> <b>Ongoing Support:</b> <ul style="list-style-type: none"> <li>• <b>Dedicated Customer Success Manager</b> – Provides personalized assistance throughout the implementation and beyond.</li> <li>• <b>24/7 Technical Support</b> – Tier 1, Tier 2, and Tier 3 - Available via phone, email, and live chat for urgent troubleshooting.</li> <li>• <b>Knowledge Base &amp; Help Center</b> – Includes FAQs, guides, and quick-reference materials.</li> </ul>



Customization Options: Ability to tailor the product to specific needs (e.g., district size, site-specific layouts, custom labeling).

### 911 Cellular Customization Capabilities Matrix

Customization Area	Customization Description
Alert Types	Define custom alert scenarios (e.g. "Lockdown," "Medical Emergency," "Evacuation,") and associate with distinct notification channels, sounds, icons, and workflows.
Alert Recipients	Configure who receives which alerts based on campus, role, or user group. Enable tiered notifications for escalating incidents (e.g., staff → admin → first responders)
Campus and District Structure	Supports multiple schools within one district platform. Multi-campus or district-wide with localized settings. Custom site layouts, user groupings, and localized settings.
Branding	Apply district or school logos, color themes, and messaging tone across the platform.
User Interface & Dashboards	Tailor dashboards by user role (e.g., principal vs. security officer). Set preferred views, filters, and real-time mapping layers for location-based awareness.
Emergency Workflows	Configure alert initiation, response procedures, and resolution protocols. Automate alert chains and timed check-ins based on district emergency operations plans.
District Protocols & SRP Alignment	Align alerts and messaging with the I Love U Guys SRP, SRM, or other frameworks. Embed custom response guidance and documentation within the alert process.
Roles & Permissions	Control access by role (e.g., teacher, nurse, SRO, district admin). Limit visibility and control to specific campuses or functions as needed.
User Groups	Create custom groups for targeted communication and alerts
Language Settings	Multilingual user interfaces and alerting to support diverse school communities.
Reporting & Analytics	Generate custom reports based on alert type, time period, response time, or site. Visualize data with dashboards for safety audits, board reporting, or compliance tracking.
Audio & Visual	Customize desktop pop-ups, strobe activations, and PA announcements via integration.
Integrations	Integrate with access control and door lock, video surveillance, and PA and intercom.



Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.

**A dedicated implementation team will be assigned and guide/support the district through entire process.**

#### Phase 1: Planning & Strategy 2-3 Weeks

- Define district safety protocols and emergency response goals and align to safety ecosystem.
- Develop custom emergency workflows and alert configurations and provide IT setup guidance

#### Phase 2: System Configuration & Testing 2-3 Weeks

- Integrate 911Cellular with existing safety systems and set up campus-specific mapping.
- Conduct testing at campuses before full rollout, and train IT and security teams on system management.

#### Phase 3: Training & User Onboarding 1-2 Weeks

- Train staff, security personnel, and first responders and conduct drills to ensure staff proficiency.
- Finalize custom notification settings for each campus.

#### Phase 4: Full Deployment & Go-Live 1 Week

- Implement district-wide rollout and provide real-time support for first-month operations.
- Monitor system performance & conduct post-deployment review.



Updates: Frequency and process for issue resolution and product enhancements or updates.

#### Product Enhancements & Updates:

- Quarterly feature updates – Includes new integrations, performance optimizations, and UI improvements.
- Security patches and compliance updates – Ensures alignment with Alyssa's Law, NIST cybersecurity guidelines, and TEA requirements.
- Bug fixes and optimizations – Addressed immediately through automated cloud updates.

	<p><b>Issue Resolution &amp; Support Workflow:</b></p> <ul style="list-style-type: none"> <li>• Real-time troubleshooting &amp; escalation procedures – Tiered support system for complex issues.</li> <li>• Error detection &amp; diagnostics – System proactively monitors network connectivity/device functionality.</li> </ul>
System Reliance and Continuity	
<input type="checkbox"/>	<p><b>Operational Assurance:</b> Measures in place to ensure the system remains operational during power outages or network failures.</p> <p>The 911Cellular solution has a variety of panic button endpoints that can ensure redundancy and resilience during unforeseen network issues. Specifically, the system can use multiple communication pathways, falling back from primary to secondary, in the event of an outage.</p> <ul style="list-style-type: none"> <li>• <b>Wearables:</b> Current badges use Wi-Fi/Bluetooth. With the addition of <b>LoRa</b>, they'll connect through a central <b>gateway</b>—eliminating the need for Wi-Fi and reducing cellular data costs.</li> <li>• <b>Coming Soon-LoRa Gateway:</b> <ul style="list-style-type: none"> <li>○ Cellular connectivity and battery backup and is independent from site Wi-Fi or wired internet.</li> <li>○ Supports all LoRa-enabled devices without requiring individual cellular plans.</li> </ul> </li> <li>• <b>Desktop Devices:</b> Ethernet-connected computers and desk phones are operational during Wi-Fi outages.</li> <li>• <b>Mobile App:</b> Functions over Wi-Fi or cellular. If one fails, the other provides backup connectivity.</li> <li>• <b>Power/Internet Outages:</b> <ul style="list-style-type: none"> <li>○ Recommend <b>battery backup</b> for internet modems and <b>on-site UPS or generator</b> support</li> <li>○ LoRa gateway ensures continued alerting even if main systems fail</li> </ul> </li> </ul>
<input type="checkbox"/>	<p><b>Accessibility:</b> Affirmation that an alert is capable of being triggered by campus staff, include temporary or substitute staff, from an integrated or enabled device.</p> <p>911Cellular <b>ensures that all campus staff</b>, including temporary or substitute staff, can trigger an alert from any integrated or enabled device:</p> <ul style="list-style-type: none"> <li>• <b>7 Activation Methods:</b> Alerts can be triggered by all campus staff, including temporary or substitute staff via BadgeR+ wearable panic buttons, desk phone panic buttons, computer panic apps, keyboard panic buttons, cell phone panic app, smartwatch app, and wall-mounted panic buttons.</li> <li>• <b>Role-Based Access:</b> Temporary or substitute staff can be granted limited access to emergency alerting functions without full system privileges.</li> <li>• <b>No Login Required for Panic Activation:</b> Activation methods, such as BadgeR+ wearable panic buttons and wall-mounted panic buttons, do not require login credentials, so all staff can trigger an alert.</li> </ul>
<input type="checkbox"/>	<p><b>Accuracy:</b> Affirmation that, with any alert generated, the location of where the alert originated is included.</p> <p>All alerts generated by the 911Cellular Emergency Alert System <b>include precise location data</b>, ensuring responders know exactly where the emergency originated:</p> <ul style="list-style-type: none"> <li>• <b>Alerts include real-time indoor and outdoor location tracking</b> based on GPS, Wi-Fi triangulation, coming soon LoRa and optional Bluetooth beacons.</li> <li>• <b>Mapping Integration:</b> The system automatically plots the alert's origin on interactive campus maps, ensuring fast and accurate response.</li> <li>• <b>Desk Phone Location Data:</b> If an emergency call is made from an IP desk phone, the system logs the exact extension, room, and building where the call originated.</li> <li>• System can also be configured to activate a Lockdown alert to the 911 Cellular system <b>if any phone dials 911 directly</b> providing the location to first responders, administrators, and 911 dispatch.</li> <li>• <b>Custom Geofencing &amp; Floor-Level Accuracy:</b> Schools can define geofences for precise alert mapping, including multi-story buildings and outdoor areas.</li> </ul>

**Product Pricing** - Please provide an overview of your pricing structure (no more than two pages) to include the following information:

<input type="checkbox"/>	<p><b>Cost Structure: Pricing model, to include any one-time or ongoing costs.</b></p> <p><b>The 911 Cellular Emergency Alert System</b> is delivered as a <b>Software-as-a-Service (SaaS)</b> model with flexible, site-based pricing designed to meet the safety and operational needs of school districts of all sizes.</p> <p><b>Annual Subscription-Ongoing Cost</b></p> <ul style="list-style-type: none"> <li>• <b>Priced per campus/site</b> on an <b>annual basis</b> for access to the full 911 Cellular platform.</li> <li>• Hosted in the secure, web-based <b>911 Cellular Public Safety Cloud</b>.</li> <li>• Unlimited access for administrators, first responders, and 911 Dispatch/PSAPs.</li> <li>• The Platform supports real-time alerts, location tracking, system administration, mass communication management, hardware device management, emergency communication workflows, integrations, Wi-Fi access point management, zone structures, branding, rostering, and users management.</li> <li>• Includes integrations, applications, and/or connections: <ul style="list-style-type: none"> <li>○ Wearable BadgeR+ Panic Badge</li> <li>○ Wall Panic Buttons</li> <li>○ Computer Panic Button App</li> <li>○ Desk Phone Panic Button</li> <li>○ Mobile Safety App</li> <li>○ Smartwatch Integration</li> <li>○ Navigate360 Emergency &amp; Visitor Management System Integration</li> </ul> </li> <li>• Panic Button activations/integrations that can be triggered via CAP, Webhooks, and/or API. * <ul style="list-style-type: none"> <li>○ Screen takeover alerts-Computers, Smartboards, Digital Signage</li> <li>○ Overhead intercoms/PA systems</li> <li>○ Access Control Systems</li> <li>○ Video Surveillance Systems</li> <li>○ 2-Way Radios</li> </ul> </li> </ul> <p><b>Year 1 One-Time Costs</b></p> <p>A one-time implementation and onboarding fee is applied in Year 1 to cover:</p> <ul style="list-style-type: none"> <li>• System Setup and Configuration</li> <li>• Integration Setup and Configuration</li> <li>• Onboarding and User Provisioning</li> <li>• Administrator and End-User Training</li> <li>• Deployment and Quality Assurance Testing</li> </ul> <p><b>*Additional One-Time Costs</b></p> <ul style="list-style-type: none"> <li>• If integrations cannot be done via CAP, Webhooks, and/or API, the <b>Spark Relay Device</b> may be needed and will be an additional cost</li> <li>• Custom development and integrations</li> <li>• Wall Buttons</li> <li>• Optional Bluetooth Beacons and strobes</li> </ul> <p><b>Notes</b></p> <ul style="list-style-type: none"> <li>• Solutions must be purchased district wide</li> <li>• Minimum 3-year contract required, 4 &amp; 5 year contracts are also available.</li> </ul>
<input type="checkbox"/>	<p><b>Licensing Options: Types of licenses available and any associated costs.</b></p> <p>We offer a <b>Software-as-a-Service (SaaS)</b> model and is paid with an annual license fee per campus/site. Hardware purchased is owned by the district upon receipt.</p>

- ☐ Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.
- Navigate 360 offers two primary 911 Cellular solution packages, each with three service tiers.
- Package Component Descriptions:**
- **911 Cellular Software**-Includes 911 Platform and 5 Software Panic Button Tools  
Computer Desktop App, Keyboard Panic Button, Desk Phone Button, Cell Phone App, and Smartwatch App
  - **BadgeR+ Wearable Badges**- 1 Per Staff Member
  - **Emergency Management Software**-Annual License-EOPs, Safety Audit Tool, Drill Management, Flipcharts +
  - **Visitor Management Software**-Annual License (Hardware-id scanners, printers, etc. not included)
  - **Maps**-Includes maps, ingestion and integration into 911 Cellular Platform

### Software-Only Package-Alert360

Ideal for districts leveraging existing infrastructure, this package provides access to powerful digital safety tools without requiring physical hardware.

Alert360	
Premium	
Standard + Emergency & Visitor Management and Maps	
\$5,000	Recurring Annually – Per Campus/Site
\$8,000	Year One Implementation Fees – Per Campus/Site
Plus	
Standard + Emergency & Visitor Management	
\$4,000	Recurring Annually - Per Campus/Site
\$5,000	Year One Implementation Fees - Per Campus/Site
Standard	
911 Software Panic Button Tools	
\$3,500	Recurring Annually - Per Campus/Site
\$5,000	Year One Implementation Fees - Per Campus/Site

### Software + Wearable Badges Package-Secure360

Designed for districts needing physical integration and device-based panic alerting, this package includes 911 Cellular software and BadgeR+ wearables for every staff member.

Secure360	
Premium	
Standard + BadgeR+, Emergency & Visitor Management and Maps	
\$8,000	Recurring Annually - Per Campus/Site
\$8,000	Year One Implementation Fees - Per Campus/Site
Plus	
Standard + BadgeR+, Emergency & Visitor Management	
\$7,000	Recurring Annually - Per Campus/Site
\$8,000	Year One Implementation Fees - Per Campus/Site
Standard	
Includes BadgeR+ and Software Panic Button Tools	
\$6,500	Recurring Annually - Per Campus/Site
\$8,000	Year One Implementation Fees - Per Campus/Site



**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Netsync Network Solutions
<b>Mailing Address:</b>	2500 West Loop South, Suite 410, Houston, TX 77027-4520
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Mike Griffin Olympus Product Manager
<b>E-Mail:</b>	mbgriffin@netsync.com
<b>Phone Number:</b>	214.668.0117

**INFORMATION PROVIDED**

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order

## 2. Attachment B – Silent Panic Alert Technology Worksheet

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Netsync has provided completed Attachment B: Silent Panic Alert Technology Worksheet on the following pages.

*The rest of this page is intentionally left blank*

## ATTACHMENT B: WORKSHEET

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

### Name of Company or Organization:

Netsync Network Solutions

### Name and Email of Regional or State Representative:

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Mike Griffin  
Olympus Product Manager  
mbgriffin@netsync.com  
214.668.0117

### Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

### Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

### What is your geographic service area?

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide      Netsync has offices in Houston, Dallas, San Antonio, Austin and McAllen.

### Response contains proprietary information?

Yes ☒ No

### 3. Attachment C – Requested Information and Required Order

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Netsync has provided completed Attachment C: Requested Information and Required Order on the following pages.

*The rest of this page is intentionally left blank.*

# NETSYNC

RFI 701-25-013

Approved List of Vendors for Silent Panic  
Alert Technology

March 26, 2025, 2:00 PM CT

Submitted To:

Texas Education Agency

Submitted via ShareFile

Submitted By:

Netsync Network Solutions

Account Manager: Hannah Paul

9737 Great Hills Trail, Suite 150

Austin, TX 78759

Phone: 979.337.4834

Email: [hpaul@netsync.com](mailto:hpaul@netsync.com)

## ORIGINAL

This proposal contains confidential information provided by Netsync Network Solutions and is intended solely for the listed recipient. The recipient agrees to maintain this information in confidence and will not reproduce or otherwise disclose this information to anyone outside the group directly responsible for evaluation of this document.



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## 1. Attachment A – Cover Page

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Netsync has provided completed Attachment A: Cover Page on the following pages.

*The rest of this page is intentionally left blank.*

## 4. Company Background and History

### Background

Based in Houston, Texas, Netsync provides a true consultative approach to solution offerings nationwide with an engineering focus. With our roots deeply planted in education, our first customer during inception was Houston ISD.



Netsync also creates products, such as **Olympus**, which solve a customer challenge or problem in a unique way. As one of the fastest growing companies in America, Netsync is still nimble and fast-moving for our customers with the engineering prowess to take on the most complex projects and challenges. Netsync just celebrated its 20<sup>th</sup> anniversary with a year of awards and great customer success.

### Experience

Netsync has been delivering school safety products and services across Texas since our inception, and it's through our deep understanding of the safety needs of Texas school districts that we offer you Olympus. The following are examples of the products and services Netsync has expertise in and has implemented for school districts in Texas.

- Access Control Solutions
- E911 Solutions
- Emergency Management and Location Service Solutions
- Emergency Responder Solutions
- Fire Control Integrated Solutions
- Paging and Notification Solutions
- Panic Button Solutions
- Physical Security Camera Solutions
- PSAP/911 Integrated Notification Solutions
- Vape Sensor Solutions

### Current Users

Olympus is a new product to the market, and as such, is growing. Within Texas, eight districts and Region Service Centers use the product.

### Service Area

Netsync serves the entire state of Texas, leveraging offices out of Houston, Dallas, Austin, San Antonio, and McAllen.

### Texas Department of Information Resources (DIR)

Netsync is currently a prime vendor of the Texas Department of Information Resources (DIR), which provides statewide leadership and oversight for management of government information and communications technology. Netsync has been awarded and currently holds master contracts with DIR. DIR contracts extend beyond Texas and offer cooperative access to Texas DIR contracts.



### International Organization for Standardization (ISO)/International Electrotechnical Commission (IEC) Certifications



### National Minority Supplier Development Council (NMSDC) Certification

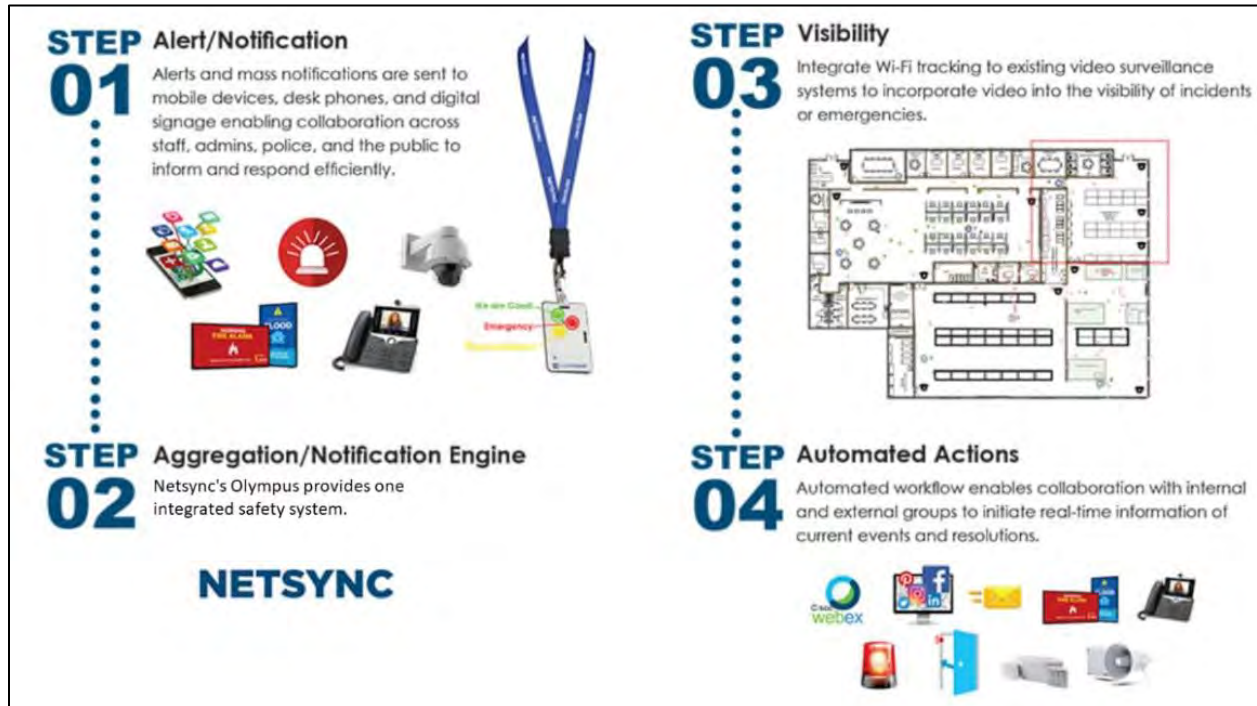
Netsync is nationally certified by the Houston Minority Supplier Development Council, North American Industry Classification System (NAICS) Codes:

**541519; 541512; 517911; 334111; 334118; 334290; 423430; 423440; 334210; 334220**

## 5. Product Overview

### Product Name and Description

Netsync is uniquely positioned to meet unique and powerful silent panic alert technology through Netsync's solution, Olympus. Olympus is an emergency and situation management platform that provides command, control, visibility, and automated workflows by bringing existing disparate technology together.



Olympus ties disparate systems together into a cohesive, single network that is tightly integrated. This can leverage existing systems a customer already has, including overhead paging, phone systems, door locks, cameras, fire alarms, and more. By bringing existing systems and technologies together with Olympus, customers can issue commands and share data, allowing the final solution to have an automated workflow to initiate, have visibility, and respond to emergencies.

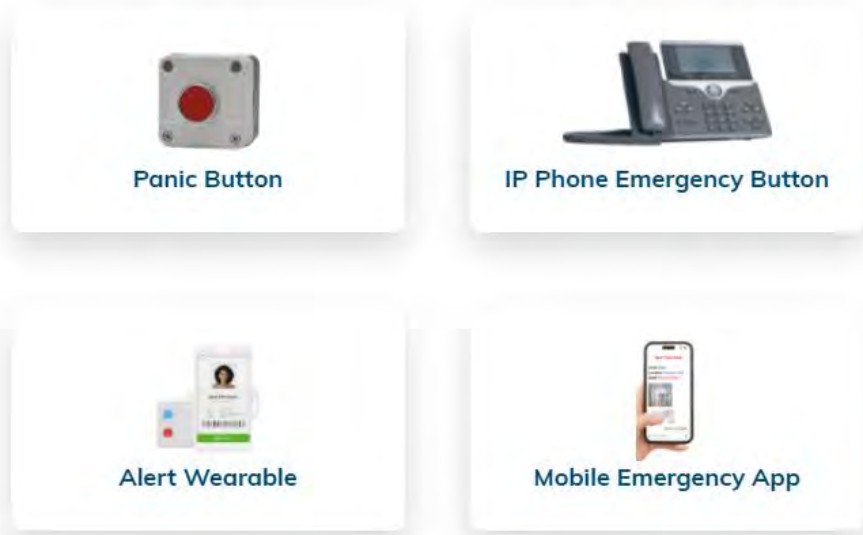
### Technical Information

#### Product Type

The Olympus application itself is a software-based solution that runs virtualized on server infrastructure. However, as described above, it integrates with other disparate solutions, which could be either software or hardware-based solutions. One of the integration components may be physical panic buttons. The buttons could be hardware-based but integrated with Olympus software to trigger panic workflows and provide visibility into the location of the button press.

#### Silent Panic Alert Technology

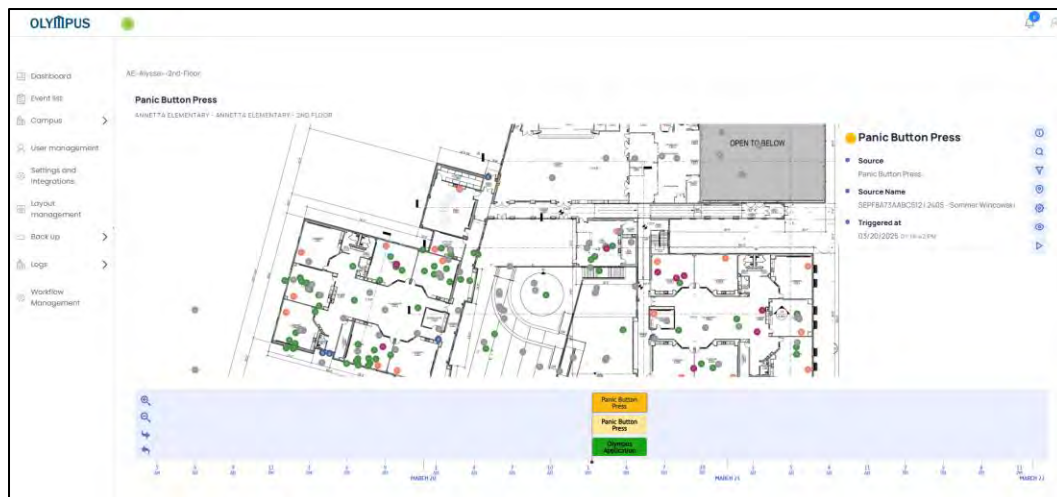
Olympus can trigger silent panic alerts or workflows when a panic button is pressed. Olympus offers a variety of panic button options, each designed to provide automated responses and enhanced visibility during a panic event. These options include physical, mounted panic buttons, panic buttons integrated into IP phones, mobile app panic buttons, wearable panic buttons, and more.



Once the panic button is pressed, a workflow is activated that can compromise several actions. Some examples of these output actions are:

- SMS
- Digital signage
- Email
- IP phone
- Microsoft Teams or Webex
- Mobile app
- Lock or unlock doors
- Notify first responders and/or security staff
- Audibly via phone call or PA system

In addition to the notification and automated actions that Olympus can provide, Olympus provides security personnel visibility as to where the panic button was pressed, allowing them to respond to the location of the event more quickly. The security personnel can also leverage other system assets that are integrated, such as nearby video surveillance cameras to view the environment or phones or speakers to listen in.



## Integration

Olympus isn't about rendering your present systems obsolete. It's about enhancing them. Whether it's access control, surveillance cameras, phone systems, or wireless location services, and more; Olympus integrates them into a harmonized ecosystem. This seamless synchronization ensures that your investments continue to yield value, providing a robust safety net that grows with your campus.

As part of Netsync's process, Netsync will evaluate the existing systems a customer wishes to integrate, for API capabilities and compatibility. If Olympus has not already integrated into the customers' existing systems, Netsync will develop these integrations at no additional cost to the customer.

## Data Security

### Data Security and On-Premise Design

Keeping your data safe is a top priority. The system is designed to run on-premises, meaning all your data stays in-house — not on external servers. This approach gives you full control over security and compliance.

### Secure Communication

To keep data safe during transmission, Olympus relies on secure protocols like HTTPS, with HSTS, utilizing TLS version 1.2 or higher. This ensures that communication between clients and servers is always encrypted by best practices.

## Security Configurations

Please note that due to page limitations in the product overview section, much of the details in this section have been removed. Detailed security information can be provided upon request.

## Platform

Olympus requires a hypervisor platform. The best practice configurations can be provided upon request.

## Operating System

Olympus leverages the Ubuntu operating system. The best practice configurations can be provided upon request.

## Web Server

Olympus leverages the Nginx Web Server. The best practice configurations can be provided upon request.

## Application Server

The following are measures put into place for the Olympus application with Security in mind.

- Active Directory/LDAP Integration
- Containerized Services
- Continuous Security Measures
- Data Backup and Audit Logs
- Database and Caching
- Role-Based Access Control
- System Architecture and Data Management
- User Authentication and Authorization

## User Experience and Implementation

### Training and Support

Following the implementation, Netsync would provide training. Netsync believes training is crucial to success and it is important to know that Netsync can work with the customer to tailor the training plan to meet the customer's needs as well as develop a comprehensive knowledge transfer methodology.

Netsync can offer several different training styles, depending on what works best for the customer, including: instructor-led training, train-the-trainer, virtual training, and webinars. The Olympus solution is a subscription that includes support for the life of the subscription term.

We guarantee continuous support throughout the subscription term, ensuring full coverage by utilizing rotating shifts, on-call staff, and backup resources to promptly address any service needs.

## Customization Options

Olympus was born out of customer necessity. Customer feedback is a key pillar to the ongoing development and features released within the platform. If a customer has an integration requirement

that hasn't been developed yet, Netsync will develop that integration into the Olympus platform at no additional cost to the customer.

## Implementation Process

Netsync provides turn-key services in the deployment and implementation of Olympus. Netsync will collaborate with the customer's IT and other key personnel throughout the discovery, planning, design, and implementation phases.

## Updates

Olympus updates and upgrades are provided as part of the subscription for the term procured.





## System Reliance and Continuity

### Operational Assurance

Olympus runs in a customers' existing virtual environment and relies on the resiliency and redundancy of said virtual environment. Regular backups are also taken in the event of a catastrophic failure, allowing a swift recovery.

## Accessibility

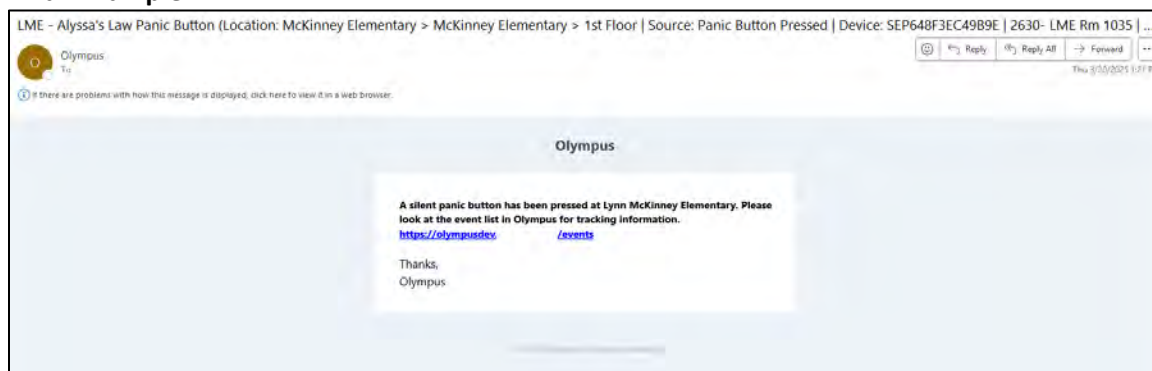
An alert/event can be triggered by permanent or temporary personnel by a variety of means, based on permissions created by each customer. These alerts/events can be triggered from automated methods such as weather events, video analytics, sensor data, and much more, including:

<p><b>Physical Panic Button</b> (Panic Button Hardware, IP Phones, etc.)</p> 	<p><b>Wireless Wearable Panic Buttons</b></p> 
<p><b>Mobile Applications</b></p> 	<p><b>Olympus Interface</b></p> 

## Accuracy

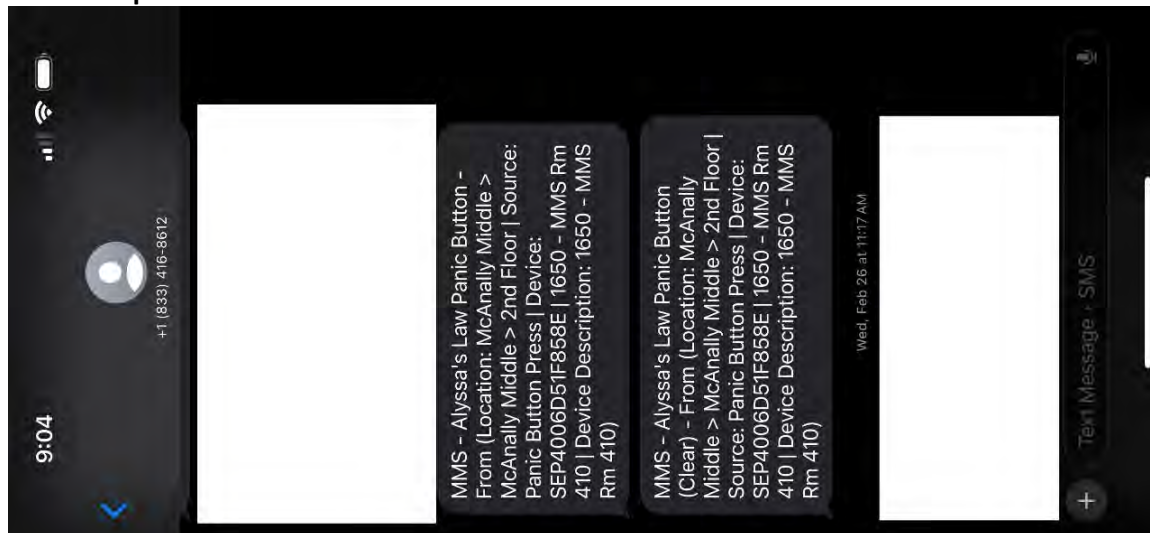
When an alert/event is triggered, Olympus not only outlines where the event came from in text but provides a link to open a live map to visually show you where the event originated within the Olympus platform. Olympus can send out notifications via e-mail, SMS, and messaging applications such as Cisco Webex or Microsoft Teams.

## Email Example:

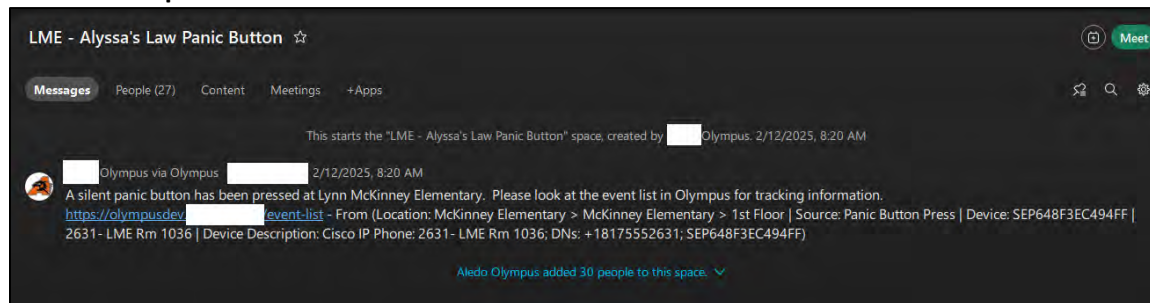




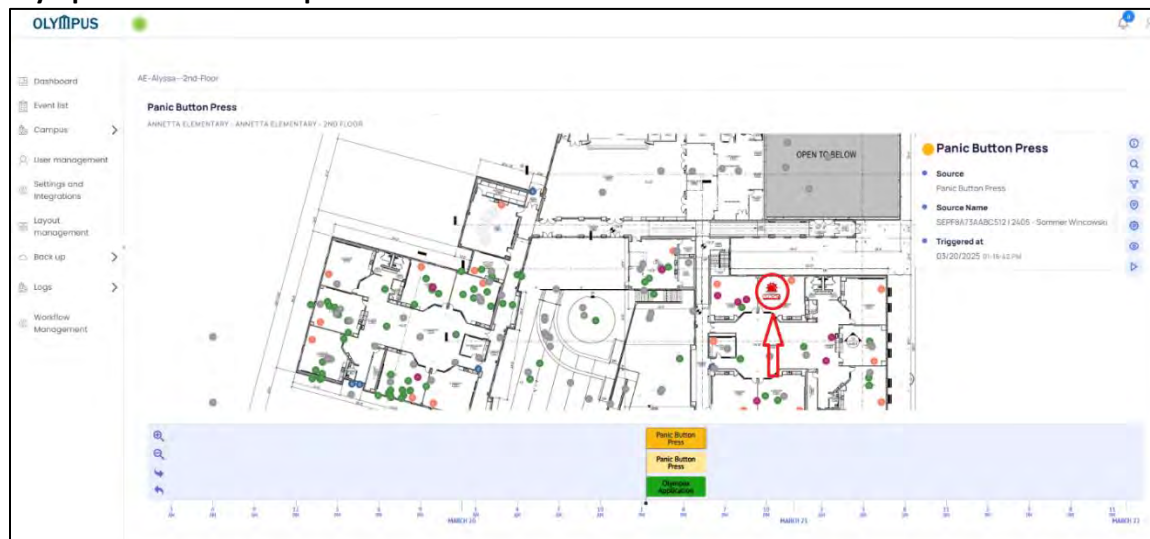
## SMS Example:



## Webex Example:



## Olympus Interface Example:



## 6. Product Pricing

### Cost Structure

**One-time costs:** One-time costs could include Hardware (Panic buttons, etc.) and professional services for the discovery and implementation of Solution.

**Ongoing costs:** Olympus is priced on a subscription model. Terms can be 1, 3 or 5 years. The subscription can be pre-paid or paid annually. Olympus will also accommodate a non-appropriation clause for the term of the contract.

### Licensing Options

Licensing is remarkably simple in Olympus. It is based on the number of applications that Olympus integrates into (Access Control, Security Cameras, Phone systems, wireless location, etc.) and the number of schools the district has. While the licensing only outlines the number of schools a district has, all non-instructional facilities are also included at no additional cost.

The following pricing is list pricing, and a district is encouraged to contact Netsync for final pricing they can expect based on actual discounts and promotions.

SKU	Description	List Price
NET OLY K12 3APP	Olympus Server Licensing - up to 3 app integrations	\$ 10,416.65
NET OLY K12 5APP	Olympus Server Licensing - up to 5 app integrations	\$ 16,666.65
NET OLY K12 UAPP	Olympus Server Licensing - Unlimited app integrations	\$ 25,000.00
NET OLY K12 ES	Olympus Site Pricing per Elementary School	\$ 415.00
NET OLY K12 MS	Olympus Site Pricing per Middle School	\$ 825.00
NET OLY K12 HS	Olympus Site Pricing per High School	\$ 1,250.00

### Tiered Packaging

To reduce complexity and increase transparency, Olympus does not currently have set tiered package pricing.



Pikmykid  
5005 West Laurel Street; Suite 204  
Tampa, Florida 33607  
Austin Mathews  
[Procurement@pikmykid.com](mailto:Procurement@pikmykid.com)  
813-649-8028

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**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Sachi Tech Inc. DBA Pikmykid
<b>Mailing Address:</b>	5005 West Laurel Street; Suite 204
<b>Contact Person who may provide clarification and additional information, if requested.</b>	JJ Roberts
<b>E-Mail:</b>	procurement@pikmykid.com
<b>Phone Number:</b>	813-649-8028  2013621531

## ATTACHMENT B: WORKSHEET

### RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

#### Name of Company or Organization:

Sachi Tech Inc. DBA Pikmykid

#### Name and Email of Regional or State Representative:

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Austin Mathews - procurement@pikmykid.com

#### Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.

(Section 1.4 of the RFI provides details of those requirements.)

☒ (Yes)      No

#### Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)

☒ (Yes)      No

#### What is your geographic service area?

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

#### Response contains proprietary information?

Yes      ☒ (No)



## Company Background And History

### Background

Pikmykid has focused 100% on school safety since our inception in 2014. At Pikmykid, we are redefining school safety with a trusted, all-in-one platform that seamlessly integrates visitor tracking, emergency management, and daily school operations. With over 3 million users across Texas, the other 49 U.S. states, and 7 countries. Our platform is a proven solution that enhances security, communication, and efficiency for school administrators, staff, parents, and first responders.

Pikmykid is dedicated to the education market and, as such, the PMK Platform has been developed 100% to address school safety from PreK – 12 and includes special needs considerations, after school programs, field trips, and more. The complete Pikmykid Safety Platform was developed with regard to both daily safety and emergency response. By concentrating on both areas, the PMK Platform ensures consistency in both safety and response by utilizing duplicity of application.

### Experience

Safety starts with daily operations in a school. Implementing a school safety platform to enhance daily operations creates an overall safer learning environment and develops a more thorough and better understood environment during an emergency situation. The Pikmykid philosophy is to help manage student safety from the time they arrive at school to when they are released to home.

In an emergency, faculty, staff, and parents utilize the same Pikmykid platform they use on a daily basis for drop-off and dismissal, meaning the school staff and parents are fully familiar with the process and have mostly practiced it every day. This creates safety and efficiency in an emergency. Likewise, it minimizes the psychological impact of “practicing” potential emergency situations. Daily routine and practice inevitably create an efficient and prepared emergency response process.

The complete Pikmykid Safety Platform includes automated check-in, a digital hall pass to account for all students at all times, after school accountability, dismissal automation, a reunification process as defined by *The I Love You Guys Foundation*, Emergency Notifications without needed 911 response, emergency notifications inclusive of 911 response, student accounted for validation, selective parent messaging as appropriate and Visitor Management. The Pikmykid Safety Platform is available as a complete package with all components or each system can be purchased individually based upon a school or district’s specific needs. Should any of the individual systems initially be purchased individually, they can each be integrated into a single platform at a later time as needs change.

### Silent Panic Alert (“Emergency Alert”)

Each alert has a unique set of recipients and can include emergency responders (911) or not depending upon the type of emergency. Protocols are delivered to each member of the group and a unique communication channel is opened for the group, providing a continuous opportunity for up-to-the-minute information. The GPS location of the message originator is likewise tracked throughout the incident.

### Emergency Reunification (Optional)

During an emergency reunification event, the Pikmykid application seamlessly transforms into a reunification platform. Since administration, staff, and parents use Pikmykid every day for dismissal, the reunification feels familiar. Parents will go to the predetermined reunification location but the daily pickup process is identical. Emergency contacts are current

with pictures, students are checked into the student waiting area, arriving parents are checked into the parent holding area, and the parent/student match is made in a third area. All information is documented and includes a time and date stamp.

### **Visitor Management (Optional)**

Visitors can begin the approval process by scanning a government ID or entering their name for background checks. If a match is found, the receptionist or administrator reviews a photo to confirm identity to determine if entry should be allowed. Once approved, a visitor badge is printed, and the destination is announced to the appropriate person. The system also stores visitor information for quicker check-ins on future visits, with a menu to select the visit's purpose.

### **Daily Student Safety (Optional)**

The **free Pikmykid Parent App** allows parents to update emergency contacts, delegate pickups, modify dismissal methods, schedule early dismissals, adjust bus routes, or mark absences. It can also update a parent on their child's dismissal and which dismissal method they used (Car, bus, afterschool, etc.). Schools can verify authorized pickups using stored emergency contact photos. This total flexibility through the Parent App removes a considerable amount of work from the front office staff and ensures every child is accounted for and dismissed to the designated and correct individual.

### **Attendance Management (Optional)**

Tardy students can easily use the same tablet that the Visitor Management system above uses or use a dedicated Attendance Management tablet to check in and print out a tardy badge. Parents can receive automatic notifications via SMS and email. This system integrates with a school's SIS. Parents can report their student's attendance. Also can be used for absences and dismissal.

### **Digital Hall Pass (Optional)**

A digital hall pass is included as part of the PMK Safety Platform to ensure a student's location is always known and that every student is accounted for in an emergency. Students moving to various special classes or classrooms can be checked out and checked in to make sure they are in the proper assigned location. Options are available to restrict certain students, create repeating hall passes for possible medication needs, and to view reports when needed to identify students away from class.

### **Parent Messaging and Notification (Optional)**

Pikmykid Messaging is a communication platform for both day-to-day operations and emergencies. It allows schools to send messages to parents via Voice, Text to Voice, Email, and Text, either on demand or scheduled for delivery. In emergencies, staff can select a pre-defined message for 911 and First Responders. Parents are typically NOT initially included as part of the 911 notification but can be included at a later time when deemed appropriate by First Responders. The Pikmykid K-12 Safety Platform is comprehensive, addressing all safety needs for schools and districts.

## **Current Users and Service Area**

We work with over 60 Local Education Agencies and private schools in Texas including a variety of public school districts, charter networks, and private schools. Our service area extends across the state of Texas as well as into the rest of the United States and 7 other countries.

# Product Overview

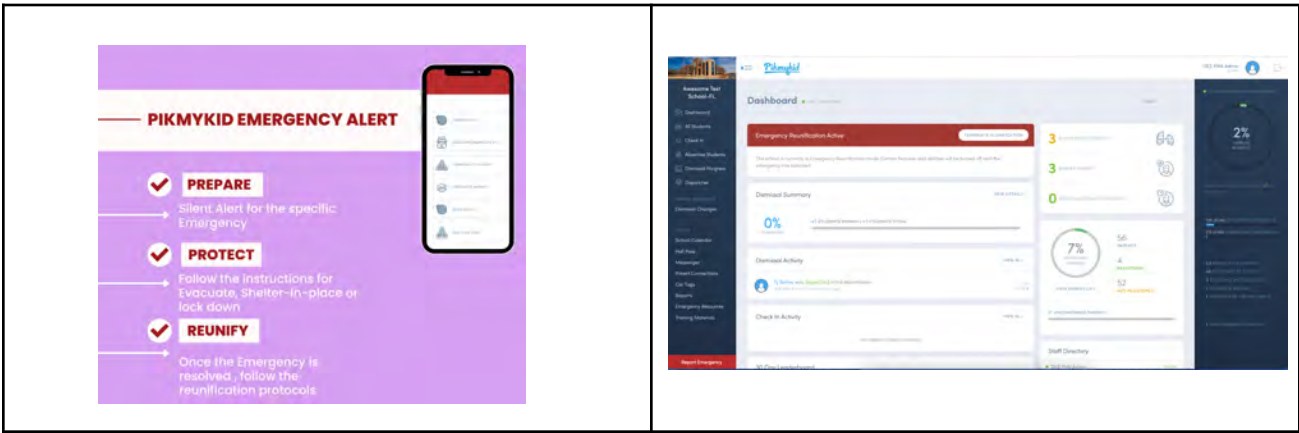
## Product Name - Emergency Alert

### Description

Emergency notifications and alerts are customized by the district and individual schools (If necessary). Each alert has a unique set of recipients and can include emergency responders (911) or not depending upon the type of emergency. 911 emergencies are broadcast immediately to the appropriate responder location and can be initiated via a panic button by any authorized staff member with their digital device or from the Pikmykid Dashboard. Descriptions of the selected emergency are delivered to every user’s device along with specific instructions describing how the recipient should respond.

Accurate communication during an emergency is critical and Pikmykid addresses this need by opening a communication channel on all receiving devices. Contact groups allow for specific administrators to be notified in order for them to confirm an emergency response. Information relative to the emergency can be delivered continuously as events change or reactions need to be modified providing up-to-the-minute information. The GPS location of the message originator is tracked throughout the incident to provide additional information to first responders. Integrations with RapidSOS, electronic screens, and exterior door locks can be used to further improve emergency notification and response.

Less critical, K12-specific emergencies such as a child injury or a special needs issue are handled in a similar manner but without 911 involvement. This allows schools to set up various events or incidents that require an immediate response from staff but without outside help. Protocols and instructions are delivered to the specific recipients involved with the incident to ensure a proper response. In these cases, the communication can be vital as additional information is very helpful for a continued optimal solution and result.





## PREPARE STAFF

Customize your own instructions for specific staff to address incidents, such as inclement weather or a campus intruder.



## MULTI-CHANNEL COMMUNICATION

Transmit information quickly with text, email, and voice message syndication.



## EMERGENCY RESOURCES

We provide your school with customizable digital checklists and protocols from safety experts.



## NOTIFY 911

Quickly report an emergency to first responders through our 911 notification feature provided by our partner RapidSOS so they can send help immediately.



## SILENT ALARM

Using the panic button, alert administrators, staff, and first responders even when verbal communication is not an option.



## LOCATION SERVICES

When an incident is reported, the location is automatically identified for specific responders.



## How To Use Notifying 911

### 1 Check the Notify 911 box when reporting an emergency



When reporting an emergency, check the box that says, "Notify 911." This will report your emergency to your local emergency communications center once the message is sent.

They will receive the exact location of where the emergency was reported on campus when they arrive.

## How To Use Notifying 911

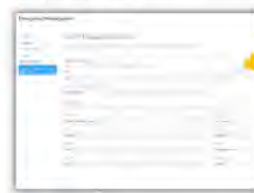
### 3 Reports & Logs



You'll also have access to a report showing all emergency notifications that have been sent and whether or not 911 was notified.

## How To Set Up Notifying 911

### 1 Fill In Your School's Local Emergency Communication Center Info



Click the settings tab in the upper right-hand corner and select Emergency.

Get in touch with your school's account manager to fill in the information specific to your school's local public safety answering point (PSAP).

If your school details need to be updated you can also update those with your account manager as well.

## Technical Information

### Product Type:

Software-based

### Silent Panic Alert Technology:

Can be utilized via an app that works for both Apple iOS and Android. There's also a web portal that can be used on any employee-owned or employer-provided device with a web browser like a smart phone, tablet, Chromebook, laptop, desktop, etc. Both the app and the web portal have identical panic button and emergency management functions.

### Integration:

Integrates with all student information systems via SFTP as well as other methods like API, Clever, and ClassLink. Integrates with RapidSOS to allow staff to silently press a button that efficiently communicates emergency details to 911 responders. Integrates with Vivi to allow for the taking over of electronic screens during emergencies to ensure emergency awareness (Particularly to the deaf and hard of hearing). Integrates with Allegion ENGAGE API trigger lock downs, monitor door status, etc.

### Data Security:

Key features of PikMyKid industry-leading infrastructure are:

- AES256 data encryption for data at rest;
- TLS with strong ciphers, with a preference for those with perfect-forward secrecy, for data in transit;
- Multiple factor authentication;
- Third-party security audits and code reviews;
- Full-time security administrator; and
- Employee background checks.

The syncing process is encrypted at all times using 256-bit encryption, which is double the standard used by the consumer banking industry. PikMyKid invests in regular third-party audits in order to ensure continual improvement of security protocols.

We are proud Student privacy pledge holders compliance with FERPA guidelines.

Below is the Data protection statement and pledge disclosed in every contract.

*--Expert from the contract signed with each school district*

PikMyKid works hard to stay up-to-date on the newest technology in order to evolve our system to be the industry setting standard for school dismissal. We use the state-of-the-art technologies every day to ensure the highest level of safety for schools & students

We host our client data securely and exclusively in ISO 27001 and FERPA compliant data centers. We also use enterprise grade firewalls to prevent unauthorized access to our servers. Using SSL (TLS 1.2 standard) for all requests sent from our various applications to our servers to ensure all your data is securely encrypted during transmission. Our goal is to keep student information as secure as possible, allowing schools to provide quality education while we take care of the security details for them. Our application runs in Microsoft IIS, using a principle of least privilege.

PikMyKid system allows only specific protocols and ports to communicate with our servers, thus many protocols are disabled by default, allowing the minimum attack surface area to be exposed. Application layer security is provided through accounts using authentication protocols that uniquely identify each user of the system and require each user to have a strong password and limited access. Using this authentication, we are able to specify different levels of authorization for our various user types as well as individual users.

In the database all passwords are salted for added security. Salting the password is essential in that if the database were ever compromised, the users passwords won't be revealed, the practical implication of this is that many people use the same password for multiple systems - so the potential of abuse of any passwords is prevented by using this one way salt. Our user security sessions also expire so a user isn't logged into our system indefinitely. Patches and updates are applied regularly to all our servers to prevent new exploits from being used to gain access to our system. We pride ourselves on excellence when it comes to our standards for safety, and we plan to never let this falter.

PikMyKid prides itself on staying up to date on all security protocols to prevent data breaches. However, in the event of a data breach administrators at both the district and individual school level will be immediately notified & our team will begin identifying & correcting the breach without delay. The PikMyKid team will also provide password reset support to all accounts if deemed necessary or at the request of those affected. The PikMyKid team upon learning of a data breach will immediately initiate Breach Protocol to remedy all issues and provide full support during the process with continuous updates to users.

## User Experience and Implementation

### Support:

- 24x7x365 support email and phone support during working hours
- Full implementation ready web services for testing – Pikmykid performs continuous automated testing throughout the year to ensure maximum capabilities and capacities.
- A Project Management professional to oversee implementation.
- An implementation Specialist to ensure all users are informed and trained on the system features
- Training sessions, virtual though zoom. Sessions are scheduled at various times to ensure all users can attend at least two sessions.
- Refresher sessions are available on a weekly basis for users to keep up to date.
- Special sessions can be scheduled for new users as they are introduced to the PMK Platform
- As new features are released, additional sessions are scheduled to ensure the users are up to date and can take full advantage of the new features
- Open Q & A sessions are scheduled weekly for the PMK Schools and Districts
- Full Support Team for questions and issues as they may arise
- Spanish speaking Support Team for Spanish speaking app users
- Dedicated Parent Support Team to assist schools with Parent Training and communication
- Chat capability for support through the web and mobile applications

### Training:

Pikmykid has significant experience with the implementation of the PMK Safety Platform in the K-12 environment. The table below outlines the specifics of the implementation and training plan. Generally, we encourage training at the school level, the district level, and the “Champions” level.

PMK will manage and maintain all software to meet the latest vendor standards for this SaaS application. PMK will set up, train and implement the solution for the schools and district to ensure the application and all the features can be utilized to their fullest extent as outlined in this proposal.



The district

- Should be the change leader encouraging the staff and administrators to get trained and use the Silent Panic Alert tool to the fullest potential and continuously practice student safety at all times.
- The IT team should ensure the Pikmykid domain is whitelisted to allow email and notifications to be sent from our software through your network.
- Dependencies:
- District should clearly layout the requirements and sign off on the design within project timelines.
- Supervisors and Staff should adhere to the training schedules to implement as per plan.
- Districts and schools should ensure all staff have access to training as needed

Contract Management	Description	Mode of Communication	Session Duration
Discovery Call	Meeting with decision makers and key stakeholders to identify the available schedule for all the training and create a plan	Online meeting	60 minutes
Introduction Meeting	Basic scope and implementation timelines defined and agreed with all stakeholders	Online meeting	60 minutes
Create Champions	We work directly with your champions. They are responsible for providing all timely inputs to get the projects moving	Online conference	60 minutes
Change Management	We will schedule a sequence of project tracking meetings and review progress . Any changes would be called out for separate scope of work	Online meeting	30 minutes/ weekly
Issue Management	Any issues identified during implementation will be tracked using issue tracker with SLAs and resolution	Online meeting	30 minutes/ weekly
Test	Involve key champions to pilot run and test drill some visitors and volunteers to ensure they are hands on	Online conference using a PC or Laptop with video and audio facility and these sessions will be recorded for future playback for individual groups	30 minutes
Refresher Training	We will plan annual and quarterly refresher training along with training videos and quick reference guide		30 minutes/ multiple

			groups
Project Signoff	Once the product is implemented the program goes into maintenance mode		

Pikmykid has over 10 years of implementation and training experience and as such, has created the above table to ensure success for all involved and at all levels. It is important to include all district and school personnel and, whenever possible, to include key individuals and volunteers at the parent level. We have determined that the more people knowledgeable of the operation, the reason, and the system, the easier and quicker the implementation process concludes and is successful.

Hardware:



### Customization Options:

Emergency Alert is flexible and can be used by schools or districts of any size. Our simple and cost-effective pricing structure allows everyone from single schools to large districts to use us. Some silent panic alert tools are designed to be used primarily in non-K12 settings. They lack certain types of alerts that schools could benefit from like “Missing Child” emergency alerts, “Student Misbehavior” non-emergency alerts, etc. Plus everywhere is different. Houston could benefit from a Hurricane alert feature, but El Paso not as much. Amarillo might benefit from a snowstorm alert, but the Rio Grande Valley not as much. We tailor our system to the needs of the district (And if needed) the school while still keeping our system simple and compatible with the Standard Response Protocol from our partners at the “I Love U Guys” Foundation.

### Implementation Process:

See table above under “Training” section.

### Updates:

Updates and enhancements are rolled out about every quarter. We have a highly responsive and dedicated Customer Success team that can be reached via email 24/7 or on the phone during business hours. Our customer service is rated 4.9 stars on Capterra.

## System Reliance And Continuity

## Operational Assurance:

**Mobile and Browser friendly** - Applications can run on both Mobile application with cellular network or browser based device with wi-fi

**Software that take over all the monitors** - During an emergency the system can take over all monitors to communicate the emergency

**Redundant Infrastructure** – Multiple data centers in different locations ensure message delivery even if one network is affected.

**Multi-Carrier Support** – We partner with multiple telecom providers, allowing traffic to be rerouted if a carrier is experiencing delays.

**Disaster Recovery & Monitoring** – Our systems are continuously monitored, and our disaster recovery plans ensure quick response to unexpected outages.

**Smart Bluetooth badge** with an SOS button and a high-capacity battery, is an additional option for schools to choose from to have a hardware backup to support the software with same alerts and messaging.

## How Cell Providers Handle Emergency Messaging

Cell carriers like **T-Mobile** manage increased messaging volumes during natural disasters by:

- Deploying **emergency response teams**
- Investing in **network resilience & backup power**
- Prioritizing **first responder communications**
- **Partnering with satellite providers** to maintain coverage

Pikmykid leverages these industry-wide strategies while **adding extra layers of security, automation, and real-time monitoring** to enhance reliability.

## How Pikmykid Keeps Schools & Parents Connected

### Emergency Alerts

- **Instant messaging** for critical threats, natural disasters, and school-wide alerts.
- Pre-configured templates ensure messages reach the right authorities, staff, and parents **instantly via email, text, voice calls, and app notifications**.
- **Live chat** allows for secure, real-time communication.

### Daily Alerts

- Automated notifications for **attendance, early dismissals, bus delays, and schedule changes**.
- Messages can be scheduled in advance and sent via **text, voice, email, or a combination**.

### Multi-Channel Communication

- Ensures **messages reach all recipients via email, SMS, voice calls, and mobile app notifications**—maximizing visibility and accessibility.

### Smart Notification Settings

- Schools can configure notifications as **instant or digest-based**, ensuring **urgent alerts always reach recipients immediately and cannot be disabled**.

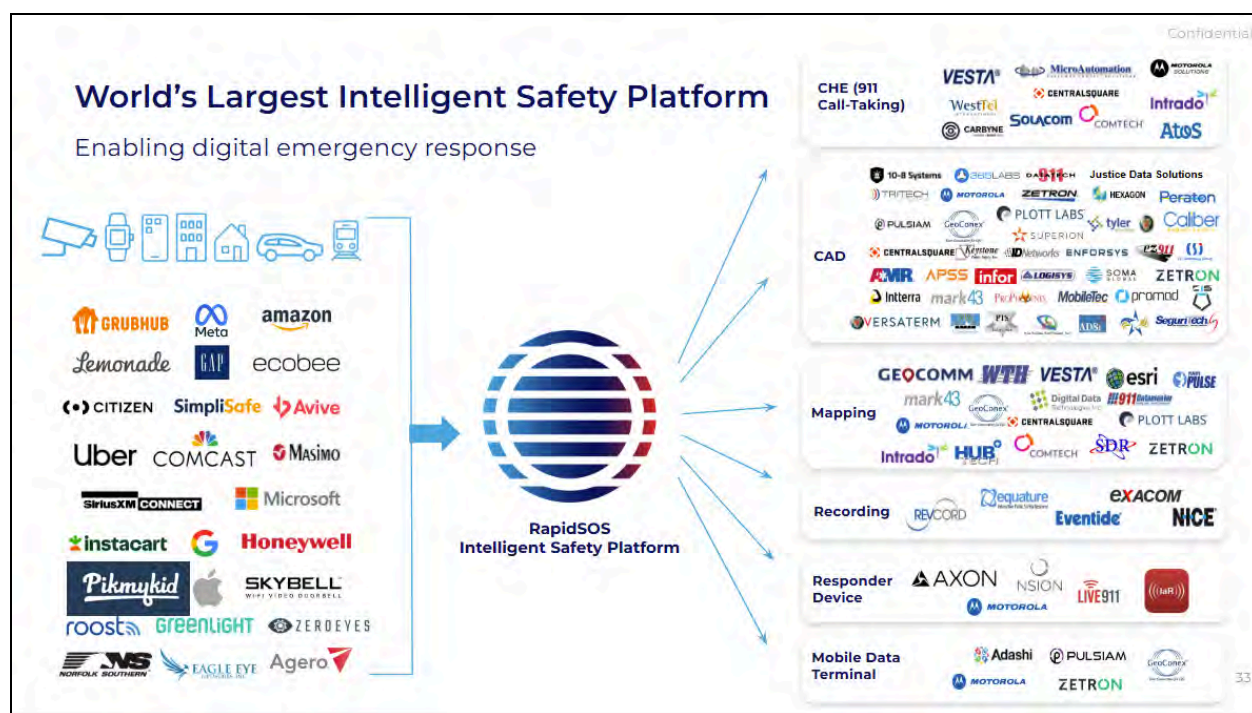
### Accessibility:

Alerts can be triggered by any staff - permanent, temporary, or substitute via a button on either an Apple iOS-friendly or Android-friendly application or via any device with a web browser (Laptop, Tablet, Desktop, Phone, etc.).

### Accuracy:

Upon activation the location of the staff member who triggered the alert can be delivered to relevant parties like other school staff, district staff, or emergency responders via both our platform's Contact Groups feature as well as via our integration with RapidSOS which delivers the alert to nearby PSAP's.





## Product Pricing

	Pikmykid Product Description	Starting Sale Price
		<b>1 Site</b>
	Emergency Alert	<b>\$2,000</b>
	Reunification	<b>\$2,000</b>
	2 product bundle	15%
	3 product bundle	20%
	4 product bundle	25%
	5+ product bundle	30%
	Implementation Fee (one-time/site)	<b>\$1000.00</b>
	Secure Rostering (annual/site)	<b>\$500</b>
	Badge readers	<b>\$25 per piece</b>

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Pyrocom Systems, Inc.
<b>Mailing Address:</b>	1025 Texas Ave., El Paso, TX, 79901
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Gloria Ostos
<b>E-Mail:</b>	gostos@pyrocomsytems.com
<b>Phone Number:</b>	915-772-0880

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**



**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Pyrocom Systems, Inc.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Craig Adkins  
cadkins@pyrocomsystems.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

El Paso, Midland, Odessa, Lubbock, Pecos, San Antonio, Laredo, Brownsville

Regionally – List Education Service Center region or regions.

19 (El Paso), 18 (Midland), 10 (Richardson)

Statewide

El Paso, San Antonio, and the surrounding areas are all able to be serviced.

**Response contains proprietary information?**

Yes ☒ No

# Company Overview and Background

## Background

Established in 1997, PyroCom Systems has over 27 years of experience in Fire and Security solutions. Recognized as the “go-to” company among General Contractors and Electrical firms in the Southwest, PyroCom has earned a reputation as a premier subcontractor specializing in life safety and security system installations. Our extensive portfolio includes projects for Manufacturing, Industrial, Commercial, Retail, Military, Federal, State, and Local Government, as well as School Districts. We are a full-service systems integrator offering system design, installation, integration, consulting, maintenance, and monitoring services. Our team is committed to enhancing security and life safety by delivering end-to-end solutions tailored to meet the specific needs of our clients.

PyroCom Systems is proposing the installation of the [Lynx Silent Panic Alarm System](#) for schools under the Texas Educator’s Association bid. Our proposed solution ensures rapid emergency response, compliance with Alyssa’s Law, and a seamless integration with existing security infrastructure. The system will provide staff and administration with a reliable means to silently alert law enforcement and emergency personnel in the event of an emergency.

PyroCom Systems employs the highest-certified professionals in the industry, including NICET IV, RCDD, FCC GROL, and multiple NICET III certifications. Our structured divisions—Construction, Service, and Security—ensure that we can meet client needs effectively and efficiently.

- **Construction Division** Our team includes seven engineers specializing in large-scale security designs. With 24 technicians and five project managers, we handle new construction projects across Texas.
- **Service Division** Operating 24/7, our service team supports maintenance contracts with rapid response times and industry-leading customer service.
- **Security Division** With 21 dedicated security technicians, we provide installation, service, and emergency support for security systems across the region.

PyroCom Systems is fully certified and compliant with Texas regulations, including Sec. 1702.102 and Sec. 1702.328 of the Texas Occupations Code and Title 37, Part 1, Chapter 35 of the Texas Administrative Code. We are licensed to perform security work in the state of Texas under license #B20444.

*Our capabilities include:*

Silent Panic Alarm Systems	Nurse Call Systems	Access Control Systems	Telephone Systems / VOIP
Video Surveillance Systems	Radio Systems	Intrusion Alarm Systems	Cyber Security
Building Automation	Security Office Design	PA Systems	Fire Alarm Systems
Area of Rescue Systems	Concealed Weapons Detection	Audio/Video Systems	Video Conferencing Systems
Fiber Optic / GPON		Gate Automation	Body Cam / Dash Cam
Design / Consulting	Emergency Responder	Voice and Data Cabling	Intercom Systems

*We are a certified integrator for the following systems:*

Lynx	Milestone	DSC	Commend	Gamewell
Avigilon	DAQ/ICIDS	I Pro	Silent Knight	Checkpoint USA
American Dynamics	DSX	Aiphone	Evolv	Axis
DNA Fusion	Exacq	Verkada	Valcom	Open Eye
Hirsch	Isonas	Bosch	Identicard	AMAG
Siemens	Motorola	Honeywell	Sielox	Assa Abloy
Yealink	Fire Lite	C Cure	3xLogic	2N

## Experience

### VA Facilities of El Paso and Las Cruces [Silent Panic Alarm Solution, Surveillance, and Access Control](#)

- PyroCom Systems has installed the [Lynx Silent Panic Alarm System](#) in VA facilities across multiple facilities in the El Paso and Las Cruces area. PyroCom served El Paso VA since 2019, installing surveillance, access control, and intrusion systems across multiple locations. The VA has signed a multi-year maintenance agreement with PyroCom for their security systems, including their Silent Panic Alarm Solution.

### University of Texas at El Paso [Access Control Solution](#)

- PyroCom Systems has been the go-to provider of access control solutions for UTEP for over three years. We have provided access control solutions and additions to hundreds of doors on projects across campus.

- The University has been so impressed with the quality of the work we performed on each of our projects over the past year that we were awarded the installation of the access control solution for 149 doors in the new Interdisciplinary Research Building which was completed in May of 2020.

### **Ysleta Independent School District** Fire Alarm System Installations and District-wide Secure Entry System

- PyroCom has been a longtime partner and Fire Alarm resource to Ysleta ISD. In addition to supporting their in-house Fire Alarm technicians, just in the last five years PyroCom has successfully completed over \$2 million of new Fire Alarm System installations to include: Bel Air High School, Riverside Middle School, Scottsdale Middle School, Parkland Middle School, Dolphin Terrace Elementary School, Eastwood High School, Pebble Hills Elementary School, Hanks Middle School, and Ysleta High School
- Installed a Secure Entry system at 52 schools. The system included the installation of a centralized Access Control Solution integrating with an access control panel, surveillance camera and Algo video intercom at each of the 52 schools. The access control and Algo system also integrated with the District's Avaya Communication Manager phone system for a fully integrated solution. Performed the tasks under a very tight and controlled timetable. Used in-depth knowledge of the District's Data and Telephony Infrastructure, Operations and Security Systems.

### **Socorro Independent School District** Alarm, Intrusion Detection, PA Systems, and Fire Support

- In addition to the on-going maintenance and service support we provide, just in the last five years PyroCom has successfully completed over \$3 million of new Fire Alarm, Intrusion Detection and PA System installations. Systems have been installed at the following locations: Socorro High School, Montwood High School, Eastlake Combo School, El Dorado High School, Americas High School, Dr. Sue A. Shook Elementary School, and Cactus Trails
- PyroCom Systems has been the "go to" support partner for Socorro ISD in support of all their Fire Alarm Systems for several years. We have conducted annual inspections on the Fire Alarm Systems across 54 campuses for the last 10 years. PyroCom consistently won support contracts to assist in trouble shooting, upgrades, technical support, and maintenance. These contracts are competitively bid each year and PyroCom has been awarded the vendor of choice for more than 10 years.

### **El Paso Independent School District** Access Control Solution

- PyroCom System has done several projects with EPISD and worked with them to expand their access control solution. To date we have been awarded and completed access control projects across 23 campuses.

### **Pecos-Barstow-Toyah Independent School District** District-wide Surveillance and Access Control

- PyroCom has assisted PBTISD in upgrading their access control and surveillance systems across multiple campuses in the district. This includes building their surveillance network with a centralized server and installing equipment on a variety of district facilities. PyroCom has installed or is installing over 800 cameras and over 300 access doors at the following locations: Mata Maintenance Center, Athletics Stadium, Austin PreK-1<sup>st</sup>, Zavala 2<sup>nd</sup>-5<sup>th</sup>, Agriculture Building, Athletics Building, Daycare, Eagle Village, CTE, Pecos High School, Crockett Middle School, and The Professional Development Center.

### **El Paso Community College (EPCC)** Access Control and Fire Solution

- Delivered comprehensive access control installations across multiple campuses, ensuring enhanced security and streamlined operations. Installed and serviced fire systems across multiple campuses. Installed emergency intercom phones on campus.

### **Texas Tech University** Structured Cabling and Fire Safety

- Completed the installation of structured data cabling across multiple buildings ensuring seamless connectivity and reliability throughout the campus. Provided comprehensive installation and ongoing service of their fire safety system, ensuring optimal performance and compliance with safety standards.

## Current Users

The Lynx Solution is deployed at the Newman Academy in Arlington, Gibbins, Cedar Hill, Fort Worth, Mansfield and Watauga, Texas. It is also in over 130 VAs in North America and a multitude of Hospitals and schools in the USA.

## Service Area

With a headquarters in El Paso, Texas, and satellite office in San Antonio, PyroCom has nearly 100 employees strategically positioned to support this initiative. We have serviced schools in Region 19, 18, and 10, with commercial and federal projects spanning all West and South Texas.

# Product Overview



## Product Name

Lynx Systems. Lynx is a division of Micro Technology Services Inc. (MTSI), an engineering and manufacturing company located in Richardson, Texas.

## Description

Lynx System is a Unified Duress & Mass Notification System that can handle many types of Duress alarms like wired & wireless Panic Buttons, Keyboard Key Combinations, Phone App, Computer App, hardwire generic inputs, Digital Inputs, and web notifications to achieve optimal Emergency Readiness.

MTSI is an industry leader that has been in business since 1990. The security products division has designed, developed, marketed, and proudly manufactured in the USA a full suite of Duress solutions, including an array of panic buttons and a fully hosted & on-premise platform to create a comprehensive Proactive Alert Solution for today's threats. Our system is fully compatible with multiple Video Management Software, Access Control Systems, and Alarm Panels. The Lynx Solution is deployed in over 130 VA in North America, a multitude of Hospitals and schools in the USA, and at the Newman Academy in Texas Lynx provides Sales and Tech Support Nationwide. And geographically, we cover all of Texas.

## Technical Information

### Product Type

The Lynx System is a network-based solution that allows a combination of hardware and software to be used as Panic buttons, Silent Alarms, and Generic Triggers.

### Silent Panic Alert Technology

Lynx supports Keyboard Combinations like F9-F11, and up to 3 different simultaneous combos as silent alarms.

Another alternative is the Wireless panic buttons where Lynx integrates and uses the Inovonics 900 MHz technology with locating and non-locating features.

Lynx also supports USB hub-style panic buttons (under the desk), and cellphone app as duress alarms.

Lynx is compatible with C-Cure, Genetec, Milestone, Identiv, and Axis Communications among others, being a completely open platform that allows integrations with any system through our API to properly document all alarms, times, and locations to initiate proper procedures.

Alarms are notified promptly throughout our flexible platform which allows Targeted & Mass notification with our text-to-speech engine to Radios, Computer Screens, SMS, Phone App, SIP Phones, VoIP, IP Speakers, PA systems, Strobes, Digital Signage & TV, Alarm Panels, PoE LED Signs, Relay Outputs, 911 PSAP, RapidSOS and Access Control systems allowing the platform to initiate Lockdowns or send the proper assistance.

## **Integration**

Lynx is an open platform system, and with the combination of our Input/Output network appliances, the system is capable of integrating with a plethora of solutions and existing deployed technology. Lynx can communicate over the network with Genetec, CCure9000, SIP systems, Axis Communications IP Speakers, SIP devices, Analog and Digital PA, Halo Vaping Sensors, RSS, CAP, finally using the LynxAPI, generic URLs, JSON and Rest-API commands can be used.

## **Data Security**

Lynx configuration and data are stored in Microsoft SQL and all the communication is encrypted using TLS 1.3.

## **User Experience and Implementation**

### **Training and Support**

End-user training is provided online, and we have a recurrent training cycle every 4 months. Support is provided over the phone or email with live technicians based in Richardson, TX from 8am-5pm CST Monday-Friday, and emergency tech support on request.

### **Customization Options**

The Lynx Solution is fully customizable from the Labeling of the Keyboards, the type of messaging, supporting dynamically created text-to-speech messages for Radio (containing the name and location of the person that pressed the silent alarm; to the size of the deployment that can include a few computers, a single building or a big campus or campuses across the state.

### **Implementation Process**

The Lynx implementation process should be scheduled with our tech support team and usually takes about 2 weeks for full deployment. It is important to mention that the Lynx' Tech support time will be always available to enhance the customer experience and to guarantee a successful experience and deployment of all Lynx products.

## **Updates**

Lynx provides, on average, two major upgrades a year that is included in the SSA (Service Support Agreement) and can be scheduled for deployment with the Lynx Tech support team. In case of issues or patches, it is necessary to work with the Lynx Support team and Lynx Developing department to schedule the emergency deployment of potential fixes & patches.

## **System Reliance and Continuity**

### **Operational Assurance**

The Lynx System is capable of Supervising and monitoring all the Lynx' endpoints, Lynx Computer software clients, Lynx appliances, and some 3<sup>rd</sup> party hardware connected to the Lynx Server to provide reliance and assure continuous operation of the Duress system.

In case of power outages, it is recommended to have a UPS backup or secondary power supply to the Lynx Server and Network PoE devices.

In case of network outages, it is recommended to have a mechanism to supervise the network and notify the personnel in charge for an immediate response. In the case of a Lynx Cloud Solution, an alternative LTE/5G network connectivity can be implemented as a temporary solution for the local network to communicate with the Lynx Cloud Server (AWS hosted).

### **Accessibility**

The Lynx silent alarm in Windows Computers can be triggered by campus staff, temporary or substitute staff since Lynx provides an advanced feature that allows the Windows Computers to operate Locked or logged off.

Also, other Network and physically integrated Lynx Alarms can be triggered by the staff mentioned above.

### **Accuracy**

The Lynx System provides accurate location and detailed information about the alert generated via the silent panic alarm. This information can contain the name of the user logged in to the computer, the name of the computer, the location associated with the name of the computer, time, date, operating system, and software version.



## Product Pricing

### Cost Structure

The Lynx pricing model for on-premise solutions is a one-time payment for the main solution along with all the licenses for the number of users, devices, and computers connected to the Lynx Server. The Lynx SSA (Software Service Agreement) is the only ongoing annual cost. Pricing below does not include installation and programming as these costs will vary from location to location, pricing reflects cost of equipment and software only.

- **On-premise for 100 seats:** \$13,950 (*Higher upfront cost with optional recurring SSA of \$2,995 for a standard server*). This solution resides within your network on a virtual server. Client Software includes LynxKey, LynxMessenger, LynxUSB, and LynxIcon.
- **Stratus Lynx Cloud for 100 seats:** \$5,995 (*with an annual recurring fee of \$5,995*). This cloud-based solution offers flexibility and scalability. Client Software includes LynxKey Pro, LynxMessengerPro, LynxUSB, LynxIcon, and Lynx Alert App.
- **Hardware:** Hardware is a one-time purchase and can be integrated at any stage of the project. Lynx offers a range of supervised panic button solutions, including hardwired PoE (\$925.00/ea. + *cost of cabling and POE power*), Windows-based USB (\$275.00/ea.) which are operational whether logged on, logged off, or locked, and wireless 900MHz (\$295.00/ea. + *cost of receiver, repeater, etc.*) options. These buttons can be placed in a temporary test mode and are fully supervised. Upon activation, alarms can communicate with facility computers via popups, visual strobes with tones, speakers, and more.
- **Installation and Programming:** PyroCom Systems, Inc. will install any solution in coordination with Lynx. Typical solution will include labor hours for programming, installation of system and ancillary items, and training based on the individual school district's needs.

### Licensing Options

Licenses are available based on the number of users, devices, and computers connected to the Lynx Server.

- **On-Premise Solution:** The Lynx software is installed on a customer-supplied server or virtual machine. The seat packages may include LynxMessengerPro and LynxKeyPro licenses, which come at an additional cost. Each client software function is counted as one server seat. A single computer with LynxClient installed can utilize 1-5 server seats, depending on the enabled LynxClient functions. Any LynxNet device is counted as one server seat.

- **Stratus Lynx Cloud:** A LynxNet hardware device utilizes a seat, or LynxCliet installed on a computer, or the Lynx Alerts app. This is a managed system, ensuring seamless operation and support. For any required changes, customers can simply contact the Lynx support team.

## Tiered Packaging

There are options for tiered packaging based on the individual School District's needs, with larger-scale solutions priced very economically. Also, Lynx has a separate package for enterprise solutions for clients with multiple sites.

Additional server seats can be purchased at any time, and we will assist the administrator of the Lynx System with remote support from our Technical Support team.

Number of Seats (See Licensing Above)	On Premise (Software Only)	Cloud Based Yearly Fee (Software Only)
5	-	\$1,865
10	-	\$2,455
25	-	\$3,045
100	\$13,950	\$5,995
2,000	\$21,595	\$12,995
5,000	\$31,795	\$17,705
10,000	\$53,595	\$35,405
20,000	\$105,055	-
25,000	-	\$88,425
50,000	-	\$177,395



# RFI 701-25-013,

## Approved List of Vendors for Silent Panic Alert Technology

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Due: March 26, 2025, by 2:00 P.M., CT

**Proposal to:**

Texas Education Agency (TEA)  
Kem David, Contracts and Purchasing Division  
[TEASolicitation@tea.texas.gov](mailto:TEASolicitation@tea.texas.gov)

**Raptor Technologies, LLC**

Trent Johnstone  
Area Vice President  
[tjohnstone@raptortech.com](mailto:tjohnstone@raptortech.com)  
713-880-8902 x200

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**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Raptor Technologies, LLC.
<b>Mailing Address:</b>	2900 North Loop West, Suite 900, Houston, TX, 77092-9941
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Trent Johnstone, Area Vice President
<b>E-Mail:</b>	tjohnstone@raptortech.com
<b>Phone Number:</b>	C: 214.790.5980, W: 713.880.8902 x200

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Raptor Technologies, LLC

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Trent Johnstone, Area Vice President, [tjohnstone@raptortech.com](mailto:tjohnstone@raptortech.com)

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

Yes ☒ No



# ATTACHMENT C: REQUESTED INFORMATION AND REQUIRED ORDER CHECKLIST

## Company Background and History

*Background: Provide an overview of the company's background and history.*

### *K-12 Technology Leaders You Can Trust*

Raptor is trusted by more school districts across the country than any other school safety software vendor. Since Raptor Technologies' start in 2002, we have focused on creating K-12-only software solutions to help maintain safe environments for schools, students, and staff across the nation. Raptor is an organization driven by **its mission to protect every child, every school, every day**. Our company began with a vision to build the first web-based Visitor Management system **designed specifically for K-12**. That system, Raptor VisitorSafe, is now **trusted to protect more schools than all other K-12 Visitor Management systems combined**.

*Experience: Relevant experience in delivering school safety products and services within Texas.*

Part of our success – and our strong reputation – is a result of our keeping pace with the demanding and increased protection needs of schools. Our team of school safety software experts, in conjunction with our innovative solutions, **supports 90% of Texas schools with at least one of our multiple products, including public, charter and private schools**.

Over the 20 years in which Texas schools have been using Raptor, they have screened over 228 million visitors, have been alerted to over 130,000 sex offenders, and have been notified of 220,000 custom alerts.

Today, Raptor is an international company serving over 60,000 schools around the world, proudly maintaining a 98% annual customer retention rate. Our silent panic alert technology, Raptor Alert has been selected by over 11,400 schools across the country, including *over 45% of Texas districts, 42% of Florida districts and 38% of Missouri districts* – more than any other K-12 alerting technology.

In the 2023-2024 school year alone, U.S. districts and schools have utilized Raptor Emergency Management and Raptor Alert over 38,600 times, including being:

- Engaged in over **7,000 Team Assists**
- Scheduled and run over **22,700 Drills**
- Notified staff and addressed over **9,000 Emergencies**

Serving over 5,300 K-12 school districts, Raptor holds contracts with over 50% of the 100 largest districts in the U.S., including state agencies. With the largest footprint of any company in the industry, we have the scale to provide the highest quality service and product to Texas schools. Raptor is widely recognized as proactive and effective – both as a service provider and an operational partner. As a **Texas-based company**, our reputation in our home state matters to us.

*Current Users: Number of Texas school districts currently using the product.*

The Raptor – Texas partnership is a powerful one. Raptor Alert has been selected by 61% of Texas schools and 45% of school districts.

*Service Area: Geographic service areas within Texas.*

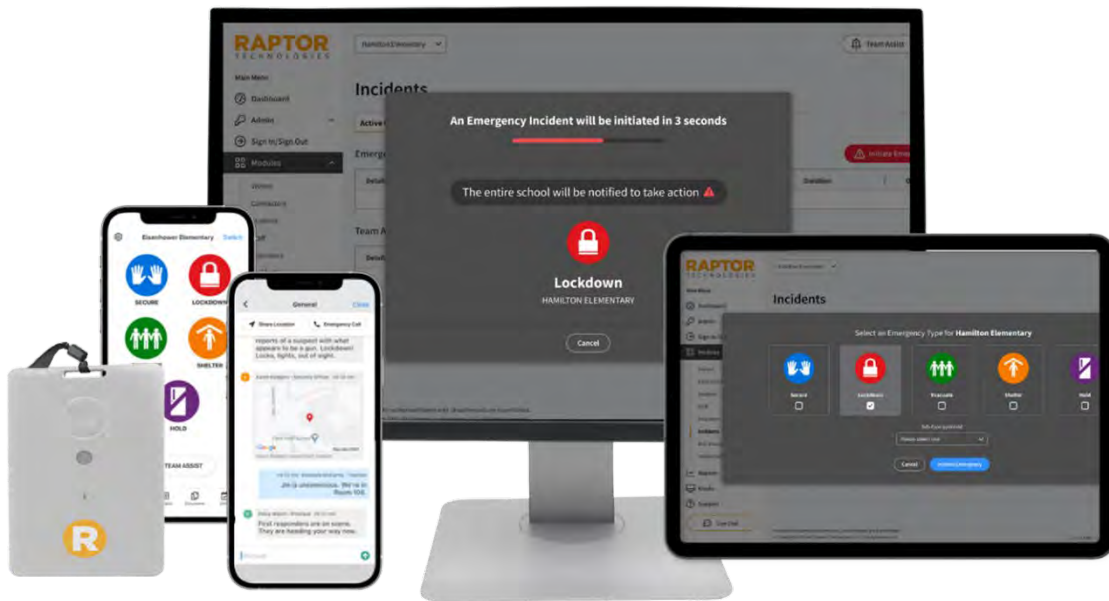
Raptor products, including Raptor Alert, are utilized across the entire State of Texas.

# Product Overview

## Product Name

The Raptor Emergency Management Suite includes Drill Manager, Raptor Alert, Raptor Connect, Accountability and Reunification. Optionally, districts can implement cost-effective options for a multi-layered approach to alerting with Raptor Badge Alert.

*Description: A detailed description of the product, including its main features and capabilities.*



*Initiate an emergency alert from any device with Raptor Alert.*

## A Comprehensive Emergency Management Solution

Raptor Emergency Management includes an integrated suite of products, including Drill Manager, advanced incident mapping, Raptor Alert, Active Assailant Alerting by RapidSOS, and comprehensive Accountability and Reunification capabilities. By extending the Emergency Management product suite to include Badge Alert, Raptor provides schools the flexibility to adopt a cost-effective multi-layered approach, using both the wearable Badge Alert and the Raptor Alert App to initiate alerts. This dual functionality enhances situational awareness by delivering critical details, such as emergency type and location data, to first responders and providing two-way communication during a crisis.

With Raptor's single-platform solution, districts only need to implement and maintain integrations with one school safety system, cutting down on complexity and saving valuable resources. Furthermore, this integrated approach minimizes liabilities by helping to reduce risks related to compliance issues, documentation accuracy, chain of custody management, and the overall reliability of safety procedures.

By adopting the Raptor Emergency Management Suite, districts can expect a meaningful enhancement in safety-related outcomes, ensuring a more secure and well-managed environment for everyone.

## Multiple SPAT-Compliant Alerting Options

### *Initiate an Alert from Any Device with Raptor Alert*

Raptor Alert gives schools the power to expedite help. With the latest emergency notification technology, Raptor's silent panic alert system instantly notifies first responders at the touch of a button.

Raptor Alert empowers all campus staff, including temporary or substitute staff, to initiate alerts through personal mobile phones, school-issued smartphones, tablets, laptops, desktop computers and badges. Robust reporting allows districts to know at any time who has downloaded and is utilizing the mobile application.

Raptor Alert is compatible with all standard Public Safety Answering Points and emergency calling infrastructure and is RapidSOS Ready™ which accelerates the transfer of critical emergency alert data to 9-1-1 and first responders. Developed in collaboration with critical response and emergency services experts, Raptor Alert is designed to work under duress with simple navigation. The same app is used for critical emergencies and everyday incidents, so staff learns one system to summon help. Raptor Alert is configured to each district or school's plan so they can be certain everyone has the same information at their fingertips. Clear, consistent direction helps build confidence and saves lives.

### *Integrate with Existing Safety Infrastructure*

Provided at no additional cost, Raptor Alert can be configured to activate a school's other mass notification and security technology such as access control systems, VOIPs, strobe lights, intercoms, additional alerting devices, sirens, alarms, digital signage, etc. The Raptor Connect **open API** supports multi-layered alerting and seamless integration with existing school safety infrastructure. This enables staff to initiate alerts through wearable badges, mobile apps, web platforms, or other integrated technologies, ensuring that alerts can be triggered in any situation.

### *Wearable Alerting Option: Raptor Badge Alert*

Optionally, Raptor Badge Alert is a wearable emergency notification solution designed to enhance school safety. By simply pushing a button, staff can instantly alert everyone in the building to help ensure a rapid response to school emergencies. Raptor Badge Alert is a fully managed, end-to-end panic alert solution, delivering a comprehensive and scalable solution tailored to the unique requirements of K-12 schools. In harmony with the Raptor Emergency Management platform, the system provides seamless communication across multiple channels, including push notifications, strobe lights, intercoms, and digital signage. The badge operates on a reliable LoRa network, providing coverage throughout the entire campus—even in areas with limited Wi-Fi or cellular connectivity.

Strategically placed beacons triangulate the badge's location, providing floor-level accuracy displayed on interactive campus maps. This immediate situational awareness empowers responders to coordinate efforts efficiently. By combining the ease of wearable technology with the power of integrated software, schools can gain confidence in their ability to quickly respond to any situation. Raptor Badge Alert is an essential tool for proactive, efficient campus safety management.

Schools benefit from a unified, end-to-end emergency management solution that reduces complexity and ensures all critical safety functions are connected. By connecting and consolidating emergency communication, alerting, and accountability within one system, schools can act faster and more effectively during crises. The value of a single platform for incident alerting, drill execution, and emergency response coordination cannot be overstated – reducing response times by streamlining communication and action steps in one centralized solution.

### *Connecting to 9-1-1*

When Raptor Alert is activated, it simultaneously connects directly to 9-1-1 through the Raptor Alert app. Raptor Alert is compatible with all standard Public Safety Answering Points and emergency calling infrastructure and is RapidSOS Ready™, which accelerates the transfer of critical emergency alert data, including location to 9-1-1 and first responders. Beyond the capabilities of standard 9-1-1 systems (i.e. callback number and location), this integration enhances the speed and efficiency of emergency response by providing additional information to first responders, such as: caller information, type of emergency, dispatchable address, callback number, school name and additional on-campus details (i.e. building name).

### *Customizable Alerts*

Panic button alerts come preset for general emergencies and can also be fully configured to each school's specific needs, including response teams and notifications sent through Raptor Alert.

- Schools can configure the type of alerts and who should receive them per emergency type. This ensures that only the principal and school nurse, for example, are notified when a teacher needs assistance with a playground injury, but that the entire campus and 9-1-1 are notified if there is a violent intruder.
- Schools have the option to configure different critical alert sounds for each emergency type. Distinct voice-over phrases are used for emergencies and drills, such as "This is an Emergency" and "This is a Drill," helping provide clear notifications about the nature of the alert.
- For certain alerts, push notifications show and play audio even if the phone is in silent/do not disturb mode to help inform staff that an incident is taking place. They also maximize the volume of the mobile device.

### *Enables Critical Communication*

Once the alert is initiated, the Raptor Alert app enables real-time group messaging (chat), allowing teams to stay in touch and share critical information throughout an incident.

- Staff can create a secure group message for two-way communication within the app, which allows staff to share their information about the situation, including real-time location, direct first responder resources efficiently, and save time.
- Everyday situations can escalate quickly without the presence of the appropriate personnel to identify and resolve the issue. The Team Assist feature within Raptor Alert gives teachers and staff the power to request help for situations like student fights, irate visitors, or medical incidents. This sends alerts to a pre-determined group of staff and enables those involved to chat through group messaging.

### Raptor Drill Manager

An effective emergency response begins with how well the school conducts drills. Drill Manager is a comprehensive tool that empowers school administrators to seamlessly organize, schedule, and execute various safety drills configured specifically to each school's local and federal mandates. Drill Manager allows for district-wide scheduling, real-time tracking of drill activities, and detailed reporting to help schools analyze, adapt, and improve their emergency preparedness. Automatic alerts and notifications ensure all staff and first responders are informed, while drill details, including custom, drill-specific questions, are logged directly from the app. District administrators can monitor drill status, identify non-compliant schools, receive scheduled reminders, and generate reports to track drill activity across all schools.

Collecting detailed context, such as the time taken to evacuate, staff roles during the drill, and areas of improvement, etc. provides schools with actionable insights to enhance future drills. This also ensures that all required information is **documented and available for export in accordance with local and state mandates**, helping schools stay compliant.

## Raptor Accountability

Raptor Accountability provides real-time visibility of the location and status of students and staff during emergencies. By employing efficient tracking and presenting the information through a robust dashboard, Raptor Accountability facilitates quick and accurate accountability, thereby minimizing trauma and helping ensure the safety of all individuals involved. During emergencies, Raptor Accountability becomes a central hub for monitoring and managing the location and well-being of students and staff. The system empowers staff, incident commanders, and first responders to make informed decisions based on accurate information, identify individuals who need help, and allocate resources effectively to areas that require immediate attention.

## Raptor Reunification

Raptor Reunification is designed to efficiently manage the process of reuniting students with their guardians during emergencies. With its patented technology, Raptor Reunification ensures a proper chain of custody, guaranteeing that students are safely and securely handed over to authorized individuals. By streamlining the reunification process through distinct roles and a user-friendly app, the software enables quick and organized reunions, minimizing chaos and alleviating stress and chaos. Raptor Reunification is aligned with established protocols, including the Standard Reunification Method, to ensure a consistent and standardized approach across schools. With its focus on reducing confusion, promoting safety, and maintaining security, Raptor Reunification provides schools with the tools they need to effectively manage the critical task of reuniting students with their guardians.

### *Officially Licensee of The "I Love U Guys" Foundation SRP/SRM*

In alignment with the **Texas School Safety Center** and their adoption, Raptor is among a very select group officially licensed to offer their Standard Response Protocol as part of our Emergency Management software, including the "I Love U Guys" Foundations' terminology and iconography. Raptor Reunification is also **officially licensed by The "I Love U Guys" Foundation** to incorporate the Standard Reunification Method and aligns with the various roles and responsibilities designated for reunification. The patented Raptor Reunification technology simplifies the process of bringing order to chaos and reduces the time it takes to safely reunify students and guardians.

## **Technical Information**

*Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.*

Raptor Emergency Management is a software-based panic alert solution that empowers all campus staff, including temporary or substitute staff, to initiate alerts through mobile smartphones, tablets, laptops, or desktop computers through Raptor Alert. Optionally, districts can implement an additional, hardware-based alerting method – Raptor Badge Alert, a wearable panic button that leverages a proprietary network and fully integrates with Raptor's end-to-end emergency management platform.



### *Silent Panic Alert Technology: Details about the technology used.*

Through **Raptor Alert** we adhere to all the Statutory Requirements and Texas Education Agency's Program Requirements as noted in 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117. In addition, Raptor offers multiple layers of SPAT-compliant alerting solutions, including integrating with each school's current systems through **Raptor Connect** and our wearable panic alert solution, **Raptor Badge Alert**.

TEA SPAT Grant Requirements	Raptor Compliance
<i>An alert must be capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.</i>	Raptor Alert empowers all campus staff, including temporary or substitute staff, to initiate alerts through mobile smartphones, tablets, laptops, or desktop computers. Optionally, schools can implement Raptor Badge Alert, a wearable panic button that leverages a proprietary network and fully integrates with Raptor's end-to-end emergency management software platform.
<i>An alert must be triggered automatically in the event a district employee makes a 9-1-1 call using the hardware or integrated telecommunications devices described in this subparagraph from any location within the school system.</i>	In the event an employee connects to 9-1-1 using any Raptor Alert-enabled device, an alert is simultaneously triggered and staff are automatically notified. In addition, Raptor Connect can integrate directly with district telecommunications systems and VOIPs to automatically trigger an alert when 9-1-1 is called on those devices. Raptor Alert sends supplemental data to the 9-1-1 center via RapidSOS as well as other public safety vendors.
<i>With any alert generated, the location of where the alert originated shall be included.</i>	When an alert is initiated, the location of where the alert originated is shared with 9-1-1 and administrators. Users also have the option to share their real-time location in the chat.
<i>The alert must notify a set of designated school administrators as needed to provide confirmation of response, and, if confirmed, notice must be issued to the 9-1-1 center of an emergency situation requiring a law enforcement and/or emergency response and must include the location of where the alert originated. A notice can simultaneously be issued to all school staff of the need to follow appropriate emergency procedures.</i>	<p>Raptor Alert can be configured to notify a set of designated school administrators as needed to confirm response and, if confirmed, the designated staff can initiate the appropriate alert to the 9-1-1 center indicating a law enforcement and/or emergency response.</p> <p>Contextual information, including the dispatchable campus address, emergency type, call back number and person's name is provided to 9-1-1. Such an alert would simultaneously notify school staff of the need to follow appropriate emergency procedures.</p>
<i>For any exterior doors that feature electronic locking mechanisms that allow for remote locking, the alert system will trigger those doors to automatically lock.</i>	Raptor Connect enables native, bi-directional integration with a school's digital security systems and peripherals, such as access control, mass communication, VOIP phones, and much more. Raptor Connect is available to schools and integrators at no charge. In this case, the integration would allow Raptor Alert to initiate a workflow to automatically lock the appropriate doors.



### *Integration: Compatibility with existing systems and software.*

Raptor products share a common platform and user interface, making district adoption smoother than alternative solutions. Raptor products are already in use in 90% of the schools across the State of Texas. In addition, Raptor has established integrations with all of the major Student Information Systems (SIS) and Identity Providers (IdP) in Texas.

### *Integrating with Existing Safety Infrastructure*

Provided at no additional cost, Raptor Alert can be configured to activate each school's other mass notification and security technology such as access control systems, VOIPs, strobe lights, intercoms, additional alerting devices, sirens, alarms, digital signage, etc. We offer an **open API through Raptor Connect** that supports multi-layered alerting and seamless integration with existing school safety infrastructure, empowering schools to take integrations into their own hands. We currently have over 50 Raptor Ready partners/integrations and over 100 that are in progress.

### *Data Security: Measures in place to protect sensitive information.*

#### *Notable Data Security and Privacy*

An area of significant investment and differentiation is how Raptor cares for customer data. Raptor's commitment to protecting the security and privacy of customer information includes, but is not limited to: following a standardized risk management process led by the Security and Compliance Program Manager and overseen by top-level management, conducting annual assessments of service providers to collect, track, and manage third-party security controls based on the risk presented to the business, ensuring data are encrypted at rest and in transit, conducting regular vulnerability scanning and web application penetration testing of our products, and maintaining and periodically testing business continuity and disaster recovery plans.

Raptor has achieved **SOC 2 Type 2 compliance** for both Privacy and Security. SOC 2 is a security framework that specifies how organizations should protect customer data from unauthorized access, security incidents, and other vulnerabilities.

### *Compliance with 1.5 Security Requirements*

Raptor complies with all requirements listed under Section 1.5 Security Requirements of the RFI document. This includes:

- A. ***Compliance with Texas HB8 (85R), codified in the Texas Government Code 2054-516*** – Because reliability and security are at the heart of what we do, we execute a multi-layer test strategy with unit testing, security testing, API testing, and UI/mobile app testing on every software release. And we execute Dynamic Application Security Testing (DAST), static code analysis, network vulnerability scanning, cloud vulnerability testing, and penetration testing as part of our regular security testing suite.
- B. All data is encrypted in transit using TLS version 1.2 or higher.
- C. All company devices are enrolled to MDM and disk encrypted.
- D. Raptor maintains full backups of all customer data hourly and a fully redundant application infrastructure in a secondary regional data center. Raptor continuously backs up data to a secondary region. Latency is typically less than a second. In addition, Raptor conducts full nightly backups of databases. All information transmitted to the Raptor Technologies servers during the login/sign in process is encrypted using 256-bit AES encryption.

## ***User Experience and Implementation***

### *Training and Support: Availability of user training, onboarding, and ongoing support.*

All Raptor onboardings include the following:

#### *Configuration Meeting*

All Raptor implementations begin with a Configuration Meeting. Districts will make a series of policy decisions about how the system will look and feel. The Configuration Meeting creates

alignment on emergency management language (i.e. SRP), roles and permissions and levels of access in the system.

#### *District Administrator Training*

During the system's initial configuration, the district's project team will work directly with a Raptor specialist to configure the Raptor system to meet their needs. Additional resources including videos, webinars, and one-pagers are provided to help ensure successful retention and understanding. All materials are hosted on Raptor University, an online dynamic library of resources.

#### *School Administrator Training*

School administrators will be trained to manage the group assignments for Team Assist (lower-level emergencies). For example, if a medical emergency occurs, the Team might include the school nurse, assistant principal, lead teachers, etc. As staff changes occur, it will be important for the school administrators to ensure those changes are properly reflected in the Team assignments. This training will be facilitated via webinars, videos, and one-pagers.

#### *End-user Training*

A critical phase of the implementation is end-user training, where each staff member will be trained in Raptor Alert usage, expectations, and guidelines. End-user training entails the following steps:

- Raptor will provide policy templates for the district to complete, ensuring staff use functions like group messaging appropriately.
- Raptor will provide each district with customized training videos. The videos will demonstrate the login process, usage of emergency response initiation, usage of Team Assist functionality, and connecting to 9-1-1.
- School staff are trained in a staff meeting via video instructions. During this training, we recommend that the school practice initiating an emergency response, so users get hands-on experience and provide a platform for Q&A.
- Raptor will host live training webinars, ensuring all staff members are comfortable with the system.

#### *Post-Implementation Support and Resources*

In addition to implementation training and support, Raptor provides layers of support, including 24/7/365 access to our Support Center resources at no additional cost.

- **Customer Success** – After the system is implemented, districts will be supported by our Customer Success team.
- **Technical Support** – Raptor Technical Support Experts are available to assist customers via email, phone, or remote assistance 24/7/365. The Technical Support Team is available via chat on the Raptor portal (<https://help.raptortech.com/>), via email at [support@raptortech.com](mailto:support@raptortech.com), and by phone at 713-880-8902 live, 24/7.
- **Raptor Knowledge Base** – Raptor's Knowledge Base is an on-demand, searchable help center for frequently asked questions and troubleshooting. It contains in-depth articles and videos covering answers to the most common questions asked of our support team in the form of easy-to-read articles.
- **Raptor Community** – The Raptor Community offers a digital space where users can effortlessly seek solutions, engage in discussions, partake in customized training programs, and exchange insights about a spectrum of school safety-related subjects.
- To help ensure compliance with SPAT requirements, districts can take advantage of our **Raptor Alert Certification**. Certifications are issued to staff who complete the online interactive training indicating accurate knowledge of how to use Raptor Alert per the district's policies. Raptor's training courses and certifications will help districts manage SPAT compliance, ease the time and resources on administrators and create a sustainable, scalable solution.

*Customization Options: Ability to tailor the product to specific needs (e.g., district size, site-specific layouts, custom labeling).*

#### *Customizable Alerts*

Panic button alerts come preset for general emergencies and can also be fully configured to a school's specific needs, including response teams and notifications sent through Raptor Alert.

- Schools can configure the type of alerts and who should receive them per emergency type. This ensures that only the principal and school nurse, for example, are notified when a teacher needs assistance with a playground injury, but that the entire campus and 9-1-1 are notified if there is a violent intruder.
- Schools have the option to configure different critical alert sounds for each emergency type. Distinct voice-over phrases are used for emergencies and drills, such as "This is an Emergency" and "This is a Drill," helping provide clear notifications about the nature of the alert.
- For certain alerts, push notifications show and play audio even if the phone is in silent/do not disturb mode to help inform staff that an incident is taking place. They also maximize the volume of the mobile device.

#### *Customizable Advanced Mapping*

- In 2025, Raptor will be enhancing its mapping capabilities to include customized site-specific mapping options in the Raptor Emergency Management Suite.

*Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.*

#### *Implementation Plan*

With nearly 20 years of project management experience and thousands of successful implementations, we bring schools an innovative, efficient, and streamlined implementation experience so that they can protect their students and staff as soon as possible. From our experience supporting more than 60,000 schools across the world, we've developed a realistic schedule of training and implementation. **Raptor implementations can be completed as quickly as needed.** The average implementation timeline is six (6) weeks. We've provided more information on the onboarding process above.

*Updates: Frequency and process for issue resolution and product enhancements or updates.*

Raptor provides multiple layers of support and availability every step of the way for issue resolution. Having representative(s) available to answer all questions in a timely manner is pertinent to system sustainability.

- During implementation, the school's designated Professional Services Engineer will be available during regular business hours to answer all questions regarding production.
- Post-implementation, the school's Customer Success team will be available during regular business hours to answer any and all questions, including questions pertaining to financial matters.
- We provide live Technical Support 24/7/365. On-demand resources are also available through the Raptor Support Center, including Raptor's Knowledge Base and the Raptor Community.

#### *Product Enhancements or Updates*

Product updates take place on weekends to minimize any potential impact on our customers. They are communicated directly to the customer via email and when appropriate within the product itself.

## System Reliance and Continuity

*Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.*

Raptor Emergency Management is a cloud-based system that is accessible on any web-enabled device and is not subject to localized power or network outages. Raptor Alert allows for increased redundancy in the event of a power outage or network failure within a school. If an internet connection is unavailable due to a power outage, Raptor Alert can be still operated through a cellular connection through the Raptor Alert app, connecting to 9-1-1 and alerting staff. Moreover, Raptor Badge Alert customers have an additional redundancy through the network gateway which utilizes both a battery backup and a cellular connection with dedicated first responder bandwidth that will also connect to 9-1-1 and alert staff.

*Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.*

Raptor Alert empowers all campus staff, including temporary or substitute staff, to initiate alerts through mobile smartphones, tablets, laptops, or desktop computers. Optionally, schools can implement Raptor Badge Alert, a wearable panic button that leverages a proprietary network and fully integrates with Raptor's end-to-end emergency management software platform.

*Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.*

When an alert is initiated, the location of where the alert originated is shared with 9-1-1 and administrators. Users also have the option to share their real-time location in the chat.

## Product Pricing

*Cost Structure: Pricing model, to include any one-time or ongoing costs.*

Raptor Emergency Management software is priced per site. The ongoing licensing options are listed below.

*Licensing Options: Types of licenses available and any associated costs.*

- The Raptor Emergency Management Suite includes Drill Manager, Raptor Alert, Accountability and Reunification.
- Optionally, schools can implement Raptor Badge Alert, a wearable panic button that leverages a proprietary network and fully integrates with Raptor's end-to-end emergency management software platform. By extending the Emergency Management product suite to include Badge Alert, Raptor provides schools the flexibility to adopt a cost-effective multi-layered approach, using both the wearable Badge Alert and the Raptor Alert App to initiate alerts. This dual functionality enhances situational awareness by delivering critical details, such as emergency type and location data, to first responders and providing two-way communication during a crisis.

*Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.*

1. **Raptor Alert and Drill Manager:** \$1,340 per site
2. **Raptor Emergency Management Suite** (Raptor Alert, Drill Manager, Accountability and Reunification): \$2,200 per site

Provided with both packages above at **no additional cost**, Raptor Connect is our open API for seamless integration with existing school safety infrastructure. Raptor Badge Alert pricing is available upon request. Discounts apply to current customers based on district size and districts that purchase multiple products.

# RAPTOR<sup>®</sup>

TECHNOLOGIES

**Raptor Technologies**

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**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Organization: SecureTech Systems, Inc.**

**Mailing Address: 4500 Fuller Drive, Ste 135, Irving, Texas 75038**

**Contact Person who may provide clarification and additional information, if requested: Juliana Goldenberg**

**E-Mail: [julieg@securetechwave.com](mailto:julieg@securetechwave.com)**

**Phone Number: 817 869 0569**

**INFORMATION PROVIDED**

- ☐ Attachment A: Cover Page (This Page)
- ☐ Attachment B: Worksheet
- ☐ Attachment C: Requested Information and Required Order



**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

**SecureTech Systems, Inc.**

**Name and Email of Regional or State Representative:** (This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

**Juliana Goldenberg, [julieg@securetechwave.com](mailto:julieg@securetechwave.com)**

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.** (Section 1.4 of the RFI provides details of those requirements.)

**Yes**

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

**Yes**

**What is your geographic service area?**

**Statewide in Texas (Nationwide in the Continental US)**

**Response contains proprietary information?**

**No**

**Background: Provide an overview of the company's background and history:**

SecureTech Systems is a Texas corporation, formed in 1994. We have been supplying the WAVE wireless instant notification system to courts, schools, hospitals, and other municipal buildings all over the United States for over 30 years. The WAVE system is our primary product and focus.

SecureTech is still owned and operated by its founder, Steve Kirby. Following a conversation with a Sheriff from a rural Texas county in 1993, Steve Kirby initially designed the WAVE system for county courthouses and associated buildings. The system is ideal for buildings that are protected directly by law enforcement officers because as soon as a button is pressed it instantly transmits detailed alarm messages over the radios that are already carried by officers. Wireless technology means that no damage is done to historic buildings, such as old courthouses, during installation.

Over time, schools, hospitals, and other facilities began to show an interest in the system and SecureTech expanded into these markets. We currently have a strong base of public and private schools, colleges, and universities across the United States.

**Experience: Relevant experience in delivering school safety products and services within Texas.**

SecureTech has been delivering school safety products in Texas for around twenty (20) years. A WAVE system was first deployed in Johnson City Schools in 2008. This system has been upgraded several times and is still in use. The number of schools interested in using our technology to mitigate risk has increased over the years as violence has continued to increase.

We currently have systems deployed in both large and small school systems across the United States. Our system was intentionally designed to be flexible and provide a wide range of notification solutions. We have customers with simple systems that focus on getting an alarm message to law enforcement (911 dispatch) only. We also have customers with complex solutions including strobe lights, announcements over PA systems, phone calls, text messages, emails, and integration with CCTV or access control systems.

**Current Users: Number of Texas school districts currently using the product.**

Around twenty-five (25) Texas school districts are currently using the WAVE Plus system. Over 200 county courthouses in Texas also utilize the system. There are also many colleges, universities, churches, and private schools that currently use the system. Over 100 school districts and 2,000 county courthouses across the United States are currently using the WAVE Plus system.

## Service Area: Geographic service areas within Texas.

SecureTech has a statewide service area in Texas (see list below). Our company focus has always been on providing the same quality service to urban and rural customers.

Abilene PD	City of Dumas	Eastland Co.	Hunt Co.	Moore Co.	Seminole.ISD
Amarillo PD	City of Duncanville	Ector Co.	Huntsville PD	Morris Co.	Shackelford Co.
Anderson Co.	City of Eagle Pass	Edwards Co.	Hutchins PD	Mountain.View.	Shamrock.ISD
Angelina Co.	City of Elgin	El.Centro.CC	Jack Co.	CC	Sherman Co.
Archer Co.	City of Galena Park	Ellis Co.	Jackson Co.	Mount.	Sinton Muni
Armstrong Co.	City of Galveston	EOIR—Dallas	Jasper Co.	Pleasant.ISD	Somervell Co.
Atascosa Co	City of Garland	EOIR—El Paso	Jeff Davis Co.	Mount Pleasant	St. Mark's Church
Bailey Co.	City of Granbury	EOIR—Harlingen	Jim Hogg Co.	PD	Stephens Co.
Bastrop Co.	City of Hewitt	EOIR—Houston	Jim Wells Co.	Nacogdoches	Stonewall Co.
Baylor Co.	City of Horseshoe	EOIR—San Antonio	Johnson.City.ISD	Co.	Sugarland PD
Bee Co.	Bay	Faith.Academy	Johnson Co.	Navarro Co.	Sundance
Bellaire PD	City of Hillsboro	Falfurrias Muni	Karnes Co.	North.Lake.CC	Healthcare
Beloved in Christ	City of Killeen	Falls Co.	Kaufman Co.	Nueces Co.	Sutton Co.
Gallery	City of Liberty Hill	Fannin Co.	Kaufman.ISD	Ochiltree Co.	TAMU_Texarkana
Blanco Co.	City of Marble Falls	Fayette Co.	Keene.ISD	Oklaunion	Tarrant Co.
Boerne.ISD	City of Pleasanton	Floyd Co.	Kenedy Co.	Power Station	Taylor Co.
Boling.ISD	City of Sabinal	Foard Co.	Kerr Co.	Orange Co.	Terrell Co.
Borden Co.	City of Sachse	Fort Bend Co.	Kimble Co.	Palacios.ISD	Terry Co.
Bosque Co.	City of Sinton	Franklin Co.	Kinney Co.	Palestine Muni	Texas.A™ M.Ag.Ext;
Bowie Co.	City of Stafford	Freestone Co.	Kleberg Co.	Palmer.ISD	Throckmorton Co.
Bowie Muni	City of Snyder	Frio Co.	Knippa.ISD	Palo Pinto Co.	Titus Co.
Brackett.ISD	City of Terrell	Garza Co.	Knox Co.	Palo Pinto Co	Tomball PD
Brewster Co.	City of Turkey	Gateway.Charter.	Lamb Co.	Palo.Pinto.ISD	Travis Co.
Briscoe Co.	City of Victoria	School	Lampasas Co.	Parker Co.	Tyler Co.
Brooks Co.	City of Wolforth	Gillespie Co.	LaSalle Co.	Parmer Co.	UMC Health
Brown Co.	Clay Co.	Glasscock Co.	Lavaca Co.	Plano PD	System
Burleson Co.	Cochran Co.	Goliad Co.	Lee Co.	Port Lavaca	Upshur Co.
Caldwell Co.	Coke Co.	Gonzales Co.	Leon Co.	Muni	Upton Co.
Calhoun Co.	Collingsworth Co.	Gordon.ISD	Liberty Co.	Post Co.	US Marshal
Callahan Co.	Colorado Co.	Grace Hospital	Limestone Co.	Potter Co.	Service
Cameron Co.	Comanche Co.	Gray Co.	Lipscomb Co.	Presidio Co.	UT-Tyler
Camp Co.	Concho Co.	Graford.ISD	Loving Co.	Quanah.ISD	Van Zandt Co.
Canadian.ISD	Cooke Co.	Greenhill.School	Lynn Co.	Rains Co.	Venus.ISD
Canton.ISD	Corsicana.ISD	Gregg Co.	Marion Co.	Randall Co.	Vernon PD
Carson Co.	Corsicana PD	Guadalupe Co.	Martin Co.	Rankin.ISD	Victoria Co.
Cass Co.	Coryell Co.	Hall Co.	Mason Co.	Reagan Co.	Walker Co.
Cedar.Valley.CC	Cottle Co.	Hansford Co.	Matagorda Co.	Red River Co.	Ward Co.
Cherokee Co.	Covington.ISD	Hardeman Co.	Maverick Co.	Reeves Co.	Wharton Co.
Childress Co.	Crockett Co.	Hardin Co.	McCulloch Co.	Refugio Co.	Wheeler Co.
Childress.ISD	Crosby Co.	Harlingen PD	McKinney PD	Richland.CC	Wichita Co.
City of Amarillo	Dallam Co.	Harrison Co.	McLennan Co.	Roberts Co.	Wilbarger Co.
City of Aransas Pass	Dawson Co.	Haskell Co.	Medina Co.	Robertson Co.	Winkler Co.
City of Arlington	Deaf Smith Co	Heath PD	Mesquite PD	Sabine Co.	Wise Co.
City of Austin	Delta Co.	Hemphill Co.	Midland Co.	San Antonio	Wood Co.
City of Balch Springs	Denton Co.	Henderson Co.	Midland.College	Airport	Yoakum Co.
City of Bay City	DeWitt Co.	Highland Village PD	Milam Co.	San Augustine	Young Co.
City of Bee Cave	Dickens Co.	Hill Co.	Mills Co.	Co.	Youth Center of the
City of Bellaire	Dimmit Co.	Hood Co.	Missouri City PD	San Patricio Co.	High Plains
City of Buckholts	Donley Co.	Houston Co.	Mitchell Co.	San Saba Co.	Zapata Co.
City of Corinth	East.Bernard.ISD	Howard Co.	Montague Co.	Scurry Co.	Zavala Co.
City of Decatur	Eastfield.CC	Hudspeth Co.	Montgomery Co.	Seagoville Muni	

**Product Overview:** Please provide product information (five pages or less) that includes the following:

**Product Name**

The WAVE Plus wireless instant notification system

**Description:** A detailed description of the product, including its main features and capabilities.

Specifications of the WAVE Plus Instant Notification System

1. The WAVE Plus system delivers instant notification by broadcasting detailed audio messages including the location of the alert over up to four different radio networks, including local radios and law enforcement radio networks (such as 911 dispatch), when an alarm is triggered. The system is compatible with UHF, VHF, 800 MHz, P25 or any other commercially available radio frequency. The system also has the capacity to send telephone, email, and text messages.
2. The system contacts 911 dispatch through the radio network and can also be integrated with a phone system to trigger an alarm when a 911 call is made.
3. Alarms can be partitioned so that an initial alarm is received by school administrators who may choose to confirm the alarm and escalate it by sending alerts to law enforcement and school staff. The system has the option to configure alarms to require acknowledgement. If alarms are not acknowledged within the required time, the alarm will be escalated automatically.
4. The system can be integrated with other security and building automation systems including access control and CCTV systems to lock doors and pull-up cameras when an alarm is triggered.
5. The system has the capacity to add up to four customizable virtual panic buttons as icons to each computer within the local area network. Virtual panic buttons can be triggered by clicking on the icon or pressing a hot key.  
Networked buttons, both large wall buttons and smaller under-desk buttons, can be added to locations that are connected to the same local area network as the control panel.
6. Remote Receivers can connect to the system through a computer network to add wireless buttons and other sensors to facilities that are too far away from the control panel to be connected to the wireless network.  
Remote Relays can connect to the system through a computer network to activate devices in facilities that are far away from the system.

7. The system can be configured to provide real-time-location of wireless buttons within a facility or campus. In addition, a phone app is available with the system that provides GPS location of the phone when the app is triggered.
8. An alarm log is displayed on the control panel in real-time and can be accessed on the system's web interface. A current status report can be accessed from the web interface at any time. An automated email confirmation of system status can be sent daily.
9. Supervisory alarms (battery low, no check-in, tamper alarm, system disarmed, power lost, etc.) can be viewed on the control panel and the web interface. They can also be sent by radio, email, or text message.
10. The system can be viewed and configured remotely through a web browser from any PC within the same network as the control panel. End users may record alarm messages on the control panel or upload wav files onto the system through the web interface.
11. The system can transmit audio messages over speakers, PA systems, or phone systems when an alarm is triggered.
12. The system can trigger strobe lights, sirens, and digital signage when an alarm is triggered.
13. SecureTech provides a technical support helpline during ordinary business hours for all of its customers for the life of the system at no charge.
14. The control panel has a menu driven plain English, full color, touch-screen display that enables end user programming of conditions within the system.
15. The range from the standard wireless sensors to the control panel is up to 2,500 feet depending on local site conditions. Repeaters can extend the range of wireless sensors without diminishing signal quality by a radius of up to 2,500 feet for each repeater depending on local site conditions.
16. A wide variety of wireless sensors are available with the system. The system has the capacity to be configured with up to 10,000 zones. Each zone may be programmed with a unique message. The system has the capacity to be field upgraded to add more zones at any time. Each zone has the capacity to support multiple sensors. Additional sensors may be added to any zone at any time. Each zone has the capacity to be scheduled to be activated only during specified hours.
17. A phone app is available with the system that provides the standard functionality of a phone app along with integration with the WAVE Plus system.
18. The system has the capacity to be configured to repeat messages between two and ninety-nine times. Delays between each repetition of between one and ninety-nine seconds may be specified.
19. The system waits for a clear channel on the end user's radio network before broadcasting an alarm. The system has a configurable radio-flooding-prevention feature to prevent law enforcements' radio network from being tied up during an

emergency. This feature suppresses radio messages from being broadcast when multiple sensors have been triggered around the same time.

20. All wireless sensors are supervised by the control panel. Supervisory messages are displayed on the control panel and web interface. They may be transmitted by radio, email, text message and phone as well.
21. The control panel has a non-volatile memory and retains an alarm history for the last 500 events. Printable alarm history and supervisory alarm reports can be downloaded from the system onto a flash drive, downloaded through the web interface or emailed directly from the system.
22. The control panel includes a 110 Volt AC Transformer and should be plugged into a standard electrical socket. The control panel has an integrated battery backup to power the system for approximately 24 hours in the event of power failure (varies on usage).
23. The repeaters should be plugged into a standard electrical socket and include a backup battery. The repeater backup battery can power the repeater for up to 24 hours (varies on repeater usage).
24. US: FCC Class A certified.
25. Conforms to ANSI/UL Standard 60950-1.
26. Certified to CAN/CSA Standard C22.2 No. 60950-1.
27. All new systems include a two-year manufacturer's limited warranty which includes parts and labor.



## **Technical Information**

**Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.**

The WAVE Plus system is a self-contained combination of hardware and software. The system includes a control panel with an integrated backup battery, wireless repeaters, and wireless buttons or other sensors. The control panel includes the system's proprietary firmware. There are also virtual buttons which are a software-based product.

**Silent Panic Alert Technology: Details about the technology used.**

The WAVE Plus system utilizes proprietary hardware and software on a control panel. The system firmware is Linux based.

The control panel is generally used in combination with wireless buttons or other sensors that utilize 927MHz frequencies to communicate with the control panel.

The system includes one or more radios that transmit on the end-user's or law enforcement's radio networks to distribute the primary alarm. The system can also send emails, text messages, and phone calls as well when it is connected to a computer network.

A phone app is available with the system.

**Integration: Compatibility with existing systems and software.**

The system can be integrated with other systems using serial data ports that allow the system to output data to other systems or accept data as input from other systems.

In addition, the system can output up to 256 contact closures or accept contact closures as inputs.

We have successfully integrated the system with a wide variety of other systems including PA systems, access control, CCTV, telephone, and other building automation systems.

**Data Security: Measures in place to protect sensitive information.**

The system does not collect sensitive information. The only information that may be stored in the system is configuration information, alarm messages, email addresses, and phone numbers to send text messages.

The system is password protected and is locked with a key lock to prevent unauthorized access. The system firmware is Linux based. Firmware updates are provided regularly to address any cyber-security issues that may arise.

## **User Experience and Implementation**

### **Training and Support: Availability of user training, onboarding, and ongoing support.**

User training is provided during system implementation. Onboarding can be handled by onsite personnel using the touchscreen or the web interface.

Ongoing support is provided for the life of the system. A telephone support line is available at no additional cost during ordinary business hours by a dedicated technical support team that is directly employed by SecureTech.

Remote support is provided by the technical support team when needed

On site support and training is also available at the customer's request.

### **Customization Options: Ability to tailor the product to specific needs (e.g., district size, site-specific layouts, custom labeling).**

The WAVE Plus system was intentionally designed with an open architecture to enable the utmost flexibility in tailoring the produce to the end user's specific needs. Our system is used in small rural counties and large urban centers by a range of municipal users including courthouses and schools. Each system is customized to meet the needs of the customer.

### **Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.**

SecureTech's directly employed technicians assist with deploying and implementing the system. After an order is received, the end user is asked to provide information about how they would like to configure the system. Once this information is received, a setup date is scheduled for onsite implementation. As a general rule, our technicians can set up an average sized system of up to 100 buttons in one building or on a small campus in around one day. Training is provided the following morning.

Orders can generally be fulfilled within 30 to 45 days of receipt, depending on the end user providing configuration information in a timely manner.

### **Updates: Frequency and process for issue resolution and product enhancements or updates.**

SecureTech is always exploring ways to enhance the WAVE Plus system. Software updates are released once or twice a year. These are provided for all users at no additional cost.

Issue resolution is usually handled by our technical support team via telephone or remote session support. When this does not resolve the issue, a technician is sent on site.

## **System Reliance and Continuity**

**Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.**

The control panel includes an integral backup battery which will ensure that it remains operational during power outages. It can also be put on an external power supply to extend the life of the backup battery.

The system can be configured to utilize a failover network to ensure it remains fully operational in the event of a network failure.

In the event of a full power and network failure, the wireless buttons will remain operational, and the system will continue to provide alarms to local and law enforcement radio networks without interruption.

**Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.**

Alerts can be triggered by campus staff, including temporary or substitute staff, using dedicated wireless buttons. A phone app is also available for campus staff.

**Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.**

Detailed alarm messages are configured for each button specifying its location on the campus. When a button is pressed, the location of where the alert originated is transmitted over the radios carried by law enforcement officers and to 911 dispatch.

**Product Pricing: Please provide an overview of your pricing structure (no more than two pages) to include the following information:**

**Cost Structure: Pricing model, to include any one-time or ongoing costs.**

The standard WAVE Plus system is a one-time hardware purchase. The only recurring costs are a subscription for SMS text messages and maintenance (batteries and warranty extensions). A typical WAVE Plus system in a school might include a control panel, wireless buttons, strobe lights, repeaters, SMS text messaging, and set up.

WAVE Plus systems with real-time location features include annual license fees based on the size of the system. These systems include locators and a location hub to support the additional features. There is an annual license fee based on how many locators and wireless devices are included in the system.

The WAVE Plus system phone app includes an annual license fee based on the size of the system.

**Licensing Options: Types of licenses available and any associated costs.**

There is a one time license fee for virtual buttons for the WAVE Plus system.

WAVE Plus systems with real-time location features include annual license fees based on the size of the system.

The WAVE Plus system phone app includes an annual license fee based on the size of the system.

**Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.**

Not Applicable

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Silent Beacon LLC
<b>Mailing Address:</b>	9200 Corporate Blvd. Suite 250 Rockville, MD 20850
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Josh Dunham
<b>E-Mail:</b>	josh@silentbeacon.com
<b>Phone Number:</b>	(703) 994-3966

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Silent Beacon LLC

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Josh Dunham  
josh@silentbeacon.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes** No

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

**Yes** No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

**Statewide**

**Response contains proprietary information?**

Yes **No**



## Attachment C

### Requested Information and Required Order



#### A. Silent Beacon Background and History

**Background:** At Silent Beacon, safety is not merely a priority—it is our core mission. Founded in 2013, Silent Beacon is committed to advancing safety technology with innovative, user-friendly solutions that equip schools and workplaces with tools to safeguard faculty, staff, and students, ensuring immediate access to help during critical moments. Our flagship products—the Silent Beacon panic button and safety app—enable direct communication with 911, silent activation, and real-time notifications to other connected devices during emergencies, enhancing coordination and response times. We recognize the paramount importance of safety in education and are driven by a desire to address the unique challenges faced by schools. Although new to this domain, our solutions stand out with their unique capability to facilitate direct communication with first responders, empowering users to take control of their security and fostering confidence and peace of mind.

**Experience:** While Silent Beacon is new to the Texas school system, we bring a wealth of experience in delivering advanced safety solutions across various industries. Our technology is trusted by many industries including healthcare companies and municipalities to enhance safety protocols, streamline emergency response, and protect both staff and constituents. With this proven track record, we are now applying our expertise to the education sector and are committed to providing schools in Texas with the same high standard of safety and emergency preparedness that has earned us the trust of critical industries nationwide.

**Current Users:** Our Enterprise Safety Solutions is not yet utilized by school districts in Texas, as we have recently expanded into this State based on the reception our product had at txEDCON 2024 in San Antonio. Our client base includes educational institutions including both preschools to universities. We are eager to introduce our reliable, user-friendly safety solutions to Texas schools, ensuring enhanced security and peace of mind for students and staff.

**Service Area:** Silent Beacon can service all areas within Texas. Our solutions are readily deployable within Texas, leveraging existing Bluetooth, cellular, and Wi-Fi infrastructure inherent in the end users' smartphones.

## B. Product Overview

**Product Name:** Silent Beacon Enterprise Safety Solutions (ESS)

**Product Description:** ESS is a comprehensive workplace safety suite that provides schools with the visibility to monitor potential threats, alert and communicate during emergencies, and swiftly coordinate the necessary assistance. The system includes Bluetooth-enabled wearable panic buttons, a safety application, and a customizable safety dashboard with a mass alert portal. Together these tools provide schools with enhanced visibility, real-time emergency notifications, and a streamlined way to ensure prompt, effective responses to any crisis.

### I. Cloud-Based Dashboard

Implementing a safety tool is just the first step; schools must ensure employees actively utilize the tool and comply with safety protocols. Silent Beacon's cloud-based dashboard provides an essential layer of visibility, enabling schools to configure personalized emergency contact protocols, monitor employee safety compliance, and track panic button status for readiness. The dashboard enhances situational awareness with a live map view that displays real-time alerts and user locations, while its reporting capabilities and analytics facilitate post-event analysis, risk identification, and strategic safety improvements. The dashboard is integral to system setup, strengthens communication and streamlines rapid, coordinated responses in emergencies.

- **Employee Setup Management:** Configure and oversee employee safety settings with personalized contact protocols, tailored to each user's specific needs. This customization ensures effective, reliable support during emergencies.
- **Compliance Monitoring & Oversight:** Track employee configurations and monitor panic button status and connectivity to verify device functionality and readiness, maintaining high safety and responsiveness standards.
- **Live Map View:** Monitor incidents in real-time with live map details, enabling swift identification of users' locations and alert mode statuses for a quicker, more organized response.
- **Real-Time Analytics:** Access and analyze valuable data in real time to optimize communication with targeted groups. Schools can make informed decisions and adapt strategies for maximum efficiency and coverage.
- **Reporting:** Export historical alert reports to evaluate events and response times, providing actionable insights to improve safety protocols and identify patterns for future preparedness.

### II. Mass Alert Portal

The Mass Alert Portal is a versatile tool for schools, enabling them to quickly deploy emergency notifications to the entire school community or specific groups. It ensures timely and targeted communication, enhancing preparedness and

response during critical situations. With customizable templates and multi-channel delivery options, the portal streamlines the process of notifying the right individuals effectively.

- **Group Creation:** Customize groups based on job roles, departments, or geographical locations, enabling precise targeting of alerts to ensure only the relevant individuals are notified.
- **Alert Templates:** Access a range of pre-configured, customizable templates for rapid deployment of emergency messages. Modify content to fit specific scenarios and communicate critical information efficiently.
- **Multi-Channel Messaging:** Maximize message reach and effectiveness with support for pre-recorded calls, text messages, and email notifications. Deliver alerts through multiple mediums to ensure everyone receives timely updates, regardless of their preferences.

### III. Wearable Panic Buttons

Safety doesn't end in the classroom—Silent Beacon ensures your faculty and staff stay connected to help wherever they are, whether in hallways, gyms, parking lots, or on field trips. The wearable panic button, equipped with a water-resistant speaker and microphone, enables live two-way communication with emergency personnel and can be silenced to avoid escalating situations. With a single press, the Silent Beacon instantly calls 911 or any pre-programmed number, while simultaneously sharing the user's GPS location and pre-set message via text, email, and push notification to multiple contacts. The patented beacon-to-beacon alert system allows faculty and staff to notify each other's panic buttons, which glow yellow and vibrate when an emergency is active within the group. This added redundancy ensures vital communication is received, even when smartphones are silent during an emergency.

- **Two-Way Audio Communication:** Speak directly to first responders through the panic button via the high-decibel speaker and noise-canceling microphone – no need to pick up a phone.
- **Wearability Options:** Wear the panic button on your wrist, clip it to clothing, or attach it to a lanyard or keychain for comfort and ease of use during daily activities.
- **Dual Alert Buttons:** Features a primary alert button for emergency notifications and a secondary button for additional functionalities, allowing for more nuanced and situation-specific responses.
- **Multi-Alert Engagement:** Activate any alert mode directly through the device:
  - **Emergency Alert:** A single press sends alerts to multiple contacts and places a phone call.
  - **Beacon-to-Beacon Alerts:** Sends and receives visual and audio notifications to/from other panic buttons.
  - **Silent Mode:** Mutes the speaker and LED but alerts and microphone are still active.

- **Track Footsteps:** Send your live GPS location to multiple contacts when additional assistance is needed but first responders are not required.
- **Check-in:** Notify contacts that you are safe, or your class has safely arrived at the field trip destination.
- **Low Battery:** Enables contacts to receive an alert if the Beacon's battery is below 10%.
- **Bluetooth 5.0 Technology:** Leverages smartphone satellite, cellular, and Wi-Fi features for enhanced connectivity and GPS tracking, ideal for remote or isolated areas.
- **Compact Size:** Smaller than an Apple Watch, allowing for easy and discreet concealment. The panic button is compact and lightweight, measuring 1.4 inches in width, 1.68 inches in height, and 0.6 inches in depth, with a weight of just 0.67 ounces. This sleek design makes it highly portable and easy to use in any situation.
- **Sensory Indicators:** Produces vibrations and multi-colored LED lights to indicate alerts, charging status, and connectivity.
- **Rechargeable Battery:** Contains a rechargeable battery (USB cord included) capable of lasting up to 42 days in standby mode, significantly reducing the need for frequent recharges and ensuring reliable performance.
- **Power On/Off:** Manually power the device on/off to extend battery life when not in use.
- **Accessories:** Includes a detachable wristband, clip, USB-C charger, and support materials.

#### IV. Safety Application

The Silent Beacon Bluetooth panic button pairs seamlessly with the Silent Beacon for Business App, available on iOS and Android. Once paired, the app runs in the background and features three simple tabs: the **Home Tab** to activate alert modes for added safety redundancy, the **Beacon Tab** to pair the panic button, check beacon connectivity and battery life, as well as locate a lost device, and the **Dispatch Tab** to view all pre-set dispatch and alert group contacts that will receive alert notifications.

This streamlined setup ensures maximum ease of use while maintaining robust safety features.

- **Accessibility:** Available on both Google Play and the Apple App Store, giving schools the flexibility and convenience to manage safety protocols effectively while ensuring the team stays informed and engaged.
- **Multi-channel Notifications:** Deploy and receive push notifications, texts, emails, and calls for emergencies, keeping those informed and ready for any situation.

- **Seamless Integration:** Our innovative safety app keeps employees connected to the school's customized dashboard, providing regular updates, new features, and essential security enhancements.
- **Five-Star Application:** Rated as a five-star application by users for its efficiency and reliability.

## C. Technical Information

**Product Type:** Enterprise Safety Solutions (ESS) combines both hardware and software components to provide a comprehensive and agile safety system. The hardware includes the Bluetooth panic button, which integrates multiple safety features such as real-time emergency alerts, two-way communication, and tactile feedback mechanisms. The panic button pairs to the software application, which supports deployment of multi-channel alert notifications with GPS location and a call to 911 once the panic button is engaged. The safety application provides seamless integration with the cloud-based dashboard, enabling real-time updates, visibility into safety compliance, and access to feature and security enhancements. Combining robust hardware with dynamic software, ESS delivers a comprehensive, effective solution to employee safety and emergency response management.

**Silent Panic Alert Technology:** Silent Panic Alert Technology delivers exceptional versatility through its Silent Mode feature, allowing users to toggle the ability to silence the Beacon, based on their needs. Schools can preprogram Silent Mode via the dashboard, while end-users can configure it through the application or activate it directly from the panic button during emergencies. When Silent Mode is active, the speaker and LED indicator are muted, while the microphone remains functional for dispatchers to monitor. This dynamic functionality underscores Silent Panic Alert Technology as a top-tier emergency response solution, providing a wide range of activation options to meet diverse scenarios.

**Integration:** We currently offer APIs for integration into other software systems. While Silent Beacon primarily operates within a closed environment, we provide optional integration with the Rapid Response 24/7 professional monitoring service. We are excited to support API integrations with additional security vendors to enhance the safety infrastructure within schools.

**Data Security:** Silent Beacon collects only essential user data, including first name, last name, school email address, cell phone number, and geolocation, which is captured solely when an end user activates an alert mode. No other sensitive information is gathered. All data is securely stored on Google's cloud servers, which adhere to rigorous security standards, including ISO 27001, SOC 1, SOC 2, SOC 3, and, in some cases, ISO 27017 and ISO 27018 certifications. Additionally, we conduct regular penetration and vulnerability testing to proactively identify risks and address any potential vulnerabilities, ensuring robust data protection and system integrity.

Silent Beacon adheres to SOC 2 Type 2 guidelines by implementing comprehensive security policies that are routinely audited and updated to ensure ongoing compliance with industry standards while enhancing system security. This proactive approach reinforces our commitment to safeguarding the limited sensitive information that is collected and maintaining a secure and reliable environment.

To ensure data protection, all services use HTTPS encryption for data transmission and enforce logical separation of customer data with TLS 1.3. Additionally, our database services apply encryption at rest to safeguard stored data. Our continuous monitoring services leverage real-time threat detection and automated response mechanisms to identify and mitigate security threats before they can impact system integrity. Using advanced anomaly detection and rate-limiting techniques, the system continuously monitors network traffic, user activity, and performance to identify suspicious behavior or automated attacks, automatically triggering alerts and protective actions like access restrictions, incident logging, and administrator notifications when deviations occur.

To enhance system reliability and security, our effective error handling mechanisms ensure that potential issues—whether caused by user actions or system deviations—are promptly detected and communicated. Rather than exposing sensitive system details through verbose error messages, our system provides controlled alerts that inform administrators of errors while preventing unauthorized access to internal logic. These mechanisms allow for proactive issue resolution, ensuring that any disruptions or anomalies are promptly addressed while maintaining user privacy and system integrity.

## D. User Experience and Implementation

**Training and Support:** At Silent Beacon, we understand that each client has distinct training, support, and implementation requirements for their safety needs. We collaborate closely with our clients to fully understand their specific requirements and develop a tailored implementation plan that outlines the necessary training and support for a successful rollout. Our approach ensures that all aspects of the implementation process are seamless, and we provide comprehensive training resources for both the implementation team and panic button users. The setup is simple and does not require complex technical knowledge, allowing for easy deployment within your organization.

- **Onboarding Meetings:** Silent Beacon’s technical and customer support teams will engage in a series of Onboarding Meetings with the school’s designated implementation team. The number of meetings is customized based on the level of support required, ensuring a personalized experience and successful launch. During these sessions, we will work with the implementation team to develop a test plan specific to the school’s safety goals and needs.
- **Virtual Training Sessions:** The Silent Beacon panic button and safety application are designed to be highly intuitive, requiring minimal customization or programming by the end-user. We offer a series of Virtual Training Sessions for all panic button users. These sessions will cover the pairing of devices and the engagement of all alert modes, ensuring faculty and staff are equipped to use the solution effectively from day one. We work diligently to help end-users feel confident and comfortable using the safety product, so it becomes second nature during emergencies when every second counts. Additionally, our dedicated 24/7 support team is available to resolve any technical issues promptly.
- **Training Materials:** Silent Beacon offers a comprehensive range of training materials in both video and written format, not only to facilitate a seamless onboarding experience but also to support the staff as they continue to use the solution. This ensures that every team member has the information they need for a smooth and efficient onboarding process, as well as ongoing guidance for continued success.



- **Ongoing Support:** Silent Beacon's 24/7 support team ensures prompt resolution of technical issues, providing reliable assistance whenever needed. Additionally, our Customer Experience and Tier 2 Technical Support teams conduct regular check-ins with the school's implementation team to guarantee a smooth rollout, maintain safety compliance, and foster successful engagement.

**Customization Options:** Silent Beacon is built with flexibility and customization in mind, ensuring it can adapt to the unique requirements of any school. ESS is suitable for educational institutions of all sizes, locations, and number of employees. Requiring only a computer and a smartphone for optimal functionality, it eliminates the need for building installations or retrofitting. Key customization options include:

- **Communication Preferences:** Schools have full control over the notification and communication protocols for each employee. For example, one user may be programmed to alert 911, while another can be set to contact campus security. Each panic button user can have a unique emergency dispatcher contact, ensuring that alerts are directed to the appropriate response team. Similarly, alert groups can be customized based on your organization's specific needs, allowing for multiple recipients and groups per user.
- **Silent Mode:** Each panic button user can activate Silent Mode to deactivate the speaker, allowing them to discreetly alert authorities without drawing attention. This feature can be pre-programmed for specific alerts or activated/deactivated on a case-by-case basis, giving users flexibility in emergency situations.
- **Alert Messages:** Each panic button user can customize pre-programmed alert messages for each mode of activation. Alternatively, clients can establish a standardized message format across the organization, ensuring consistency in communication during emergencies.
- **Geofencing Capabilities:** Silent Beacon enables the creation of custom geographical zones to trigger targeted emergency responses based on the user's location. This ensures that emergency alerts are more precise and relevant to specific areas of your organization.
- **Mass Alert Templates:** Silent Beacon provides a range of pre-configured mass alert templates for quick deployment. Clients can also create and customize their own templates, enhancing the efficiency and effectiveness of emergency notifications.
- **Custom Training Materials:** Based on the organization's needs, Silent Beacon can develop tailored training materials that align with specific safety protocols, ensuring consistency and compliance across all departments. We work closely with clients to ensure Silent Beacon integrates smoothly with their existing safety protocols and systems.

**Implementation Process:** The implementation of Silent Beacon's Enterprise Safety Solutions is streamlined to ensure a smooth and efficient deployment. A key differentiator of our system is that it does not require physical installation, such as construction or retrofitting, and is entirely managed virtually by our implementation team, to ensure expeditious onboarding. Once payment is received, the panic buttons are shipped, and the implementation process officially commences.

**From the initial onboarding meeting to going live, the implementation process is designed to be highly efficient and can be completed in as little as a few days, depending on the specific requirements and scale of deployment.** Our implementation approach includes the following key steps:

- **Initial Onboarding Meeting:** This meeting sets the foundation for the implementation process by aligning expectations, identifying a preferred launch date, and assessing training needs. We will also review the school's current safety protocols and processes to ensure the solution integrates seamlessly into their existing systems.
- **User Setup and Configuration:** Following the onboarding meeting, we proceed with setting up all panic button users within the system. This includes establishing their roles, determining which dispatcher will be contacted in case of an emergency, and configuring the alert groups to be notified. This phase ensures the solution is tailored to your organization's specific needs and operational requirements.
- **Testing Process:** A critical step in our implementation is devising a comprehensive testing process. This includes initial deployment testing to verify the solution's effectiveness, as well as establishing routine testing protocols to be conducted throughout the year. This ensures the system is always functioning optimally and ready for use in emergencies.
- **Virtual Training Sessions:** We conduct virtual training sessions for all panic button users. These sessions are designed to familiarize faculty and staff with the solution, ensuring they are confident and well-prepared to use it in high-stress situations.
- **System Wide Test:** The Implementation team will coordinate with all system users, including panic button and dashboard users, to deploy test messages. This process verifies the successful setup of communication protocols and ensures users are fully prepared to operate the system effectively.
- **Go Live:** The system is officially activated, and the organization is fully equipped with Silent Beacon's emergency safety solution. We will provide ongoing support to ensure the solution runs smoothly and continues to meet the school's safety needs.

**Updates:** Silent Beacon is committed to continuous improvement. We regularly release software updates to enhance performance, security, and user experience. These updates are delivered seamlessly and automatically, ensuring the schools always have access to the latest features without disruption. Additionally, we notify all users in advance of major updates to ensure smooth transitions.

Through **Over the Air (OTA) Firmware Updates**, the panic button can be updated with new enhancements and security features within minutes. This eliminates the need for hardware replacements, as all updates are applied remotely, ensuring that the solution remains current and efficient without any downtime or disruption. We understand the importance of keeping the system secure and up-to-date, and we take proactive steps to address emerging needs and challenges, ensuring that schools always have the latest advancements in safety technology.

## E. System Reliance and Continuity

**Operational Assurance:** Silent Beacon's mobile applications leverage both Wi-Fi and cellular connectivity to maintain access to cloud-based services and alert systems. The companion beacon technology connects to the user's phone via Bluetooth Low Energy (BLE). In the event of a local power outage or network failure, the system automatically switches to the user's cellular connection, ensuring uninterrupted operation.

**Accessibility:** Silent Beacon's ESS cloud-based platform serves as a central management control panel, providing real-time threat monitoring, live GPS tracking, mass alerting, and emergency communication tools to facilitate rapid response. From this dashboard, administrators can manage employee profiles, customize alert message deployment, and grant access to campus staff, including temporary or substitute staff. Once granted access and logged into the Silent Beacon mobile application, authorized staff members can trigger alerts directly from their smartphone or, when paired, from their Silent Beacon device.

**Accuracy:** All alert types—Emergency Alert, Footsteps, and Check-In—include precise GPS coordinates of the user with an active alert. Within our cloud-based dashboard, administrators and dispatchers can access a real-time map tracking the user's location with longitude and latitude coordinates. This tracking remains active until the alert is deactivated, ensuring accurate location monitoring throughout an incident.

## F. Product Pricing

**Cost & License Structure:** Silent Beacon provides a cost-effective, scalable safety solution for educational institutions, ensuring the protection of students, staff, and faculty while remaining budget conscious. Our flexible, bundled pricing structure delivers advanced safety features without overextending financial resources. ESS operates through a license and lease-based model, offering bundled pricing that removes the complexities of separate purchases or procurement processes. This approach ensures streamlined implementation and scalability, with costs tailored to align with the size and specific needs of your institution.

**License & Lease Fee:** This fee provides access to the Silent Beacon cloud-based dashboard, mass alert portal, and mobile safety app. It is charged on a per-user monthly basis, offering flexibility to scale based on the institution's needs. The lease fee covers the rental of the panic button hardware. This all-inclusive pricing ensures that both hardware and software are bundled together, eliminating the need for separate purchases or procurement processes. Additionally, all

users will have access to newer hardware at no additional cost during the lease term, ensuring that schools always benefit from the latest technology without extra financial burden.

- **Recipient Fee:** A Recipient refers to a designated contact who receives notifications from mass alerts or panic button alerts without directly possessing a panic button. The cost for each Recipient is a budget-friendly \$1 per person per month.
- **Maintenance Fee:** This flat monthly fee covers ongoing maintenance and support for dashboard and app access, with adjustments based on the number of users. All licenses include access to Silent Beacon's dedicated customer support team.
- **One-Time Fees:** A one-time setup fee is applied to ensure proper onboarding, configuration, and training for the team. For organizations that require advanced configurations, customized features, or specific training programs, additional fees may apply. Shipping fees will be applied at the time of order. There is a one-time \$50 replacement fee for damaged or broken panic buttons. The one-time setup fees do not include API costs, as these will need to be determined based on an evaluation of the API's requirements, complexity, and integration scope.

We offer a flexible, per-user-per-month pricing model, where the cost per user decreases as the volume increases. Additionally, flat monthly fees are tailored to the number of users, while one-time setup fees facilitate a seamless onboarding and configuration process. The License and Lease Fees are paid upfront for the year, with a minimum one-year term commitment. Volume-based discounts, as well as term length discounts, are available.

**Tiered Pricing:** Our tiered pricing model provides cost savings as the volume of users increases. Prices are indicative and may vary based on specific customization, location, and additional features required. Below is a general overview of the pricing based on user volume:

Number of Users	\$/User/Month	Flat Monthly Fee	One-Time Setup Fee
1 - 49	\$13.99	\$49.99	\$500
50 -199	\$12.99	\$99.99	\$1000
200 - 499	\$11.99	\$149.99	\$1500
500 – 1,000	\$10.99	\$199.99	\$2000
1000+	Custom Pricing	Custom Pricing	Custom Pricing

**ATTACHMENT A: COVER PAGE****RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Singlewire Software
<b>Mailing Address:</b>	1002 Deming Way, Madison, WI 53717
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Brice Drogosch (Allen, TX) Tom Hewett (Dallas, TX)
<b>E-Mail:</b>	<a href="mailto:brice.drogosch@singlewire.com">brice.drogosch@singlewire.com</a> <a href="mailto:tom.hewett@singlewire.com">tom.hewett@singlewire.com</a>
<b>Phone Number:</b>	Brice Drogosch: Work: 608.661.1145 Cell: 972.342.2941  Tom Hewett: Work: 608.421.7256 Cell: 214.507.1641

**INFORMATION PROVIDED**

- ☐ **Attachment A: Cover Page (This Page)**
- ☐ **Attachment B: Worksheet**
- ☐ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

Singlewire Software

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Brice Drogosch - [brice.drogosch@singlewire.com](mailto:brice.drogosch@singlewire.com)

Tom Hewett - [tom.hewett@singlewire.com](mailto:tom.hewett@singlewire.com)

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes** No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

**Yes** No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

**Statewide**

**Response contains proprietary information?**

Yes **No**





Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.

## Company Background and History

### Background

Singlewire Software is a leading developer of school safety solutions, including InformaCast and Visitor Aware. More than 2,000 schools and districts nationwide rely on our tools for threat detection, emergency notification, incident management, and everyday operations. Our products seamlessly integrate with existing systems, helping schools protect what matters most—students, teachers, and staff. Our solutions empower school safety leaders to respond quickly, communicate effectively, and manage critical incidents with confidence, ensuring peace of mind for educational institutions and their communities. Whether it’s active shooters, severe weather, or more minor interruptions to the school day, our tools offer school leaders the ability to send targeted, customized messages about a wide variety of events using text, audio, and visual alerts that grab people’s attention to help ensure no one misses a message when it matters most.

Singlewire Software has been in business for more than 15 years, but our InformaCast mass notification system has been around for more than two decades. Following the events of 9/11, the Department of Homeland Security created evacuation plans for all federal government buildings that required audio and visual alerting. The first version of our InformaCast software was born from this request, enabling IP phones to broadcast simultaneous audio messages that could greatly speed up the evacuation process in the event of an emergency. Today, InformaCast is a robust safety and communication tool, enabling schools and other organizations to detect threats, notify everyone, and manage incidents from start to finish.

Based in Madison, WI, our solutions are developed and supported in the United States by a team of 160 employees. We serve more than 5,000 customers across every imaginable industry, with a special focus on K-12, where we have more than 2,000 school and district customers. Our average customer size is 650 users.

### Experience, Current Users, and Service Area

Singlewire Software sells InformaCast Fusion through our partner channel across the entire state of Texas. Many of these partners have facilities and employees in Texas and have supported deployments across the state in 165 school districts, such as Fort Worth ISD, Arlington ISD, Northwest ISD, Midland ISD, ESC 4, ESC 16, ESC 17, and ESC 18. Singlewire customers range from 1A schools to 6A schools, using UIL classifications. Our partner network in Texas includes (but is not limited to) Netsync, Presidio, Convergent, CDW, DataVox, and Computer Solutions.

## Product Overview

### Product Description

Singlewire’s InformaCast product is a paging, mass notification, and incident management solution that helps schools detect threats, notify all students and staff, manage incidents, and streamline daily operations like announcements & bell schedules. InformaCast Fusion fulfills the panic alert system requirements via its mobile and desktop app and can further meet (and exceed) all mandatory requirements through integration with other panic button devices including

wearables, fixed devices, and desk phones. InformaCast a Software as a Service (SaaS) solution that enables campus staff or substitutes to silently initiate alerts through a variety of integrations with hardware devices from ecosystem partner vendors -- such as fixed panic buttons, wearable duress badges, and desk phones – as well as the native InformaCast mobile/desktop software application. This variety of notification initiation mechanisms gives school district administrators, staff, and substitutes the flexibility they need to begin an emergency incident from anywhere, using the communication systems they already have in place.

With the ability to connect all of a school's existing communication technology, including intercom, paging systems, phones, computers, speakers, digital signage, strobes, access control and mobile devices, schools can leverage a single system for all their communication, safety, and operational needs.

With InformaCast's "Scenarios" feature, notification senders may send multiple notifications in parallel based on the location of the event and the specific groups that need to take action. For example, with a single silent panic alert, InformaCast sends audio and visual notifications to the desired devices in the building, mobile notifications (SMS, calls, email, and push notifications) to school security and administration, and notifies the local 9-1-1 center of the event to satisfy HB 3 through our integration with RapidSOS.

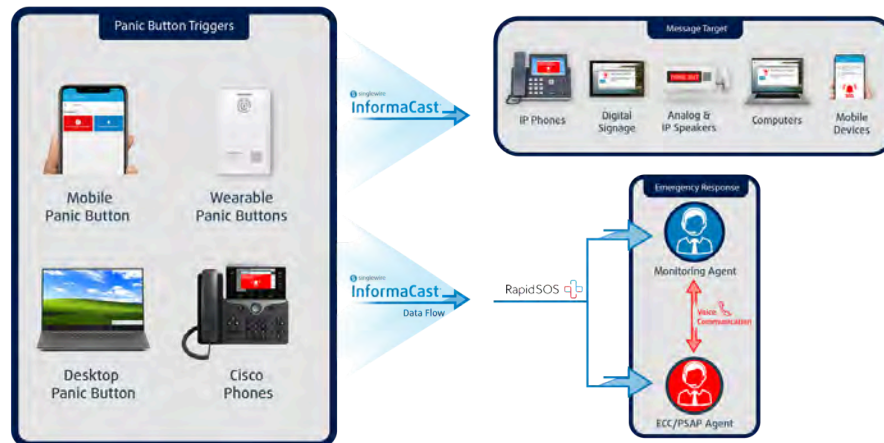
Additional notable features:

- 9-1-1 call notifications through integrations with Cisco UCM and a variety of UCaaS providers, such as Zoom and RingCentral.
- Notification confirmation requests, responses, and escalations to enable school administrators to send follow-up notifications to relevant parties (including the 9-1-1 center).
- Automatic building lockdowns through API and/or M2M contact closure integrations.
- Automated notification initiation through integrations with video AI and IoT devices / sensors.

## Technical Information

InformaCast is a software-based system that integrates with a wide variety of hardware vendor products to facilitate emergency communications. This is made possible by implementing a variety of industry-standard protocols: RESTful APIs, CAP, RSS, Email, M2M, and SIP. The only piece of hardware InformaCast requires is an on-premises server that may run as either a virtual machine in VMware ESXi or as a physical appliance. To send and receive notifications, end users leverage integrated hardware devices, such as desk phones, desktops, speakers (IP-based or analog), panic buttons, and digital signage from our ecosystem partners. Our alliance partnerships with Cisco and AtlasIED allow for a complete end-to-end emergency communication and incident management experience between their devices and our InformaCast software. Native software solutions, including the feature-rich mobile and desktop InformaCast application, are also available to send and receive mass notifications.

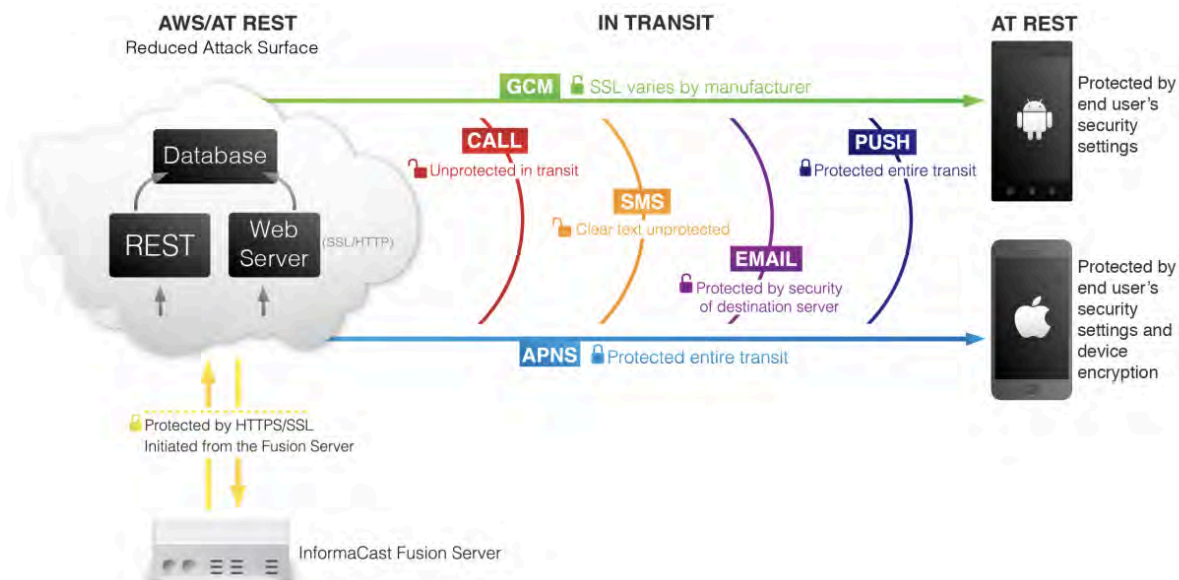
To Satisfy HB 3, InformaCast Fusion can automatically connect with emergency services with its Emergency Calling feature, in partnerships with RapidSOS and CRG. The platform provides open APIs to ensure that any future needs have a path to be integrated as well.



RapidSOS is a platform that automatically sends critical data to first responders (event location, notification text, floor plans, etc) when someone initiates an InformaCast notification. Here's how it works when a InformaCast initiates an emergency notification:

- InformaCast pushes the necessary emergency message to all configured people and devices.
- In parallel, InformaCast makes an API request to RapidSOS with the complete notification detail, including location information and floor plan.
- RapidSOS immediately contacts the 9-1-1 center (without any additional confirmation) with the critical data from InformaCast and opens a shared incident sharing to add incident updates over time.
- First responders can access the data through the RapidSOS Portal or by integrating with major CAD, CPE, or mapping software.

To guarantee secure data storage and transport, InformaCast Fusion encrypts data at rest and in transit between the cloud infrastructure (in AWS), the on-premises server, and its clients. Also of interest, InformaCast is SOC2 compliant and in the process of being StateRAMP certified as well.



Furthermore, InformaCast implements the following security standards and best practices:

- **Minimal attack surface** - InformaCast is designed to include only the necessary components and data and limit what and how services are provided to limit the tool's attack surface. In the InformaCast Fusion cloud, each server is stripped to its bare essentials. Applications only have access to the APIs and the data within the cloud they need to perform properly. All applications use app-specific credentials to authenticate each API or database call.
- **Data Privacy** - Singlewire only collects user information needed to perform the tasks users sign up for. Services are hosted in US data centers, and we comply with GDPR and CCPA regulations.
- **Restricted Access** - Only Singlewire Ops Team members have access to our production cloud. The Ops team can only access InformaCast Fusion from the Singlewire corporate network. Each team member uses their own credentials, and external superuser access is not available.
- **24/7 Monitoring**
- **Regular Security Audits** - Internal audits are conducted on a quarterly basis, in addition to an annual external security audit.

The full Singlewire InformaCast Security Data Sheet can be found here:

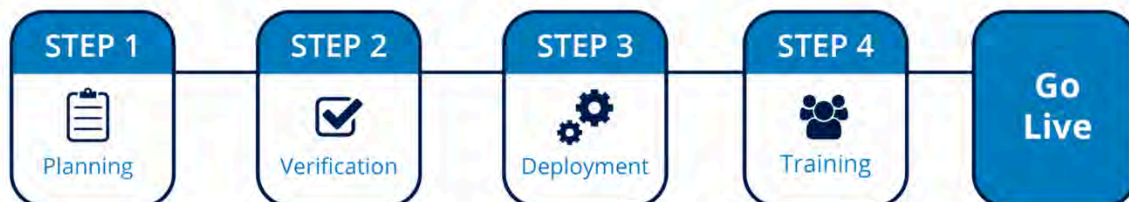
[https://www.singlewire.com/wp-content/uploads/DataSheet\\_InformaCastFusionSecurity.pdf](https://www.singlewire.com/wp-content/uploads/DataSheet_InformaCastFusionSecurity.pdf)

## User Experience and Implementation

- **Training and Support** – User training (both administrator and sender) is provided during the onboarding process after successful deployment of the software. All customers receive access to ongoing support through our dedicated Support Team and web-based Support Community for the duration of their contract. The Support Community also provides the Singlewire Academy for self-paced training using on-demand videos.
- **Customization Options** – InformaCast is an immensely flexible software system that balances customization options with an easy-to-use, accessible user interface. The system is also scalable, allowing the platform to work seamlessly with a single location, or an entire school district with hundreds of schools. All administration of the system takes place in the cloud-based administrative portal, which allows for customizations anywhere in the world at any time.

- **Implementation Process** – The InformaCast “JumpStart” onboarding program consists of planning, verifying, deploying, and training the end user to guarantee successful use of the platform.

## Proven Deployment Process



### JumpStart

- We partner with your IT & Safety teams for an efficient deployment
  - Critical use-cases identified and implemented to deliver value sooner
  - Personalized training builds confidence
- **Updates** – Singlewire releases updates and patches to the InformaCast software on a regular 2-week release cycle. In the event of a critical bug or security vulnerability, these releases happen immediately after the issue has been resolved. Communication with all customers is maintained before, during, and after every release.

### System Reliance and Continuity

In the event of an outage, network failure, or related event, Singlewire communicates the incident status (start time, updates, and resolution information) through a monitored web page (<https://status.singlewire.com/>) and email correspondence with all customers. From a functionality perspective, if there is any disconnect between the InformaCast cloud infrastructure in AWS and the on-premises Fusion server, the native System Health feature sends an InformaCast notification to all recipients within reach and the server moves into survivability mode. With survivability, the local server maintains communication with local devices (phones, speakers, access control systems, etc) so InformaCast can continue functioning at that site that's lost communication with the WAN. The Failover feature provides an additional layer of resiliency by running two InformaCast servers at the same time. With one primary, active server and one backup on standby, in the event of an outage, the backup becomes active until the primary is back up and running.

During normal operations, end users (including temporary or substitute staff) can initiate InformaCast notifications from any mobile or on-site device if they have permission in the software to do so. When initiating an alert, end users leverage InformaCast Sites to specify the exact location of the event, all the way down to the room-level if desired. This location information dynamically selects the recipients to alert and includes location data in the notification text along with a floor plan.

## **Product Pricing**

InformaCast follows a tiered subscription model to license end users and devices for sending and receiving notifications. The only one-time charges are for initial software provisioning, professional services (if required), and any required physical appliances.

Here is a simplified breakdown of our SKUs for a 3-year commitment with 9,950 licenses:

SKU	Product Name	Product Description	Customer Price Per License
SSF-3YR-USR-TIER 1	InformaCast Fusion User	InformaCast Fusion - Fusion User - 3 Year Subscription - TIER 1 (Qty 50 - 200)	\$62.03
SSF-3YR-USR-TIER 2	InformaCast Fusion User	InformaCast Fusion - Fusion User - 3 Year Subscription - TIER 2 (Qty 250 - 950)	\$42.67
SSF-3YR-USR-TIER 3	InformaCast Fusion User	InformaCast Fusion - Fusion User - 3 Year Subscription - TIER 3 (Qty 1,000 - 2,450)	\$34.91
SSF-3YR-USR-TIER 4	InformaCast Fusion User	InformaCast Fusion - Fusion User - 3 Year Subscription - TIER 4 (Qty 2,500 - 4,950)	\$29.14
SSF-3YR-USR-TIER 5	InformaCast Fusion User	InformaCast Fusion - Fusion User - 3 Year Subscription - TIER 5 (Qty is 5,000 - 9,950)	\$26.38
SS-CPF-1	Software Provisioning	Software Provisioning	\$825.00
SS-CPF-2	Software Provisioning	Software Provisioning	\$825.00
SS-CPF-3	Software Provisioning	Software Provisioning	\$1,650.00
SS-CPF-4	Software Provisioning	Software Provisioning	\$3,850.00
SS-CPF-5	Software Provisioning	Software Provisioning	\$3,850.00
SSF-3YR-EPA-TIER 1	InformaCast Fusion IP Phone Endpoint Add-On or InformaCast Fusion IP Speaker Endpoint Add-On	InformaCast Fusion - IP Endpoint Add-On - 3 Year Subscription - TIER 1 (Qty 50 - 200)	\$44.82
SSF-3YR-EPA-TIER 2	InformaCast Fusion IP Phone Endpoint Add-On or InformaCast Fusion IP Speaker Endpoint Add-On	InformaCast Fusion - IP Endpoint Add-On - 3 Year Subscription - TIER 2 (Qty 250 - 950)	\$29.86
SSF-3YR-EPA-TIER 3	InformaCast Fusion IP Phone Endpoint Add-On or InformaCast Fusion IP Speaker Endpoint Add-On	InformaCast Fusion - IP Endpoint Add-On - 3 Year Subscription - TIER 3 (Qty 1,000 - 2,450)	\$28.06
SSF-3YR-EPA-TIER 4	InformaCast Fusion IP Phone Endpoint Add-On or InformaCast Fusion IP Speaker Endpoint Add-On	InformaCast Fusion - IP Endpoint Add-On - 3 Year Subscription - TIER 4 (Qty 2,500 - 4,950)	\$24.28
SSF-3YR-EPA-TIER 5	InformaCast Fusion IP Phone Endpoint Add-On or InformaCast Fusion IP Speaker Endpoint Add-On	InformaCast Fusion - IP Endpoint Add-On - 3 Year Subscription - TIER 5 (Qty 5,000 - 9,950)	\$22.40
SSF-3YR-MUA-TIER 1	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 1 (Qty 50 - 200)	\$19.39
SSF-3YR-MUA-TIER 2	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 2 (Qty 250 - 950)	\$15.55



SSF-3YR-MUA -TIER 3	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 3 (Qty 1,000 - 2,450)	\$8.70
SSF-3YR-MUA -TIER 4	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 4 (Qty 2,500 - 4,950)	\$6.60
SSF-3YR-MUA -TIER 5	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 5 (Qty 5,000 - 9,950)	\$5.63
SSF-3YR-MUA -TIER 6	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 6 (Qty 10,000 - 24,950)	Request Quote
SSF-3YR-MUA -TIER 7	InformaCast Fusion Mobile User Add-On	InformaCast Fusion - Mobile User Add-On - 3 Year Subscription - TIER 7 (Qty 25,000 - 49,950)	Request Quote
IPTA-IFS	InformaCast Fusion Server Appliance	InformaCast Fusion Server Appliance	\$1,061.25
IPTA-PG-APL2	InformaCast Paging Gateway Hardware Appliance	InformaCast Paging Gateway Hardware Appliance	\$836.25
IPTA-SH	Shipping Charge	Shipping Charge	Request Quote
SSF-3YR-ECC-S	InformaCast Emergency Communications Center Link Site	InformaCast Emergency Communications Center Link Site	\$1,118.53
SS-PS-JS-1	JumpStart	JumpStart for Fusion User Qty. 50 - 950	\$7,500.0000
SS-PS-JS-2	JumpStart	JumpStart for Fusion User Qty. 1,000 - 2,450	\$9,500.0000
SS-PS-JS-3	JumpStart	JumpStart for Fusion User Qty. 2,500 - 9,950	\$12,500.0000

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Status Solutions, LLC
<b>Mailing Address:</b>	999 County Line Rd W Westerville, OH 43082
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Teresa Chatel Quick
<b>E-Mail:</b>	tchatel@statussolutions.com
<b>Phone Number:</b>	(209)200-9083

**INFORMATION PROVIDED**

- ☐ **Attachment A: Cover Page (This Page)**
- ☐ **Attachment B: Worksheet**
- ☐ **Attachment C: Requested Information and Required Order**

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**Name of Company or Organization:**

Status Solutions, LLC.

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Teresa Chatel Quick  
(209) 200-9083  
tchatel@statussolutions.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes**    No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

**Yes**    No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

**Statewide**

**Response contains proprietary information?**

Yes    **No**

## **Company Background and History**

**Background:** Status Solutions is your partner in protecting what matters most. For the last 24 years, we've made it our mission to evolve with the changes that impact the safety of your students, residents, customers, and employees, as well as your property and business assets. We've learned how to adapt to what's happening in the world, but more importantly, we make it our priority to stay nimble enough to custom-build a safety solution that works for you.

Status Solutions has built a reputation for being a pioneer, and now a master, of situational awareness services, including life safety assurance, real-time security monitoring and data analysis, environmental awareness, and mass notification technologies. We carefully craft custom software solutions that give your team awareness of what's happening, empower them to take action, and then provide the analysis that helps them adapt and stay ahead of threats, no matter how mundane or extreme.

We strive to help people by leaving every situation better than how we found it. Based on more than 24 years, 3 million devices, and 413 million alarms responded to, we confidently believe that through situational awareness and rapid proactive communication, we can help communities minimize and prevent loss through ongoing monitoring, communications, and analysis.

**Experience:** Status Solutions has had long term customers across Texas for several years, including k12. As we know, Texas is a large state, and no two school districts are the same. Status Solutions has been awarded the Education Service Center Region 13 (Austin) Purchasing Cooperative for Bid #2022-116 Safety Equipment, Supplies & Services. Status Solutions has been a long-term sponsor of Safe and Sound Schools, a nonprofit school safety advocacy and resource center that provides research-based tools and support for crisis prevention, response and recovery.

**Current Users:** We have helped districts in rural west Texas, urban districts in the state capital of Austin and even private and charter schools. Our solutions are successfully live in five districts across the state of Texas and thirty-two (32) schools have signed up to partner with Status Solutions.

**Service Area:** With a Status Solutions territory manager located in central Texas, we are happy to serve any area within the state.

### **Product Overview**

There are three main solutions that Status Solutions has developed. Each solution is its own acronym. In the paragraphs below we will refer to each of the solutions.

#### **Product Names & Description:**

- **SARA-** Situational Awareness Response Assistant- A middleware application that leverages both hardware and software
- **CATIE-** Communication and Access To Information Everywhere
  - **CATIE Mobile-** a software application for triggering alarms and receiving alert notifications
- **MIMI-** Merging Information into Meaningful Insights- a predictive analytics platform used to help prevent situations from occurring in the first place

Our core competency is computer telephony integration, and the main capabilities include monitoring, alerting and reporting.

### **Technical Information**

**Silent Panic Alert Technology:** Our most common SPAT compliant solution is CATIE mobile; an Apple and Android compatible software application for triggering and receiving notifications. If an alarm is activated in CATIE Mobile the staff member, or substitute, can type additional information in a description box prior to sending the alert. The alerts to responding stakeholders and even daily school visitors can be delivered

through push notification. We believe in redundancy, and we often recommend multiple forms of alerting and escalations or “call trees” to be configured. It is on our development roadmap to have the ability to provide two-way text communication within CATIE Mobile.

CATIE mobile meets the product specific requirements including the ability for substitute teacher activation and notification; a simultaneous “all call” alert when 9-1-1 is dialed from a SIP enabled phone, location capability and automatic locking of access control systems. CATIE mobile can integrate with emergency responder radios and allow CATIE mobile users access to any pertinent mapping or procedure documentation through the application.

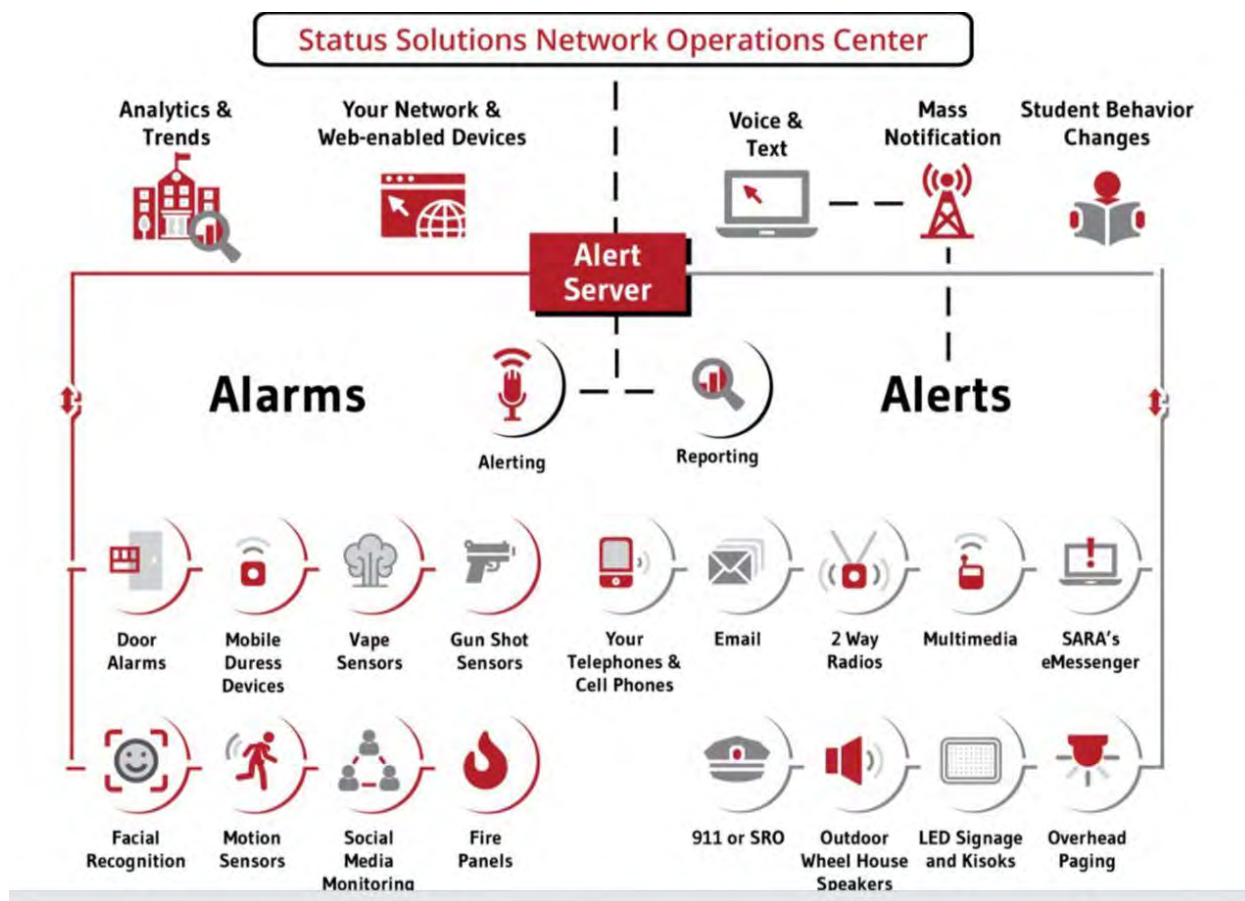
CATIE mobile also has post event reunification capabilities. Teachers and even students (if desired) can check in at preexisting locations or enter locations manually. Based on login privileges, individuals can mark “safe” or “needs medical attention” so first responders can prioritize immediate care.

Another SPAT compliant solution is the SARA dashboard, which is a customizable dashboard accessible via any web enabled device (software based). This solution is common on laptops and desktops. Individuals would have the ability to discretely push one-way customized messages (quick messages) to alerts groups which can be broken out by team, individual, groups, administration, all staff responders, incident command etc. via phone call, text message, video paging, mobile application or desktop notifications. The locations are automatically included in messages based on log in credentials (ie login would be classroom name/number). Locations can also be manually typed through quick messaging.

Our third most popular method for triggering a SPAT alarm is through a phone system integration (combination of hardware and software). This form of alerting takes existing phone systems and creates a set of phone extensions that have customized messaging. For example, dialing 411 can trigger an automated message for evacuation. When 411 is dialed, SARA takes that information and follows a preconfigured set of instructions, again those instructions are customizable. They can alert one individual, a group of individuals or even an all call throughout the school. The instructions that SARA follows can vary depending on time of day or day of week. Within the messaging of the call, location information can be shared because each classroom phone is tied to that classroom number.

We also have SPAT compliant wearable devices (combination of hardware and software) that can alert via several alerting mechanisms. Our SPAT compliant wearable devices run on their own wireless repeater network with location capabilities based on pre plotted points of interest plotted throughout the campus. The wearables do not run on existing WIFI network.

In the below diagram, SARA is labeled as “alert server”. This shows some of the many different types of alarms a school might have. When an alarm is triggered, SARA follows the predetermined instructions depending on day of week and time of day to then alert to any/all alert devices.



All activated alarms and alerts are logged, ensuring the district and community agencies can review communications.

Above are some of the most common, but to reiterate, Silent Panic Alarm Technology can be initiated through several avenues and a combination of both hardware and software. Those include phone extensions, computer hot keys, mobile applications, physical wearable devices, and/or mouse clicks on the SARA dashboard web browser. We believe in a layered approach as well, leveraging several methods for initiating and alerting.

When an alarm is activated and notifications are pushed out, the alert groups can be broken out in many ways, this will be discussed during the discovery phase. Groups can be separated by campus, administrative groups, grade level, all staff, first responders, incident command, all call, etc. The alerts sent to responding stakeholders can be delivered via phone call, overhead paging, text message, push notification, video paging, mobile application or desktop notifications. Below are examples of CATIE mobile and the SARA dashboard.



**Integrations:** Status Solutions' middleware alert server (SARA) can integrate to any existing system with an available input or output trigger through many different methods and protocols. Leveraging existing systems is a part of creating situational awareness. Our integration library includes hundreds of integrations over the last twenty four years. Some of our most common integrations in the k12 industry are phone systems, PA systems, access control, fire, student information system, critical incident mapping and camera systems. Our in-house development team and flexible, open API architecture enable seamless integration with 911 systems, including Computer-Aided Dispatch (CAD), 911 Call Handling Equipment, and GIS Mapping Solutions, as needed. Our solutions support two-way communication including receiving and acknowledging alerts, providing incident updates through the emergency cycle and post event reporting and analytics. We offer built-in software tools to support situational awareness but are also integration-agnostic, meaning we can connect with any preferred local response center solution. During our discovery process, we ensure a clear understanding of the end user's vision for integration, recognizing that interpretations of integration may vary.

**Data Security Measures:** The SARA dashboard is available through a secure connection. Data from our solutions is encrypted and standard software security best practices are followed for all solution development. All Status Solutions employees have passed HIPAA certification. SARA operates on a current Windows OS version with current Apache web server version.

### **User Experience and Implementation:**

**Training and Support:** When a school/district has decided to partner with Status Solutions and a contract has been executed, a Status Solutions Project Manager will assign to the project. From there, a kickoff call will take place. During that time, an administrator from the school/district will be decided as a point of contact; typically, the administrator has some IT knowledge as well as an understanding of who needs to know about emergency situations and common situations on campus that require communication. Expected go live dates will be established and any customization notes will be documented. During the kickoff call, we will determine the school's/district's preferred training approach. We have several methods for training, typically "train the trainer" works best, especially with larger districts. As the name suggests, designated school personnel receive training and then train the remaining staff. Additionally, we offer in-person training sessions. Unlimited remote training is available throughout the life of the contract, we also have a customer support portal with documentation, training videos, training quizzes and more. Prior to the end user "going live" with the solution, we have a "Go Live Sign Off Sheet" that the established administrator will sign. This establishes the beginning of the term, as well as an acknowledgement that the customer is receiving



beneficial use of the system. After go live, a Status Solutions Customer Advocate will be assigned to the school/district for all ongoing communications and ensuring customer satisfaction.

#### **Support and Maintenance for all active customers through site license**

- Access to Status Solutions' Support Help Desk
- Priority access to the phone support queue
- 24/7 accessible help desk
- Emergency remote assistance
- Remote Monitoring with our in-house Network Operations Center
- Daily programming backups and weekly event history backups
- Remote system upkeep monitoring
- Active notification of major system error
- Unlimited training sessions with system specialist
- Software maintenance and upgrades available at least one per year (more if necessary, by Status Solutions team)
- Scheduled patches and updates
- New releases/revisions on the server if necessary
- Emergency software patches
- Ongoing assessment of technology freshness
- Status Solutions Network Membership
- Digital representation (if desired) through our Status Solutions Network Directory
- Exclusive invitation to "FYI: for your innovation" members only forum

We take pride in delivering solutions that offer maximum performance with minimal maintenance. Starting from the application user interface, being accessible via any client on the network with proper credentials to fully supervise the network and application. Status Solutions has a 24/7 365 day in house support desk (headquartered in Columbus, Ohio) and our network operation center (NOC) oversees the health and heartbeat of the server for around the clock uptime. In addition to the support desk, Status Solutions performs daily database backups for emergency situations in the event of a catastrophic failure.

**Customization Options:** As mentioned above there several ways we can initiate a SPAT alarm- As Status Solutions evaluates each school/district, our engineering department will work with all participating agencies to allow for advanced communication through an all-screen strategy approach. We know that no two districts are the same, which is why we pride ourselves in our mass customization approach. As an organization we work from a Quad D model, see below. Our Quad D model is how we approach every situation; it is how our solutions have been deployed in not just school districts across the country, but hotels, manufacturing plants, malls, senior living, courthouses and more.

- **Discovery** is how we ascertain how to defeat ignorance with awareness
  - different for each customer
- **Definition** is how we align our capabilities with the identified need
  - lead by our territory engineering team
  - topics include software and hardware scope and development, manufacturing needs, marketing and planning, install/training planning, support planning, financial consideration and future roadmap ideas
  - through definition leads to successful delivery
- **Delivery** is how we execute
  - each department will deliver according to the definition criteria and timelines established
  - the project management team will review progress weekly (or more) to ensure we are moving forward to final, successful execution with each department
- **Detail** is how we keep things organized and repeatable
  - is the outcome successful to the customer
  - do we need to expand the solution
  - could we have done something differently

**Implementation Process:** As outlined in the training and support section, a project manager will be assigned once the contract is executed. If additional needs arise during implementation, they can be addressed through change orders or addendums. Timelines are established in collaboration with the designated site administrator and can be adjusted as needed. To maintain progress, we typically schedule weekly or biweekly project calls to ensure timelines are met, key information is gathered, and the project remains on track. Additionally, Status Solutions Territory Engineers are actively involved in the implementation process to ensure the technical integrity of the solutions.

**Updates:** As part of our site license, we typically release two large SARA software updates per year. These updates include bug fixes, new features, security enhancements, performance improvements, compatibility updates and user interface enhancements. We have several other smaller software releases throughout the year. Communication on these software updates comes out in a newsletter and is also communicated through the Status Solutions territory team consisting of the customer advocate and territory engineer. Software updates are scheduled and completed remotely. Issue resolution follows our Quad D model and involves collaboration with the appropriate territory team members and/or our in-house development team. If the issue requires a code-based solution, it will undergo thorough Quality Assurance testing before being released through an emergency software update. Throughout the process, we ensure clear communication and follow-up to achieve the best possible outcome for the customer.

### **System Reliance and Continuity**

**Operational Assurance:** Redundancy in connectivity and alerting methods is core to our brand promise of maximum performance and minimal maintenance. Power outages and network failures are considered and planned for in the design of our Situational Awareness solutions.

**Accessibility:** Alerts can be initiated by a temporary or substitute staff member either through any of the above-mentioned solutions, CATIE mobile, SARA dashboard, SIP enabled desk phone extension, wearable device, etc. We also offer cellular based wearable pendants that do not require the repeater infrastructure but can still give automated location information. This is a common solution for staff who may leave the campus on a field trip, have recess duty or are subbing for a short period of time.

**Accuracy:** Through any method of alerting, location information can be included, either automatically or entered manually.

### **Product Pricing**

**Cost Structure:** Since 2001, Status Solutions' central thesis has been to protect children and teachers in every school. Two things that have not changed over the last 24 years is the increasing need for situational awareness and prevention programs as well as the broken funding model that exists today in most schools. To fix this, we started a philanthropic franchise called Status Solutions Network (SSN). Status Solutions Network is a local community-based franchise program developed to remove financial barriers in each school. This first allows each school to get started with situational awareness tools (SARA middleware alert server) at no cost. Status Solutions is making a \$2.3B investment in America's youth simply because it must be done; and because we can. We then ask local businesses to join us by purchasing an annual membership to support their local school. In exchange, businesses receive national, regional, and local promotion for their efforts. Much like how AM and FM radio or network television are funded- through local business advertisements.

In this RFI, the need for incident management is clear and understood. However, what if we could prevent incidents from happening in the first place? Ultimately, preventing people from harming themselves or others is our goal. As we know, there are always early indicators of negative behavior and potential threats- truancy, grades slipping, anonymous reports, social media monitoring, surveys etc. The Situational Awareness solution represented in this RFI has built in prevention tools that will capture this dataset through analytics so that the proper staff/resources can intervene. If we work collaboratively and build a culture of community support, there are resources that can be tapped into in every direction. We hope to help build on this type of culture in every local community. We believe the Status Solutions Network and prevention programs will align community support and resources to make a difference in every local community.

**Licensing Options:** While our goal is to minimize costs for schools and districts, we recognize that some may have the budget to invest. Like our mass customization solution model, pricing is determined by factors such as district size, the number of campuses or high schools, required integrations, and potential hardware needs.

**Tiered Packaging:** The base package is granted to school districts, at no cost, through the Status Solutions Grant of Use program. The grant of use is an investment of Status Solutions' Situational Awareness Response Assistant (SARA) to the school/district. SARA allows staff to quickly summon help from any web browser, ensuring that law enforcement and administration can be contacted promptly and discreetly. SARA enables the sending and receiving of alerts through various devices, helping to maintain real-time awareness and coordination during emergency and non-emergency situations. SARA can significantly improve response times, safety and overall awareness by providing an efficient way to communicate critical information. SARA is Alyssa's Law Compliant.

Schools may decide they want to expand on the SPAT approved foundation to add proactive video alerting, mass notification, desktop messaging, analytics, etc. While this is not required, Status Solutions offers an annual unlimited software site license model to provide advanced Situational Awareness. This model is dependent on how many SARA software instances are required for a school/district. Status Solutions engineering determines the number of SARA instances during the technical discovery process.

Thank you for including Status Solutions in your evaluation process. We look forward to continuing to help Texas schools provide a safe learning environment for children and teachers.

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	STOPit Solutions
<b>Mailing Address:</b>	101 Crawfords Corner Road, Suite 4116, Holmdel, NJ, 07733
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Kevin Askew
<b>E-Mail:</b>	kaskew@stopitsolutions.com
<b>Phone Number:</b>	732-678-6656

**INFORMATION PROVIDED**

- ☐ **Attachment A: Cover Page (This Page)**
- ☐ **Attachment B: Worksheet**
- ☐ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

STOPit Solutions

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Kevin Askew - kaskew@stopitsolutions.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

Yes

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

Yes

**What is your geographic service area?**

Statewide

**Response contains proprietary information?**

No

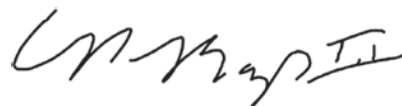
Inspirit Group, LLC, dba STOPit Solutions ("STOPit"), proudly responds to TEA's request for information for "Silent Panic Alert Technology". Founded in 2014, STOPit is a pioneer and leader in the field of anonymous reporting and emergency management systems for education and units of local and state government. Our award-winning technologies have proven to mitigate and deter incidents of unwanted behavior, while assisting students in personal distress or who are at risk due to safety issues. Today we support more than 8,000 schools and government agencies in 49 states representing more than 5 million total users, including over 350 K12 districts in Texas using our Anonymous Reporting System and 35 using our Silent Panic Alert Technology. Through this experience and with the credentials supplied below, we believe we are uniquely qualified to support the TEA, its member districts, and its students, staff, and parents with our industry leading solutions. We believe our technical expertise, integrated service components, and experience are unmatched when compared with the few firms capable of responding to the full-service requirements of this RFI.

**Our credentials include:**

1. **All Size District Experience:** We are one of the few school safety solutions providers with the implementation team to launch, train, and sustain projects of all sizes and scope. Today we service 1700 school districts from 5 students to over 100,000. We provide an efficient engagement management process for our district partners, automated and white-glove onboarding training for large district admin users, and student and staff training to engage and drive engagement. Our training, while emphasizing the start-up phase of district relationships, continues year-round with annual refresh training, curriculum updates, webinars, and awareness weeks to ensure long-term use and impact.
2. **In-Depth K12 School Experience:** 95% of what we do is for schools, and therefore our industry leading account management and onboarding teams understand how to communicate, build relationships, and work with this currently over-worked and under-resourced group (the education industry) to support their needs. Recognition of the time strapped educator is evident in our onboarding process which uses both technology (onboarding wizards) as well as live-virtual training; we are flexible to the needs of school administrators.

Given our K-12 education experience, in particular our experience in Texas, and extensive commitment to supporting school districts and education agencies and causes, we believe we are uniquely qualified to support the needs of the TEA with this important initiative. If engaged, we will give this assignment our closest attention. We thank you for the opportunity to present our credentials and for considering our offer to support you.

Sincerely,



C. Parkhill Mays III  
Chief Executive Officer



**TEA – Texas Education Agency**  
**Approved Vendors for Silent Panic Alert Technology**

ATTACHMENT C: REQUESTED INFORMATION AND REQUIRED ORDER

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**Product Name:** STOPit Notify & Rescue Card

**Description:**

The STOPit Notify Platform is a comprehensive emergency management and communication solution tailored for K-12 schools. It enables rapid mobilization of response teams, supports two-way communication during critical incidents, and integrates directly with 911 services to ensure a swift and coordinated response. Features like mass communication and indoor location awareness enhance situational awareness and help schools comply with regulations such as Alyssa's Law. What sets STOPit Notify apart is its support of the entire emergency lifecycle—from incident reporting to resolution—through native tools and seamless integrations. Below are the core components that define this lifecycle (note that not all are activated in every emergency or in the same order):

Core Components of the Emergency Management Lifecycle Include:

- **Report Emergencies** from the mobile, desktop, web app, rescue buttons, phone system or other integrated system. Generally, emergencies are reported at the School (Organizational) level, though specified administrators can report District-Wide (or for a subset of schools) Emergencies using the recently released Enterprise Emergency Dashboard (brand new web application). Internal responders receive the emergency via a loud push notification that overrides volume settings, as well as an SMS, Email, and phone call.
- **Categorize Emergencies** either automatically or manually via the mobile app, selected from a pre-configured set of categories unique to the Organization. Each category has an Icon, Name, Priority Status (presented on countdown page), attached Emergency Plans, Notes, Dynamic Responders (people that only get notified based on category), and a set of workflow rules. Notify natively delivers the *I LOVE YOU GUYS* program to participating schools such that the names, icons, plans, and instructions are all activated and delivered automatically as desired.
- **Activate 911+** – immediately activate and route a call to 911 including the location of the emergency (including indoor location) while simultaneously messaging with internal responder teams on site that can see when the 911 call was initiated and completed. The school emergency location is attached to the 911 call itself, regardless of whether it was





activated by the person on site, or someone remotely who could be either another internal responder or a STOPit Incident Response Center 24/7 Operator. We call this service **911+ Concierge** as it removes the burden of anyone on site getting on the phone with 911 to relay the maximum amount of information to the authorities. 911+ Concierge can be automatically activated based on category of incident, and operators can tell 911 exactly what is being delivered through the emergency stream via texting and automatic submissions while the emergency progresses. 911+ can be activated at the beginning of an emergency or any time later while the emergency is still active.

- **Two-way Chat, Media Sharing, Emergency Plan Viewing, Emergency Notes:** These features support ongoing communication and information sharing during an emergency.
- **Mass Notification:** Notifications can be sent at the school or district level to all or a subset of staff. These extend beyond the apps to SMS, Email, and other integrated channels.
- **Check-ins, Attendance Submissions, Status Updates (OK, Not OK, Off Property), Crowd-sourced Content, Real-time Location Awareness:** These features enhance situational awareness and coordination during an emergency.
- **Echo:** Provides critical indoor location awareness to internal responders and 911.
- **Resolution Notifications and Detailed Reports:** Notifications are sent upon resolution, and detailed reports are generated for each incident.

### Announcements:

The Notify platform includes a mass notification module for regular use outside of emergencies. Announcements can be sent at the district or school level via the web or mobile apps, with features such as templates, drafts, audio and video, location, category, and response options including Yes/No, requesting recipient location, and comments.

The **Rescue Card** system complements **STOPit Notify** by offering wearable panic buttons designed specifically for educational environments. These devices allow staff to discreetly and promptly report emergencies, triggering audible and visual alerts campus-wide and notifying 911 responders in real-time. The integration of Rescue wearable panic buttons with STOPit Notify ensures a cohesive and efficient emergency response strategy within schools.

### Rescue Card:

The card has a panic button with three activation methods. Press once to test (lights up green), press three times to report a "Level 1" emergency only to internal responders, or long-press for 3 seconds (or press seven or more times) to report a "Level 2" emergency to all staff, initiate a lockdown, and notify 911 immediately. Each school can determine based on the level of the emergency if they'd like the strobes and audible stations be activated for the emergency.



Together, STOPit Notify, and the Rescue Card system provide a comprehensive approach to school safety, combining cutting-edge technology with user-friendly tools to protect students and staff effectively.

### Technical Information:

**Product Type:** STOPit Notify is a **cloud-based software as a service** product that can be used stand-alone as a fully software-based approach, or in conjunction with the integrated hardware of the Rescue Card Platform.

The Rescue Card platform includes wearable panic button cards for all staff, repeater devices that have attachable strobes for every classroom, and a base station with audible and visual options that also acts as a connected hub to the cloud for the platform.

### Silent Panic Alert Technology:

**STOPit Notify** enables emergency reporting from native mobile apps on IOS or Android, desktop apps for Mac, PC, and Chromebook, and web apps by administrators on any device with a browser. The platform natively sends messages via other integrated sources including SMS, Email, Phone Calls, CAP Alerts, and more. Once the panic button is pressed, the user confirms the location and Organization of the emergency and can select from a set of pre-enabled categories of the incident. Additionally, the user can choose to auto-activate a 911 connection immediately at the start of the incident, or later after the emergency has been reported. The direct 911 technology used is owned by Lightspeed and is called 911+. 911+ is built on top of the Bandwidth.com wholesale network and has a host of benefits including accurate location routing, simultaneous voice and texting with internal teams, awareness to others of when the call has started and completed, and sharing of advanced information automatically including Indoor Location (e.g. room or floor number). From there, STOPit Notify enables full-lifecycle emergency communication including chat, emergency plans, notes, media sharing, location tracking, mass notifications, attendance, status checks, and ultimately resolution and reporting for every incident.

The **Rescue Card** platform is built on a Long-Range Radio Network called LORA, which allows for extremely reliable emergency reporting capabilities both indoors and outdoors, without reliance on any cellular or Wi-Fi connectivity at the location of the emergency. The Cards are connected to a network of Repeaters installed throughout the school which each are able to read any LORA emergencies being reported within a 1,000-foot range, as well as the exact location of any nearby Cards in the room using a precise BLE (Bluetooth low energy) signal. Repeaters have Wi-Fi connections that allow them to immediately distribute emergency alerts and location information to the STOPit Notify cloud platform, while simultaneously "Repeating" the LORA emergency signal for other repeaters and ultimately the Rescue Base Station (hub) device to receive for local complete awareness of the emergency. In addition to the audible and visual signals created, the Rescue Base Station is connected to the internet via an Ethernet Connection and a Cellular connection as a



backup which covers all the major carriers (AT&T, Verizon, and T-Mobile). Should the repeaters be unable to access STOPit Notify via WIFI, the Base Station will report the emergency using Ethernet or Cellular.

**Integration:** Key integrations fall into a few different categories:

**Phone Systems:** Notify offers native integrations with partners *GoTo*, *RingCentral*, and *Mitel*, each enabling 911 calls or other distress-enabled extensions to automatically activate emergencies in STOPit Notify, thereby notifying all designated internal responders for that Organization or facility of the emergency and its associated category, location, and identified reporter.

**Access Control:** Notify includes a lockdown trigger that can also activate notifications and physically lock down doors on site using an integration with *Verkada*. Similar integrations can be enabled with other access control systems that are either networked or even if not (as was the case with Verkada).

**Digital Signage & PA Systems:** We also offer integrations with Digital Signage for notifications including a native connection to Rise Vision, and CAP alerts that enable PA system connections and more. This can be setup to be delivered at custom moments during an emergency or based on the category of an emergency.

**User Management:** Notify offers Active Directory integration to assist with user management, in addition to other bulk management options like our CSV upload tools.

**Data Security:** All data in STOPit Notify is encrypted, both at rest and in transit. The service is built in the Amazon Web Services (AWS) cloud environment, and all password data is fully hashed and not accessible by user personnel.

### **User Experience and Implementation:**

- **Training and Support:**
  - Every **STOPit Notify** customer gets world class onboarding, training and support at no additional expense. The process is streamlined to help schools get their data, configurations, and users all testing the platform as quickly as possible. Customers are assigned a dedicated account manager that will set up a series of training sessions that act as active onboarding and practice sessions.
  - **Rescue** hardware is unique in its ease of setup and testing. Devices are pre-configured before shipping, and repeaters and cards can be configured locally by any administrator using the Punch Rescue mobile application. Rescue can be installed by trusted partners, but its simplicity makes it the only robust panic button system that can be self-installed as well if desired with remote support as needed.
- **Customization Options:** Notify is extremely customizable by design. Customers can choose the setup of their district, design their geofences, choose categories, icons, plans, at the district or school level, add their school logos, choose names and custom domains for emails, and even leverage a unique 10-digit phone number granted to each district.



Every aspect of the platform is customizable, and the next phase of STOPit Notify will make this even more-so the case with an upcoming app update that makes the home page of the app fully configurable.

- **Implementation Process:** The implementation process for deploying STOPit Notify follows a structured timeline to ensure a smooth rollout. The process begins with a kickoff meeting on Day 1 to define roles, review intake forms, and establish key actions. Within approximately seven days, organization information is gathered, followed by a 30-minute Super Admin Training within ten days. Internal Responder Training occurs between 14-21 days after account setup, ensuring key personnel can manage alerts and communications effectively. User training takes place around 14 days after Internal Responder Training, and full deployment, including quarterly testing and emergency preparedness, is achieved within 60 days.
- **Updates:** STOPit Notify releases enhancements every 4 weeks which is 2 development sprints. However, small issues may be resolved within a matter of days depending on the severity of the issue. Major product enhancements are on a quarterly or bi-annual cycle, usually released prior to the start of a new school year so administrators have time to be trained on the new capabilities.

#### **System Reliance and Continuity:**

- **Operational Assurance:** STOPit Notify and Rescue provide the redundancy needed such that it is not suspect to a single point of failure. Rescue has its own LORA network which is dedicated only for emergency communication. If the Wi-Fi is down, the Repeaters will send emergency information to the Base stations that can communicate via Ethernet or Cellular service. The Notify app can communicate over cell or Wi-Fi, but if data connections are unavailable, it can still receive alerts via SMS and phone calls.
- **Accessibility:** Alerts can be triggered by campus staff, including temporary or substitute staff. The STOPit Notify app should be granted to all personnel for emergency reporting and receiving alerts of incidents on property. Likewise, a 20% overage of Rescue Cards are granted beyond employee counts for use with temporary and substitute staff, and even visitors as desired.
- **Accuracy:** Alerts always include the location of the alert origin as well as the real-time location of every staff member on property. For customers with Rescue (and therefore Repeaters), you can determine the precise indoor location of all Cards and Phones during an emergency due to the use of BLE triangulation of multiple signals. Without Rescue Repeaters, phones can only be roughly located using Wi-Fi access points if the Echo service is enabled and the user is currently on the school's Wi-Fi network.



## STOPit Notify / Rescue Card Pricing Grid for TEA Members

STOPit Notify Pricing Including ECHO Indoor Location Services			
District Buildings	District Buildings	STOPit Notify Pricing (Annual, Per Building) (TEA Members)	STOPit Notify Setup (TEA Members)
1	19	\$ 1,900.00	\$ 250.00
20	49	\$ 1,750.00	\$ 225.00
50	+	\$ 1,600.00	\$ 200.00
Rescue Card Pricing			
Staff (Minimum 25 per district)	Staff Per District	Rescue Card Pricing (Annual, Per Staff Member)	Setup Per Site
25	200	\$ 110.00	\$750.00
Volume Discounts available for staff count above 200			
911+ Concierge Pricing			
District Building	District Buildings	911+ Concierge Pricing (Per Building, Annual)	
1		\$ 400.00	
Optional with STOPit Notify Standalone			
Required with Notify / Rescue Card Bundle			
Volume Discounts available			

### Pricing Includes:

#### STOPit Notify:

- STOPit Notify – Mobile & Desktop App & full licenses for staff (unlimited)
- Echo Indoor Location Services
- Dashboard, support, and training.

#### Rescue Card: Requires STOPit Notify Licenses

- **Rescue Cards** for every staff member including a 20% overage for use with part-time staff, substitutes, visitors, and cover lost cards.
- **Rescue Repeaters with Visual Strobes** (removable) for every Classroom and Common Area. Monitors Cards, Receives Emergency Alerts, and has Wi-Fi for internet gateway.
- **Rescue Base Station** - 1-2 per school for the school including visual / audible alerts (configurable) and back-up gateway access via Ethernet and Cellular (AT&T, Verizon & T-Mobile - all included in the service fee).



- **Rescue Dashboard** - to manage and configure all Rescue devices including naming, assignment, volume and sound settings, offline alerts, out of range and low battery alerts, and real-time Card location information.
- **Rescue Warranty** - any hardware that is not functioning properly can be replaced or repaired at no additional cost while under contract.
- **Support & Training**





REQUEST FOR INFORMATION RESPONSE

FOR

**APPROVED LIST OF VENDORS FOR SILENT PANIC ALERT  
TECHNOLOGY**

RFI 701-25-013

Due: March 26, 2025 – 2:00 PM CST

**PREPARED FOR:**

The Texas Education Agency (TEA)

**PREPARED BY:**

Russ Johnson

Tyler Minnish, PSP

Emily Whicker





**ATTACHMENT A: COVER PAGE****RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Tessera Technology Group
<b>Mailing Address:</b>	6600 SH-6 N, Ste. D, Woodway, Texas 76712
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Emily Whicker
<b>E-Mail:</b>	Emily.Whicker@tesseractech.com
<b>Phone Number:</b>	254-600-5857

**INFORMATION PROVIDED**

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order

**ATTACHMENT B: WORKSHEET**

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

**Name of Company or Organization:**

Tessera Technology Group

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Emily Whicker, emily.whicker@tesseractech.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)☒ Yes ☐ No**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide**Response contains proprietary information?**Yes ☒ No

## SECTION 1 – COMPANY BACKGROUND AND HISTORY

### 1.1 BACKGROUND

Tessera Technology Group (pronounced tes-er-uh) is a leading technology and security integrator dedicated to providing comprehensive solutions that are specifically designed to meet the unique needs of all our clients. We offer a full suite of services, including network infrastructure, access control, video surveillance, and emergency communication systems. Our holistic approach encompasses every phase of a project, from thorough assessments to thoughtful design and expert project management. We ensure our solutions comply with state regulations and align with the specific needs of each district, helping school systems meet their goals while maintaining safety and compliance. For nearly 30 years, our founders have been at the forefront of delivering turn-key security solutions nationwide. Our deep roots, especially here in Texas, are firmly embedded in the public education sector. Over the years, we have built strong, lasting relationships with school districts across the state, providing the support and expertise needed to address the unique challenges faced by K-12 schools.

### 1.2 EXPERIENCE

At Tessera Technology Group, our team is composed of industry experts, former Texas educators, and professionals who have collectively supported Texas public education clients for decades. With extensive experience working with K-12 districts throughout the state, we understand the importance of aligning with state requirements and addressing the unique needs of the K-12 industry.

We are proud to partner with Verkada and complimentary manufacturers, whose integrated active threat system is detailed in Section 2. Our team includes Verkada Certified Engineers and subject matter experts in every system we recommend, ensuring the highest level of expertise and support for all our clients.

At Tessera, we don't just implement security solutions—we partner with our clients to create safer, more resilient environments. Security is never one-size-fits-all; every organization has unique challenges, risks, and goals. We take the time to listen, understand, and build solutions that align with your needs today while scaling for the future. Whether it's a single challenge or an enterprise-wide security strategy, we bring together strategic thinking and hands-on technical expertise to create solutions that grow with you.

### 1.3 CURRENT USERS

Our recommended systems are utilized by over 120 K-12 institutions.

### 1.4 SERVICE AREA

Our service area includes the entire state of Texas.

## SECTION 2 – PRODUCT OVERVIEW

### 2.1 PRODUCT OVERVIEW

- **PRODUCT NAME**

Integrated Active Threat System

- **PRODUCT DESCRIPTION**

The Verkada Panic Button System offers comprehensive security solutions, integrating both intrusion and access-control systems. Each deployment requires at least one BP52 intrusion panel, supporting up to 32 wired or wireless inputs and expandable to 64 points. For larger deployments, multiple panels can be used across different sites, each requiring a software license.

Additionally, panic buttons can be integrated directly into access controllers and public address systems, functioning as "lockdown buttons" to secure the building, alert security, and trigger responses. This feature is included at no extra cost for customers with Verkada access control, allowing programmable inputs to be mapped to lockdown scenarios across multiple controllers. The Integrated Threat System products listed in our pricing tables enhance the proposed Verkada solution by offering an additional notification method, ultimately strengthening each campus's ability to respond to critical situations. Our structure and setup align with the Standard Response Protocol from [ILoveyouguys.org](http://ILoveyouguys.org).

### 2.2 TECHNICAL INFORMATION

- **PRODUCT TYPE**

Our solution is a combination of both hardware and software. The Verkada Panic Button System includes physical components such as intrusion panels, wired and wireless panic buttons, hubs, and access controllers. These hardware elements are complemented by software for control, monitoring, and configuration, ensuring a comprehensive and integrated security solution.

- **SILENT PANIC ALERT TECHNOLOGY**

The Verkada Panic Button System utilizes advanced security technology that combines both hardware and software components. The hardware includes intrusion panels, wired and wireless panic buttons, hubs, access controllers, and various mounts and sensors. These physical devices are designed to provide reliable and responsive security measures.

The software aspect involves control, monitoring, and configuration capabilities. It allows for seamless integration of the hardware components, enabling features such as real-time alerts, system management, and scenario mapping. The software ensures that the entire system functions efficiently, even offline, and provides a user-friendly interface for managing security protocols.

Overall, the technology used in the Verkada Panic Button System is designed to offer robust, scalable, and flexible security solutions tailored to the specific needs of each client.

- **INTEGRATION**

The Verkada Panic Button System is designed with robust integration capabilities, allowing it to seamlessly connect with both Verkada and non-Verkada systems. Here are some key integration features:

- **Intrusion and Access-Control Systems:** The system can integrate panic buttons as part of both intrusion and access-control systems. This means a button from one system can trigger actions in both systems if the customer has both installed.

- **Wired and Wireless Options:** Verkada supports both wired and wireless panic buttons. The wireless BR33 panic buttons connect to WH52 wireless hubs or WH32 repeaters, which can be integrated into existing network infrastructure.
- **Contact Closures:** For non-Verkada systems, the panic buttons can be integrated using contact closures. This allows the Verkada system to interface with other security systems, such as InformaCast, enabling features like building lockdowns and alerts.
- **APIs and Technology Partner Integrations:** Verkada offers APIs and out-of-the-box integrations with various technology partners. This allows for automation and connectivity with a wide range of existing security systems and devices.
- **Local and Cloud-Based Control:** The BP52 panel hosts the control software locally, ensuring the system can function offline. This local control can be integrated with other on-premise systems, while cloud-based management provides additional flexibility and remote access.

#### ▪ **DATA SECURITY**

The Verkada Panic Button System employs robust data security measures to protect information.

Here are some key features:

- **Encryption:** All connections to Verkada's web application are encrypted using certified TLS configurations, ensuring secure data transmission. Customer data is stored in databases that are encrypted at rest.
- **Access Control:** Verkada follows the principle of least privilege, granting access to information resources only as needed. Access control reviews are conducted annually, and sensitive systems require two-factor authentication or Single Sign-On (SSO) for access.
- **Operational Security:** Verkada has a comprehensive Information Security Policy managed by a designated security team. This includes policies, standards, procedures, and training programs for privacy and information security.
- **Monitoring and Alerting:** Verkada's tools monitor server performance, storage space, and other critical metrics. Any incidents are escalated according to predefined policies to ensure timely response.
- **Network Security:** Production environments run in isolated Virtual Private Cloud (VPC) networks with only necessary services enabled. A load balancer distributes incoming traffic across multiple instances and availability zones.
- **Backup and Recovery:** Regular backups are performed and retained according to a predefined schedule. Business continuity and incident response plans are in place to minimize impact in case of interruptions or security incidents.

## 2.3 **USER EXPERIENCE & IMPLEMENTATION**

### ▪ **TRAINING & SUPPORT**

At Tessera Technology Group, we take pride in our onboarding and training processes, which are uniquely designed for each client to ensure their success. Our team includes former educators and subject matter experts, making sure our training and support are well-received by all stakeholders, not just those in technology and security.

Our tailored approach guarantees that every client receives the specific guidance they need, fostering a smooth transition and effective use of our solutions. We believe that comprehensive training and continuous support are crucial for the long-term success of our clients, and we are dedicated to being there every step of the way.

Additionally, ongoing maintenance and support options can be built into our customers' purchases based on their specific needs.

- **CUSTOMIZATION OPTIONS**

Our Verkada Panic Button System offers extensive customization options to tailor the solution based on factors like district size, site-specific layouts, and custom labeling.

- **Intrusion and Access-Control Systems:** We support panic buttons as part of both intrusion and access-control systems. A button from one system can trigger actions in both systems if the customer has both installed.
- **Scalable Intrusion Panels:** Each deployment requires at least one BP52 intrusion panel, supporting up to 32 wired inputs and expandable to 64 with BE32 boards. For larger deployments, multiple panels can be used across different sites, each requiring a software license. This allows us to customize the system based on the size and layout of the district.
- **Wireless Options:** We offer wireless panic buttons, such as the BR33, which connect to WH52 wireless hubs or WH32 repeaters. Each WH52 hub supports up to 32 wireless devices, with additional hubs extending coverage. This flexibility allows us to tailor the system to specific site layouts and requirements.
- **Lockdown Buttons:** Panic buttons can be integrated directly into access controllers, functioning as "lockdown buttons" to secure the building, alert security, and trigger responses. This feature can be customized based on the specific needs and scenarios of the district.
- **Custom Labeling and Configuration:** Our solutions can be customized with specific labeling and configurations to meet the unique requirements of each client. This ensures that the system is user-friendly and aligns with the operational needs of the district.

Overall, our Verkada Panic Button System is designed to be highly adaptable

- **IMPLEMENTATION PROCESS**

- 1. Initial Consultation and Assessment**

- **Step:** Conduct an initial consultation to understand the client's specific needs and requirements.
- **Support:** Our team, including former educators and campus leaders, will work closely with the client to assess their current security infrastructure and identify areas for improvement.

- 2. System Design and Customization**

- **Step:** Design a customized solution based on the assessment, including the selection of wired and/or wireless panic buttons, intrusion panels, and access controllers.
- **Support:** Provide detailed design plans and recommendations, ensuring the solution aligns with the client's operational needs and site-specific layouts.

- 3. Proposal and Approval**

- **Step:** Present a detailed proposal outlining the customized solution, including hardware specifications, software licensing, timeline, and cost estimates.
- **Support:** Our team will collaborate with the client to review the proposal, address questions or concerns, and refine the plan as needed, ensuring alignment with budget and security goals before obtaining final approval to proceed.

- 4. Installation and Configuration**

- Step: Install the hardware components, such as BP52 intrusion panels, BR33 wireless panic buttons, WH52 wireless hubs, and access controllers.
- Support: Our technicians will handle the installation, ensuring all components are correctly configured and integrated with existing systems.

#### **5. Testing and Validation**

- Step: Conduct thorough testing of the system to ensure all components are functioning correctly and the system meets the client's requirements.
- Support: Provide on-site support during the testing phase, making any necessary adjustments and validating the system's performance.

#### **6. Training and Onboarding**

- Step: Provide comprehensive training for all stakeholders, including technology and security personnel, educators, and campus leaders.
- Support: Tailor the training sessions to the client's specific needs, ensuring all users are comfortable with the system and understand how to operate it effectively.

#### **7. Go-Live and Monitoring**

- Step: Transition of the system to live operation, with continuous monitoring to ensure smooth performance.
- Support: Offer ongoing support during the initial go-live phase, addressing any issues that may arise and providing additional training if needed.

#### **8. Ongoing Maintenance and Support**

- Step: Provide continuous maintenance and support options, including regular system updates and troubleshooting.
- Support: Our team is available for ongoing assistance, ensuring the system remains reliable and effective over time.

#### **Sample Timeline**

A project-specific timeline will be developed and submitted for client approval.

- Week 1-2: Initial Meeting and Assessment
- Week 3-4: System Design and Customization
- Week 5: Proposal and Approval
- Week 6-8: Installation and Configuration
- Week 9: Testing and Validation
- Week 10: Training and Onboarding
- Week 11: Go-Live and Monitoring
- Ongoing: Maintenance and Support

#### **UPDATES**

##### **Issue Resolution**

Frequency: Continuous support is available to address issues promptly.

Process:

- Reporting: Issues can be reported to client's project manager or account executive by email, or phone.
- Assessment: Our team evaluates the problem's severity.
- Resolution: Quick fixes or escalations to engineering as needed.
- Follow-Up: We ensure the issue is resolved and gather feedback.

##### **Product Enhancements and Updates**



Frequency: Monthly updates and enhancements.

Process:

- Development: New features and improvements based on feedback.
- Testing: Thorough testing before release.
- Release: Automatic updates as part of the cloud license.
- Notification: Clients are informed of updates.
- Support: Documentation and assistance for new features.

## 2.4 SYTEM RELIANCE & CONTINUITY

### ▪ OPERATIONAL ASSURANCE

The following measures ensure that the Verkada Panic Button System remains reliable and effective, providing continuous security even during power outages and network failures.

#### **Power Outages**

- **Backup Batteries:** Each BP52 intrusion panel is equipped with at least one backup battery to maintain functionality during power outages. This ensures that the system continues to operate and provide security even when the main power supply is disrupted.
- **Cellular Modules:** We recommend including a cellular module with each panel. This module provides a secondary communication path, ensuring that alerts and notifications can still be sent even if the primary network is down.

#### **Network Failures**

- **Local Control Software:** The BP52 panel hosts the control software locally, allowing the system to function offline. This means that even if the network connection is lost, the system can still operate and respond to panic button activations.
- **Wireless Communication:** Wireless panic buttons, such as the BR33, connect to WH52 wireless hubs or WH32 repeaters. These hubs and repeaters ensure that wireless devices remain connected and operational, even if there are network issues.
- **Redundant Communication Paths:** The system supports multiple communication paths, including wired and wireless options, to ensure continuous operation. This redundancy helps maintain system functionality during network disruptions.

### ▪ ACCESSIBILITY

The Verkada Panic Button System is designed to ensure that alerts can be triggered by any campus staff, including temporary and substitute staff, from integrated or enabled devices. The system supports both wired and wireless panic buttons, which can be strategically placed throughout the campus. These buttons can be configured to raise alarms when pressed, providing immediate notification to the security team.

The integration with both intrusion and access-control systems allows for seamless operation, ensuring that any authorized staff member can activate an alert in case of an emergency. This flexibility ensures that all staff, regardless of their permanent or temporary status, can respond quickly and effectively to potential threats, enhancing overall campus safety.

### ▪ ACCURACY

The Verkada Panic Button System ensures that with any alert generated, the location of the alert is provided. When a panic button is pressed, the system immediately identifies and reports the specific location where the alert was triggered. This feature allows for an accurate and timely response, ensuring that security personnel can quickly address the situation at the precise location of the incident.

## SECTION 3 – PRODUCT PRICING

### 3.1 PRICING SUMMARY

Tessera has outlined the product pricing and package options on the tables below.

### 3.2 PRICING INFORMATION AND EXCLUSIONS

- **Customized Packages and Services Available:** We offer tailored packages and services to meet your specific needs. Please contact us for more information.
- **Cable, Installation & Integration Fees Excluded:** Please note that cable, installation, and integration fees are not included in the listed prices. These fees will be calculated separately based on the scope of work.

### 3.3 DISCOUNTS

While discounts are not guaranteed, they may be offered at our discretion, especially for large quantity orders, single shipment locations, or other qualifying conditions. Additionally, manufacturers may periodically provide discounts on select product lines. We encourage our customers to contact us directly for more information on eligibility and specific discount opportunities.

### 3.4 PRICE TABLES

- **Price Table 1** – Includes individual product and license pricing.
- **Price Table 2** – Includes custom packages configured by Tessera, featuring recommended equipment and licenses bundled together.

TEA SILENT PANIC ALERT TECHNOLOGY PRICES: TABLE 1				
INDIVIDUAL PRODUCTS				
SILENT PANIC ALARM TECHNOLOGY (HARDWIRED CONTROL EQUIPMENT)				
MFR	MODEL	DESCRIPTION	QTY	TOTAL
VERKADA	BP52-HW-NA	32-Zone Alarm Panel, Expandable to 64	1	\$899.00
VERKADA	BE32-HW	8-Zone Alarm Expander	1	\$349.00
VERKADA	BK22-HW	Touchscreen Alarm Keypad	1	\$399.00
VERKADA	ACC-CEL-LTE-2	Backup Communicator	1	\$ 349.00
VERKADA	ACC-VBX-200WH	Backup Battery for BP52 Alarm Panel, 200WH	1	\$199.00
SILENT PANIC ALARM TECHNOLOGY (HARDWIRED FIELD EQUIPMENT)				
HONEYWELL	269R	Dual-Action Hardwired Panic button	1	\$41.00
GRI	GR3045	Pull-Action Hardwired Panic Button	1	\$44.00
SILENT PANIC ALARM TECHNOLOGY (WIRELESS CONTROL EQUIPMENT)				
VERKADA	BP52-HW-NA	32-Zone Alarm Panel	1	\$ 899.00
VERKADA	WH52-HW	Wireless Hub, Supports Up to 32 Wireless Devices	1	\$599.00
VERKADA	WH32-HW	Wireless Repeater, Also Supports Up to 32 Wireless Devices	1	\$299.00
SILENT PANIC ALARM TECHNOLOGY (WIRELESS FIELD EQUIPMENT)				
VERKADA	BR33-HW	Wireless Panic Button	1	\$99.00
SILENT PANIC ALARM TECHNOLOGY (LICENSING)				
VERKADA	LIC-BX-MA-1Y	Verkada 1-Year Advanced Video Alarms License for 1 Site	1	\$ 1,500.00

VERKADA	LIC-BX-MA-3Y	Verkada 3-Year Advanced Video Alarms License for 1 Site	1	\$4,500.00
VERKADA	LIC-BX-MA-5Y	Verkada 5-Year Advanced Video Alarms License for 1 Site	1	\$7,500.00
VERKADA	LIC-BX-MA-10Y	Verkada 10-Year Advanced Video Alarms License for 1 Site	1	\$15,000.00
<b>INTEGRATED THREAT NOTIFICATIONS (CONTROL EQUIPMENT &amp; ALARM PANEL INTEGRATION)</b>				
ATLAS	IP-ZCM	IP To analog Gateway, PA System Override, Pre-recorded Messaging	1	\$1,165.99
ATLAS	IP-CONSOLE-GH	PoE IP Console with Gooseneck Mic and Handset	1	\$2,200.99
ATLAS	IP-1522LR	2 Logic Input x 2 Relay Output IO Device	1	\$ 774.99
ATLAS	IED1516LI-E	16 Input Logic Expansion Module	1	\$1,297.99
<b>INTEGRATED THREAT NOTIFICATIONS (FIELD DEVICES - FOLLOWING ILOVEYOUGUYS PROTOCOL)</b>				
ATLAS	IP-SDMF	Wall Mount IP Speaker with LCD Display, LED Flashers, and Talkback Microphone	1	\$ 1,524.99
ATLAS	IP-DD	IP Dual Sided LCD Endpoint with LED Flasher	1	\$1,627.99
ATLAS	IP-DDS	IP Dual Sided LCD Endpoint with Speakers and LED Flasher	1	\$1,885.99
ATLAS	IP-F	Indoor Wall Mount LED Flasher	1	\$648.99
STI	SS20A1LD-EN	Lockdown Activation Button, Turn-To-Reset, Red	1	\$90.00
STI	SS2303ZA-EN	All Clear Activation Button, Key Reset, White	1	\$72.00
ALARM CONTROLS	CP-14AWN	4-Button Scenarios Plate, Meets ILG Protocol	1	\$ 138.69
<b>INTEGRATED THREAT NOTIFICATIONS (LICENSING)</b>				
SINGLEWIRE	SSF-1YR-BLD-1	InformaCast Fusion Building Up to 3 Buildings (Per Bldg)	1	\$4,622.40
SINGLEWIRE	SSF-1YR-BLD-2	InformaCast Fusion Building 4 - 10 Buildings (Per Bldg)	1	\$ 1,386.72
SINGLEWIRE	SSF-1YR-BLD-3	InformaCast Fusion Building 11 - 20 Buildings	1	\$ 1,155.60
SINGLEWIRE	SSF-1YR-BLD-4	InformaCast Fusion Building 21 - 30 Buildings (Per Bldg)	1	\$924.48
SINGLEWIRE	SSF-1YR-BLD-5	InformaCast Fusion Building 31 - 50 Buildings	1	\$ 866.70
SINGLEWIRE	SSF-3YR-BLD-1	InformaCast Fusion Building Up to 3 Buildings (Per Bldg)	1	\$12,766.17
SINGLEWIRE	SSF-3YR-BLD-2	InformaCast Fusion Building 4 - 10 Buildings (Per Bldg)	1	\$3,829.85
SINGLEWIRE	SSF-3YR-BLD-3	InformaCast Fusion Building 11 - 20 Buildings	1	\$3,191.54
SINGLEWIRE	SSF-3YR-BLD-4	InformaCast Fusion Building 21 - 30 Buildings (Per Bldg)	1	\$2,553.23
SINGLEWIRE	SSF-3YR-BLD-5	InformaCast Fusion Building 31 - 50 Buildings	1	\$2,393.66
SINGLEWIRE	SSF-5YR-BLD-1	InformaCast Fusion Building Up to 3 Buildings (Per Bldg)	1	\$19,902.00

SINGLEWIRE	SSF-5YR-BLD-2	InformaCast Fusion Building 4 - 10 Buildings (Per Bldg)	1	\$5,970.60
SINGLEWIRE	SSF-5YR-BLD-3	InformaCast Fusion Building 11 - 20 Buildings (Per Bldg)	1	\$4,975.50
SINGLEWIRE	SSF-5YR-BLD-4	InformaCast Fusion Building 21 - 30 Buildings (Per Bldg)	1	\$3,980.40
SINGLEWIRE	SSF-5YR-BLD-5	InformaCast Fusion Building 31 - 50 Buildings (Per Bldg)	1	\$3,731.62
<b>END OF TABLE 1</b>				

<b>TEA SILENT PANIC ALERT TECHNOLOGY PRICES: TABLE 2</b>				
<b>PACKAGES</b>				
<b>SILENT PANIC PACKAGES (PRODUCT ONLY)</b>				
<b>MFR</b>	<b>MODEL</b>	<b>DESCRIPTION</b>	<b>QTY</b>	<b>TOTAL</b>
TESSERA	SPAT-TEA-1Y32HW	Hardwired Panic Kit, BP52 Panel, 32-Hardwired Panic buttons, 1-Keypad, 8-Panic Buttons, 1-Backup Battery, Expandable To 64Hardwired Buttons, 1-Year	1	\$3,349.00
TESSERA	SPAT-TEA-PBEX	Each Additional Hardwired Panic Button	1	\$41.00
TESSERA	SPAT-TEA-ZEXT	8-Zone Expander When Expanding Beyond 32-Zones	1	\$ 349.00
TESSERA	SPAT-TEA-64HW	Hardwired Panic Kit, BP52 Panel, 64-Hardwired Panic buttons, 1-Keypad, 1-Backup Battery, 1-Year	1	\$ 7,209.00
TESSERA	SPAT-TEA-32WL	Wireless Panic Kit, BP52 Panel, 8-Wireless Panic buttons, 1-Keypad, 2-Repeaters, 1-Backup Battery, Expandable To 64 Wireless Buttons, 1-Year	1	\$4,987.00
TESSERA	SPAT-TEA-HUBEXT	Additional Wireless Hub, When Building Layout Requires	1	\$599.00
TESSERA	SPAT-TEA-BR33	Each Additional Wireless Panic Button	1	\$99.00
TESSERA	SPAT-TEA-64WL	Wireless Panic Kit, BP52 Panel, 64-Wireless Panic buttons, 1-Keypad, 4-Repeater1-Backup Battery, 1-Year	1	\$11,729.00
<b>INTEGRATED THREAT NOTIFICATION PACKAGES</b>				
TESSERA	ITN-TEA-PA	PA System Integration, 1-IP-ZCM, 6-Protocol Activation Devices, 6-Pre-recorded Messages	1	\$2,560.99
TESSERA	ITN-TEA-AV	Pro AV System Shutdown Device, Additional Feature	1	\$1,104.99
TESSERA	ITN-TEA-VIS	Notification Appliance Kit, 2-Single Clock /Message Board, 8-Dual Clock/Message Board, 4-ADA Strobes (Separate Informacast Licensing Required)	1	\$18,669.86
TESSERA	ITN-TEA-ICLK	Each Additional Single-Sided Clock	1	\$1,524.99
TESSERA	ITN-TEA-2CLK	Each Additional Dual-Sided Clock	1	\$1,627.99

TESSERA	ITN-TEA-STRB	Each Additional ADA Strobe	1	\$648.99
END OF TABLE 2				

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	T-Mobile 3560 Dallas Parkway Frisco, Texas 75034
<b>Mailing Address:</b>	
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Dr. Jocelyn McDonald Sr. Account Executive, K-12 Education 832-373-4232 <a href="mailto:jocelyn.mcdonald87@t-mobile.com">jocelyn.mcdonald87@t-mobile.com</a>
<b>E-Mail:</b>	
<b>Phone Number:</b>	

**INFORMATION PROVIDED**

- ☒ Attachment A: Cover Page (This Page)
- ☒ Attachment B: Worksheet
- ☒ Attachment C: Requested Information and Required Order

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

T-Mobile 3560 Dallas Parkway Frisco, Texas 75034

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Dr. Jocelyn McDonald  
Sr. Account Executive, K-12 Education  
832-373-4232  
[jocelyn.mcdonald87@t-mobile.com](mailto:jocelyn.mcdonald87@t-mobile.com)

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

Yes ☒ No





# **Texas Education Agency RFI 701-25-013, Approved List of Vendors for Silent Panic Alert Technology**

**Wednesday, March 26, 2025**

 **T-MOBILE  
FOR EDUCATION**



Wednesday, March 26, 2025

Texas Education Agency,

We are honored to be considered for placement on your Vendor List.

With Panic Alert Technology, T-Mobile and Intrado help with your focus of keeping students, faculty, and staff safe. We are here to support you in this vital job.

We understand the urgent need for better security solutions. We have a strong history of helping schools improve their safety measures and create environments where students can succeed.

Our solutions include discreet panic buttons, door sensors, and Push-To-Talk (PTT) systems for quick communication. These systems are both easy to use and affordable.

In the following pages, we will explain how we can help you reach your safety goals and how we can get you started quickly. Thank you for considering T-Mobile as your partner in building a safer learning environment.

Sincerely,

Jocelyn McDonald  
Account Executive, K-12 Education  
832-373-4232  
[jocelyn.mcdonald87@t-mobile.com](mailto:jocelyn.mcdonald87@t-mobile.com)

**T Mobile**

12920 SE 38<sup>th</sup> Street, Bellevue, WA 98006  
[www.t-mobile.com](http://www.t-mobile.com)



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## Education Programs

### Securing your campus

Keeping your students safe is your biggest priority, but increasingly tight budgets and stretched staff can be your greatest obstacle.

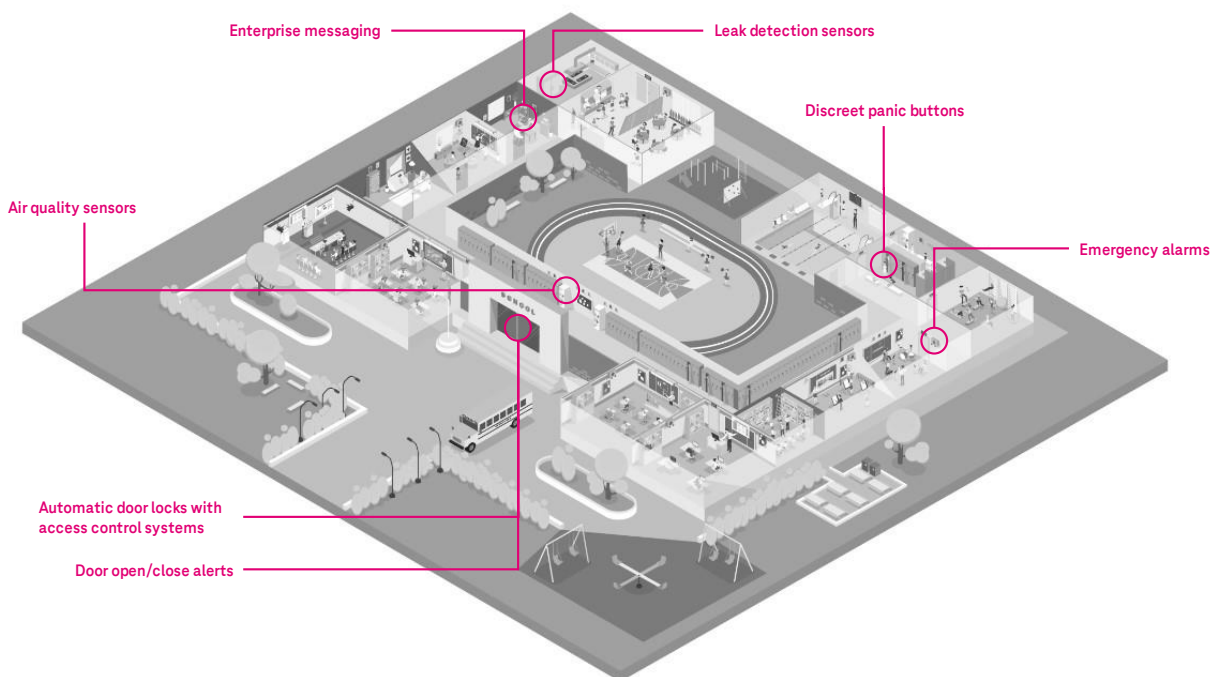
With the right safety and security solutions, we can ease concerns about what happens if the wrong door is left unlocked or if a teacher is unable to call for help quickly and discretely when they witness a potential threat.

At T-Mobile for Education, we are committed to defining solutions and providing the best 5G connectivity possible to help you solve these issues. We understand the unique challenges facing educators and school administrators, which is why we keep **industry advisors** on our staff who partner with you and our internal teams to recommend the right solutions for your students.

When **students feel safe**, they are better able to **focus on learning**, which in turn leads to **increased academic achievement**.

### Design your ideal campus

Together, we can design a campus with monitoring, detection, and response capabilities, such as in the example below.







These solutions only scratch the surface of what our team can design to help you keep your students safe. Our teams are ready to help you secure your environment.

### Enhancing safety, efficiency, and learning

The Internet of Things (IoT) is a network of interconnected devices and systems communicating and exchanging data to enhance efficiency, safety and decision-making. Solutions like sensors, real-time video, asset tracking, and safety features like discreet panic buttons help foster a connected and interactive learning environment. If cost or a lack of resources has stood in the way of adopting technologies like these, we can help.


We pair you with **K-12 industry advisors** who will take the time to listen to and understand your needs so we can design and recommend the right solutions for you, and we'll connect it all to the **fastest and largest 5G network in America**. You also get a **dedicated implementation manager at no additional cost** who will manage the implementation of your new IoT solutions. There is no need to burden your technology and administration teams; we'll do the heavy lifting.

#### IoT Benefits when you partner with T-Mobile

			
Preferred partner pricing for IoT solutions			Award-winning 24/7 customer support


### Solutions for your priorities

You tell us what matters most to you, and we'll design solutions that help you achieve your goals. And if your needs change or you need to scale up, our flexible partnership will be ready to respond.




**Enhance learning experiences.**

Interactive whiteboards and student clickers foster real-time




**Improve bus routes, get maintenance alerts, and track real-time location.**




**Secure your campus.**

Monitor and secure campus with smart cameras and automatic locks.




**Monitor school environment.**

Use sensors to measure air quality, temperature, occupancy, and more.



**Cut energy and utility costs.**

Manage costs with smart thermostats and smart lighting



**Better track school devices.**

Manage your device inventory with asset tracking sensors.

By implementing IoT, a school district can enhance safety and operational efficiency, and create a more dynamic and supportive educational environment, ultimately contributing to better resource management.














## Sensor solutions for education

Keeping track of everything in your facility is essential. By monitoring your operations effectively, you can improve safety, efficiency, and financial performance. However, keeping an eye on your staff, situations, and assets can be challenging. Manual checks take time and money and can often lead to mistakes.

To solve these problems, we offer Sensor Solutions from myDevices. This system allows you to monitor various situations all in one place. With this solution, you can help ensure your operations run smoothly while keeping your staff and students safe.

This solution provides:

- 24/7 remote monitoring
- Instant alerts for issues
- Actionable data and reports
- Mix-and-match sensors
- Quick and easy setup
- Web-based and mobile apps

 <b>Indoor air quality</b> Monitor temperature, light, humidity, TVOC, CO <sub>2</sub> , and barometric pressure to protect student and staff health and meet indoor air quality regulations.	 <b>Leak detection</b> Receive alerts when water is detected near areas like water heaters, sinks, utility closets, and bathrooms.	 <b>HVAC monitoring</b> Optimize your HVAC system, reducing operating costs.
 <b>Energy metering</b> Reduce power consumption through efficient energy metering. Consumption monitoring and streamlined data collection can help lower energy bills.	 <b>High-value asset tracking</b> Track high-value assets with Bluetooth beacons that provide 24/7 on-demand location reporting to improve efficiency and reduce operating costs.	 <b>Waste/bin monitoring</b> This wireless sensor retrofits your existing bins, detecting and sending alerts about available capacity, potential flame risk, or when bins have fallen over.
 <b>Parking monitoring</b> Optimize parking management with sensors that detect and report space occupancy and provide insights for planning.	 <b>People counting and occupancy</b> Use innovative technology to provide real-time occupancy and space utilization visibility across large venues, classrooms, workspaces, offices, and restrooms.	 <b>Classroom CO<sub>2</sub> monitoring</b> Monitoring changes in CO <sub>2</sub> levels can uncover problems in building air systems, including broken equipment, and help guard the health of students and staff.





Connect at the push of a button

Districts of every type and size need to keep operations running smoothly and safely. Fast, reliable communication is a key ingredient to success, which is why many schools have turned to land-mobile-radio (LMR) systems.

Unfortunately, LMR systems have several drawbacks. They have limited range and functionality and can be expensive to acquire, set up, and maintain.

Siyata push-to-talk over cellular is a cost-effective alternative to LMR. It is cellular based, so you can communicate wherever you have coverage, and you do not have to set up and maintain your own tower sites. It is also lower cost, with savings of up to 70% compared to LMR\*. Of course, it doesn't have to replace an existing LMR system. Many customers use the Siyata system to augment and extend existing LMR systems.

The solution is based on the SD7 rugged handset, which is purpose-built, Android-based, and IP68-rated, emphasizing excellent sound quality. Add the VK7 vehicle kit, and the SD7 will quickly and easily become a fleet solution. With connectivity supplied by T-Mobile's nationwide network, you'll have reliable communications everywhere you need them.



Siyata SD7 handset



Siyata SK7 vehicle kit



Simple and easy to use



Cost effective



Reliable communication over the T-Mobile network

\*Calculation by Siyata, assumes 400 users over 5-year timeline, compared to operating a \$2 million P25 LMR network.

# CASE STUDIES

Below are some partners we've worked with to connect 5.6M student households since 2020.



## **NYC Department of Education | 600K student households served**

T-Mobile has worked with the NYC Department of Education and the NYC Department of Information Technology and Telecom to provide connectivity over the last two years. Partnerships from Apple and Dell allow device delivery and troubleshooting of issues.



## **Oakland Unified School District | 20K student households served**

The distribution of devices occurs between the school district and a highly engaged Chief Business Officer. CBO provides end-user support to ensure a high end-user comfort level.



## **Jefferson County Public Schools | 70K student households served**

JCPS utilizes connected Chromebooks. The hassle of determining who needs connectivity is over. In this 'Connectivity For All' approach, students receive a connected device that pulls from a shared data pool. Connectivity is there whenever students need it, no matter where they decide to learn.



## **Omaha Public Schools | 62K student households served**

OPS has a longstanding relationship with T-Mobile, using connected iPads to support their 1:1 initiative for 62K students.



## **Kansas City Kansas Public Schools | 14K student households served**

KCKPS uses connected iPads in a 1:1 initiative to connect students K-8 in phase 1.



## Network

### The right network for connected learning

The digital divide starts with a connectivity gap. Many of us are more connected today than ever before. Yet others, including many of your students, lack access to reliable or affordable connectivity.

Needs like these are why we built the nation's largest 5G network, so we can meet your students where they are and help you transform your education experience. Our award-winning 5G network is:



Bridge the  
**GAP**  
Close the  
**DIVIDE**

#### AVAILABLE

Covering  
**98%**

of Americans, nationwide.  
That's 2.1 million square  
miles and 332  
million people.



#### RELIABLE

Our 5G network is  
**150%+**  
more likely to be available  
than our competitors  
*combined*.\*



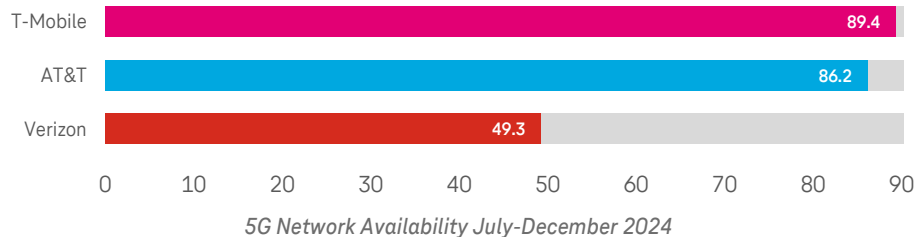
#### CAPABLE

With the  
**BE T**  
download and latency  
metrics in the industry.\*



That means connectivity and coverage on campus and in your staff and students' homes, even in rural and other areas poorly served by legacy wired connectivity. Plus, we cover **95.4 percent** of highway miles in America, which makes us the largest carrier to provide 5G on America's highways. Our competitors only cover between 53% and 84% of highways. This coverage ensures your school transportation fleet can stay connected to 5G coverage across the roads they travel.

**OOKLA**  
**5G Availability US Markets**  
Percentage of Time 5G Service Available



<sup>1</sup>Based on analysis by Ookla® of Speedtest Intelligence® data for [2H 2024](#). Ookla trademarks are used under license and reprinted with permission. Some uses may require specific plans or features; Trademarks are used under license and reprinted with permission. A 5G device is required for the highest speeds see [T-Mobile.com](#).

When you partner with T-Mobile, you experience **the right network, speed, and connectivity** to unlock new solutions and ensure student success, and the power to connect other solutions—like real-time video, sensors, and security features—that once required major investment in equipment and infrastructure.



# Implementation

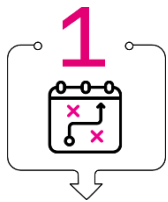
## Wireless deployment for K-12 in five easy steps

Implementing new systems and technology can be complex, straining resources that could be better tasked with helping your students thrive. That's why we offer no-cost implementation services. We take care of making sure everything is up and running, freeing you to concentrate on what you do best.

We also understand that schools and libraries don't always know in advance who will use their wireless devices. That's why our people work closely with our education clients to make sure their devices are set up to operate **safely and securely**.

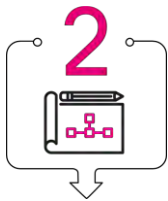


Your implementation process begins when we assign an Implementation Manager (IM) to your project.



### Step 1: Internal strategy

During this process, your assigned IM learns about your account to gain an understanding of your needs and begins building a high-level deployment plan.



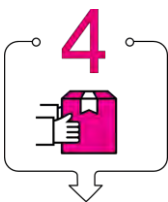
### Step 2: Planning and discovery

Your IM begins working directly with your team to develop a detailed timeline and agreed-upon deliverables.



### Step 3: Order execution

We process your order and ensure the devices are correctly staged and kitted.



### Step 4: Deployment

We execute the plan and get service and devices into your end users' hands, on time and on schedule. If necessary, we also port lines and provide any needed training.



### Step 5: Project completion and hand-off

Your IM conducts a warm hand-off to your Senior Support Expert team. Finally, we send you a survey so you can tell us how we did.



## Account Support

### Supporting your team along the way

Your team shouldn't have to wait on hold or talk to an automated machine when they need support. You deserve flexibility and responsiveness, including support options **24 hours** a day, **7 days** a week, at no additional cost.

We offer the following options to help support your account when you partner with us.



#### Dedicated account team

We assign support team members specializing in distinct functions (such as engineering or implementation) to help your organization. They will help with your day-to-day needs, such as account questions, billing reports, and processing change requests.

You can reach them by **email and phone** from **8 a.m. to 5 p.m. local time**, Monday through Friday. A member of your account team will also hold **quarterly reviews** with you.



#### After hours support

When urgent questions or issues pop up, your team has access to an award-winning team of customer support and technical experts who can help at all hours of the day.

You can reach them **24/7** at **1-800-375-1126**.



#### Self-service portal

With our self-service portal, your team can review bills, upload documents, and pull customized reports 24/7/365.

### How we support your employees

We know you and your business, so when your employees have questions or require assistance with their devices, our support teams will help them, alleviating the workload from your technology and administrative teams.



#### 24/7 Tech support

Your employees can call **1-800-375-1126** for assistance with common voice and data issues, such as call quality or data connections.



#### 24/7 Lost and stolen device support

If your employees lose their devices after hours, our teams can quickly intervene to help protect enterprise data. Employees can call customer support at **1-800-375-1126**.

If you have an internal help desk, we can provide direct access to a specific Technical Care queue for troubleshooting support.

The information provided by T-Mobile in this proposal (the "Proposal") is submitted to Texas Education Agency is solely to evaluate T-Mobile's products and services. This Proposal does not create a binding contract and does not represent a letter of intent or any other preliminary written terms. If Customer selects T-Mobile based on this Proposal, T-Mobile and Customer will enter into good faith negotiations of a binding agreement to memorialize the terms.



# T-Mobile will partner with Intrado to provide Silent Panic Alert Technology.

## Relevant Experience

Intrado has more than 40 years' experience designing and deploying public safety products and services across the United States and Canada. In fact, we take our commitment to public safety so seriously, that our business unit within Intrado is called "Life and Safety". For us, this is more than a name – it is our mission.

To truly understand the Intrado story and the advantage an Intrado solution provides, allow us to take you back to the beginning.

## *K-12 Leadership*

SchoolMessenger was created in 1984, with the first automated calling system for schools. Then, in 1999, the team from SchoolMessenger created the next era of school communications technology. As former educators, leadership at SchoolMessenger took their deep respect for the institution of education and built it into every product. Over the years, as technology continued to evolve, SchoolMessenger constantly innovated and grew. The technology evolved from that original concept to a patented, highly distributed architecture that's able to deliver extremely large volumes of notifications originating from many locations nearly instantaneously. Today, SchoolMessenger solutions have become the trusted platform for communication in more than half of all schools in the United States. Our successful track record includes the largest school systems across the US and Canada, as well as numerous first responders. Here are a few examples:

- New York City Department of Education, NY (1 million students);
- Miami-Dade County Public Schools, FL (353,000 students);
- Toronto District School Board, ON (247,000 students);
- Houston Independent School District, TX (230,000 students) – (required delivery in 2 weeks over winter break);
- Orange County School District, FL (230,000 students);
- State of Hawaii Department of Education, HI (180,000 students); and,
- Dallas Independent School District, TX (165,000 students).

Through our mass communication technology, we have helped schools respond to virtually every kind of crisis, including active shooter events, natural disasters, lockdown situations, and much more.

SchoolMessenger products run on the world's largest K-12 communications network. Thanks to patented technology and rock-solid infrastructure, those products successfully deliver billions of notifications per year and effortlessly handle the most complex voice, text, email, mobile app, social media, and website communications.

## *The Creation of Life and Safety*

The Life and Safety group at Intrado connects solutions that have been trusted for years by governments, K-12 districts, and first responders. The committed, passionate professionals who make up the Life and Safety team spend every day anticipating, developing, maintaining, and improving 9-1-1, emergency communications, and K-12 technologies. We are best known for our extensive contribution to Life and Safety markets. We're the leading provider of emergency response technology in the United States, with a footprint that extends not only to safety services (including carrier services, telecommunication services, enterprise 9-1-1 services, alarms and security services, Geographic Information Systems (GIS), Next Generation 9-1-1 (NG91-1) services, and much more) and K-12 communication technology (including mass notification systems, websites, mobile apps, and more), but also encompassing utilities and patient communication technologies.

### ***Public Safety Leadership***

With backgrounds in law enforcement, our co-founders saw the potential in using technology to protect the public more effectively. In 1979, this clarity of vision led them to start SCC Communications, later renamed to Intrado. They redesigned the telephone switches dedicated to 9-1-1 call delivery and the Computer-Aided Dispatch (CAD) systems used to dispatch emergency responders. As the years progressed, through acquisitions and organic growth, Intrado would become the backbone for much of the essential communication in the United States and Canada, providing everything that happens after a 9-1-1 call is placed – including call routing and delivery, location determination, data management, and situational data.





## Technical Specs

### 1.4.PRODUCT SPECIFIC REQUIREMENTS

Vendor is capable of and has experience in providing districts with silent panic alert technology that meets the following district requirements:

19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117

School systems must implement a communications infrastructure that includes a panic alert button, duress, or equivalent alarm system, via standalone hardware, software, or integrated into other telecommunications devices or online applications, that includes the following functionality:

- An alert must be capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.
- An alert must be triggered automatically in the event a district employee makes a 9-1-1 call using the hardware or integrated telecommunications devices described in this subparagraph from any location within the school system.
- With any alert generated, the location of where the alert originated shall be included.
- The alert must notify a set of designated school administrators as needed to provide confirmation of response, and, if confirmed, notice must be issued to the 9-1-1 center of an emergency situation requiring a law enforcement and/or emergency response and must include the location of where the alert originated. A notice can simultaneously be issued to all school staff of the need to follow appropriate emergency procedures.
- For any exterior doors that feature electronic locking mechanisms that allow for remote locking, the alert system will trigger those doors to automatically lock.

#### **Intrado Safety Shield**

Intrado has leveraged over 40 years of 911 innovation and expertise to design the most advanced set of school safety solutions available for K12 schools and districts. Safety Suite addresses emergencies from every angle with an end-to-end safety management platform, making safety management easier, crisis communications more effective, and emergency dispatch faster and more accurate. Intrado has modernized school safety committing to Make Every Second Count. Safety Shield offers an unmatched set of tools to help enhance school safety and improve your emergency response capabilities. Uniting Intrado's market-leading 9-1-1 and mass notification capabilities with panic buttons, first responder collaboration, emergency response planning, and reunification solutions, we have created an unrivaled and comprehensive incident management and crisis response offering. Delivering a single operational view made possible by our seamless integration with relevant safety and K-12-specific software, we provide schools with their own fully customizable hub for incident management and emergency response activities.

Unlike some solutions that only address part of the problem, or which lack a well-established connection to 9-1-1 infrastructure, Intrado Safety Shield offers a complete solution that helps schools prepare for and address emergencies, large and small. In all aspects of emergency management – preventing, preparing, responding, and recovering – Safety Shield has you covered.

### Industry Leading Capabilities Included with this proposal

**Panic button solution (ID badge sized wearable).** School staff do not always have an easy way to report emergencies. Any delays in getting information to PSAPs can have tragic results. Safety Shield provides every staff member with a wearable panic button solution that instantly notifies school leaders and first responders when emergencies happen.

**Managing drills and emergency response training.** Safety Shield provides scheduling of drills with automated reminders, rich reporting, and compliance tracking. Using these tools, advanced scheduling is a breeze, and administrators can track drill compliance by staff, campus, and event, all from a centralized console.

**Digitized emergency response plans and role-specific checklists.** Emergency response plans supply critical guidance, but they are often printed on paper and not easily accessible. Safety Shield digitizes your emergency response plans so they are viewable on any computer, tablet, or mobile device. Role-specific checklists provide your teachers and administrators with important reminders and step-by-step guidance.

**A single hub for all emergency response activity.** Reacting to an emergency requires multiple data sources and systems: emergency response plans, student information systems, your mass notification system, and possibly more. In the middle of a crisis, a streamlined workflow is a must. Safety Shield integrates multiple data sources and delivers a single operational view so you can complete tasks and share critical data quickly.



**Customizable checklists by user, role, event, campus, and more.** Fully configurable and highly granular checklist tools let you configure event-specific checklists that can be customized and tailored to the role, the campus, and the individual user. Prompts advise the user what percentage of the list has been completed ensuring no step is missed.

**Floor plan and schematic uploads, with real-time mapping overlay.** Safety Shield delivers a completely scalable and interactive interface for staff, school administrators, and first responders. Armed with zoom in/out capabilities, with your floor plans layered on a real-time map interface, the system empowers complete situational awareness.

In addition, the solution supports the upload of an unlimited number of floor plans and location layouts, which can be used to identify such things as rooms with hazardous materials, locations of fire extinguishers, Knox boxes, AEDs, and security cameras, all clearly marked for first responders.



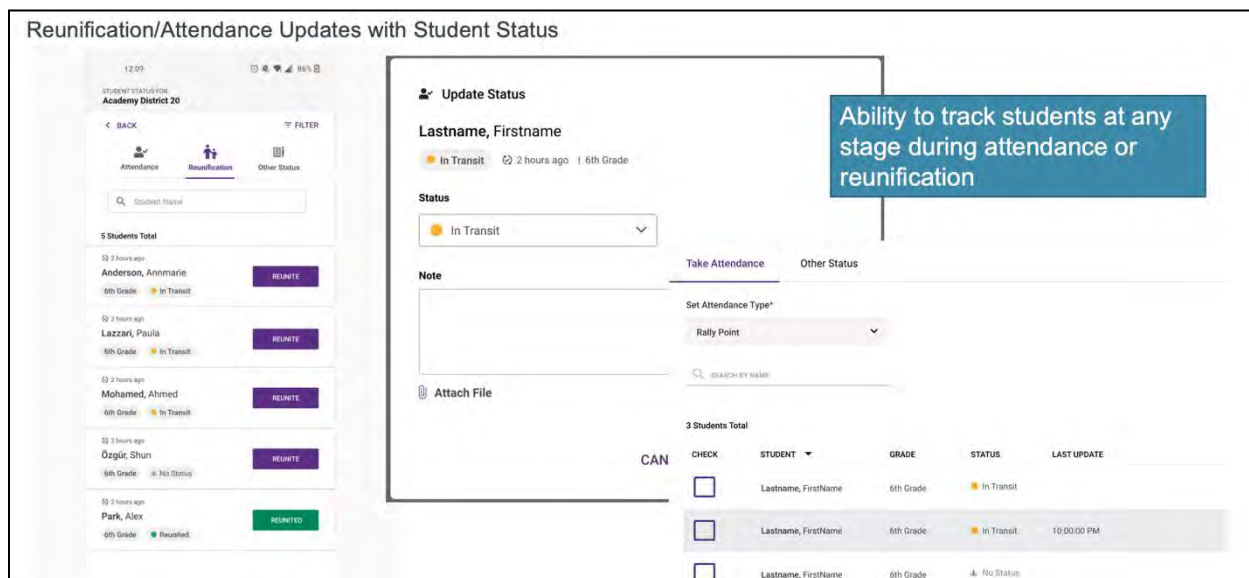
**Send life-saving data to 9-1-1.** Safety Shield leverages Intrado's status as a 9-1-1 service provider to offer its users faster connection to 9-1-1. By automatically passing critical data about callers on to 9-1-1 PSAP, the system allows for faster understanding and more accurate information sharing.

**Collaborate in real time with first responders.** First responders may not have access to key school data, such as building floor plans and access codes, potentially causing delays. With Safety Shield, school staff can collaborate in real time with 9-1-1 dispatchers, police, fire, and paramedics, sharing vital information so that everyone is on the same page.

**Communicate about response and recovery with parents and staff.** Effective communication about an emergency is essential to minimize the spread of rumors and misinformation. Safety Shield helps you send multi-channel mass notifications to keep parents and staff updated with official information about the status of the event and reunification guidance.

**Rich Student reunification framework and recovery management tools.** To support reunification, parent/guardian data is fed directly into the system's web-based interface and mobile app. All reunification efforts are date and time stamped, with audit logs capturing which staff member completed the verification. Taking our commitment to safety and security one step further, the system allows for a photo to be captured of the approved parent/guardian's driver's license, passport, or other form of identification.

## Reunification



For State of Texas School Districts, a rich reunification framework feeds parent/guardian data to the system's web-based interface and mobile app. All reunification efforts are date and time stamped, with audit logs capturing which staff member completed the verification. The system allows for photos to be captured of the approved parent/guardian's driver's license or other form of identification.

## Coordination

Safety Shield provides a single hub for all emergency response activities. When you're dealing with multiple information sources in an emergency, you need access to all the data in one place. Safety Shield provides administrators that control with the proven ability to integrate multiple systems into one dashboard.

## Be prepared

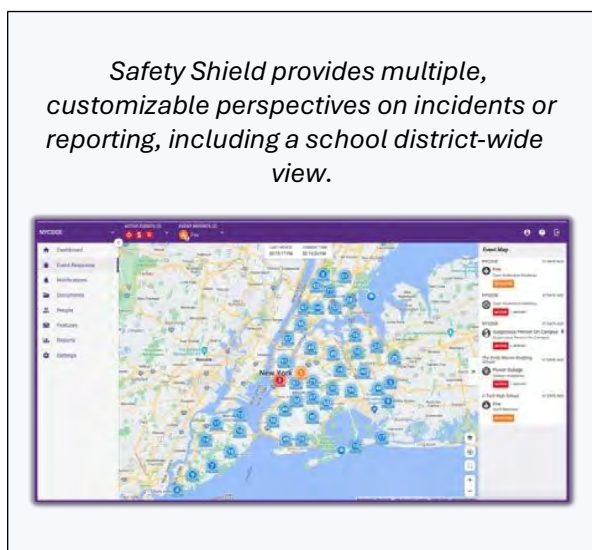
Safety Shield gives you the power to react instantaneously to emergencies. But it also helps you prepare. Included in the Safety Shield package are tools to manage scheduling and reporting for fire, weather, active shooter, or other drills and to review checklists and emergency procedures.

## Wearable 911 Panic Button

Intrado Safety Suite is comprised of best-in-class solutions that bring unrivaled protection when used in concert with each other.

Leveraging more than 40 years of 911 expertise and innovations, Intrado's Wearable 911 Panic Button offers a technologically advanced approach to safety devices with a unique set of features and smart design.

The Wearable 911 Panic Button can be deployed to all staff and faculty is part of the Intrado Safety Suite, a comprehensive set of solutions for end-to-end incident management. With Safety Suite, Intrado helps you plan for, prevent, respond to, and recover from any type of emergency with services spanning unified alerts of IP-based endpoints, mass notifications, visitor management, reunification and more.





### **A Modern Approach to Wearable Safety Devices**

Intrado's Wearable 911 Panic Button increases staff adoption while delivering customizable features focused on saving valuable time while transmitting critical data to make every second count.

Notify 911 immediately of an active shooter or other event while simultaneously notifying staff campus-wide through silent haptic vibration with flashing LED lights

Instantly initiate building or campus lockdowns and easily cancel false alarms

Customize device activation, types of alerts and which alerts notify 911

Location data, incident details, floor plans and more can be automatically shared with the 911 emergency communications center

### **Unrivaled Connectivity**

Rest assured that staff can access services whether on campus, in transit or at offsite events.

Bluetooth Low Energy (BLE) location beacons, Wi-Fi and Cellular/LTE for 100% connectivity for unrivaled protection against dead zones, loss of internet/power and capabilities regardless of location on campus or off

Commercial grade UL listed battery without the requirements of charging during the school year.

Daily device health checks with dashboard results for added peace of mind

### **Compact Design with Customizable Options**

The Wearable 911 Panic Button is an ID-badge-sized device that can be configured for different scenarios and branded for your organization.

Programmable options for various emergency types

Lightweight design does not interfere with daily activities

Color and personalized logo options available

### **Intrado Revolution**

Revolution integrates seamlessly with Safety Shield and manages stakeholder communications and security technologies from a single interface to include digital and analog paging and intercom system. Revolution breaks down communication barriers by uniting fragmented systems and processes into a centralized platform to help people communicate critical information more efficiently, safely, and reliably

With Revolution Officials can provide

**Mass Notification** - Deliver critical information and alerts to people on or off-premises using live, pre-recorded, or scheduled broadcasts delivered to IP phones, mobile devices, overhead IP and analog speakers, loud horns, digital signs, SMS, and more. Includes geolocation-enabled alerts via Revolution's optional mobile application.

**Emergency Alerts** - Quickly activate emergency alerts containing real-time information with text, images, audio and more. Keep people safe and informed through integration with access control systems and fire alarm panels. Initiate one-touch building lockdowns and trigger silent alarms with integrated panic buttons

**Paging and Routine Communications** - Deliver routine, non-emergency information with employees, visitors, patients, students, or bystanders located within or near your facility. Share information in real-time, on-the-fly or by scheduling notifications ahead of time using Revolution's Scheduler tool.

**Incident Management** - Bi-directional integration between Revolution and the Intrado Safety Shield service helps organizations significantly narrow the time between detection and incident resolution by passing critical data to appropriate personnel.

**Automated Notifications** - Prepare for unpredictable situations with automatic alerts received from external early-warning systems from sources like NWS, IPAWS EAS, and AMBER Alerts.

**Controlled Access** - Define how users interact with Revolution by assigning different user roles (Admin, Editor, Sender, & Viewer). Admins can assign users to specific Sites to restrict access only to notifications relevant to the user's location.

**Simple Organization with Tags** - Group contacts and endpoints using tags. Choose from pre-programmed system and contact tags, dynamically generated tags, or create custom tags.

**Connect and Communicate With:** • IP Phones • IP Speakers, Clocks, & Bells • Beacons & Strobes • Digital Signs & LED Marquees • Contact Closures (Buttons, Sensors, GPIOs) • Fire Alarm Panels • Access Control Systems • iOS & Android Mobile Devices • Windows & Mac Computers • SMS Messaging Services • Mass Outbound Dialing Services • Email Clients • Legacy Analog Systems

**Intrado Paging Relay:** The Intrado Relay is a small, Powered over Ethernet (PoE) network appliance providing many features including unicast-to-multicast conversion, eliminating bandwidth-intensive unicast streams across WAN connections. The Paging Relay also enables the Rauland analog systems, physical contacts, alarm panels, and more to integrate seamlessly with the Revolution Notification Platform. This also enables door locking with electronic door locking through contact closure.

## 1.5.SECURITY REQUIREMENTS

A. All vendors are required to comply with Texas HB8 (85R), codified in the Texas

Government Code 2054-516, requiring all data agency websites or applications that process sensitive personal information or confidential information be subjected to vulnerability and penetration testing, and to address any vulnerability identified. Intrado complies.

B. Websites shall be accessible through a secure connection (HTTP-only, with HTTP

Strict Transport Security (HSTS)), utilizing Transport Layer Security (TLS) version 1.2 or

higher. Safety Shield utilizes 100% TLS (Transport Layer Security) encryption at all levels. The two URLs that Safety Shield uses to operate are:

- [Intradosafe.com](https://intradosafe.com): used to deliver the web portal content to the web browser
- [ss-aws-prod.com](https://ss-aws-prod.com): Internal URL used by both the web portal and the Wearable Panic Buttons to communicate with the Safety Shield back-end server (API calls)



All Communications are encrypted on industry standard port 443.

Clients need to only open port 443 to the two URLs “Intradosafe.com” and “ss-aws-prod.com” to effectively utilize Safety Shield.

C. Provide secure configuration guidelines that were utilized that fully describe all security relevant configuration options and their implications for the overall security of the software.

The guidelines shall include a full description of dependencies on the supporting platform, including operating system, web server, and application server, and how they should be configured for security.

Safety Shield is implemented in Amazon Web Services (AWS) across two regions. Its core services are instantiated across multiple Availability Zones within each region, with application data being replicated across the Availability Zones with very low latency. Load balancers are used at the global level (for inter-region traffic management) and at the local level (for intra-region, or cross Availability Zone, traffic management). Firewalls and security groups are employed at network ingress points and transition zones.

D. The following sample list of requirements is given to exemplify best application and development practices:

i.Usage-limiting techniques and other protective countermeasures wherever a denial-of-service or automated attack vulnerability is clearly inherent in the architecture.

Telephony Denial of Service (TDoS) attacks are mitigated through the short-lived enablement of Direct Inward Dialing (DID) numbers employed by the application and the rejection of any which are presented outside of a recognized client request.

ii.Sufficiently strong encryption, per industry standards, wherever confidential data is at rest or traverses a network.

Safety Shield utilizes 100% TLS (Transport Layer Security) encryption at all levels. The two URLs that Safety Shield uses to operate are:

- Intradosafe.com: used to deliver the web portal content to the web browser
- ss-aws-prod.com: Internal URL used by both the web portal and the Wearable Panic Buttons to communicate with the Safety Shield back-end server (API calls)

All Communications are encrypted on industry standard port 443.

Clients need to only open port 443 to the two URLs “Intradosafe.com” and “ss-aws-prod.com” to effectively utilize Safety Shield.

iii.Effective error handling that does not return unnecessarily verbose message to



the user that could be used to gain insight into the application internals or other privileged processes or data.

Monitoring is implemented via AWS CloudWatch and a separate, third-party monitoring platform which also exercises a variety of application-specific functions across the software stack. These tools provide heuristics on system performance as well as alarming for abnormal conditions. Extensive telemetry information is captured to support application performance analysis and troubleshooting.

Safety Shield also implements banner messaging to administration staff to inform them of software updates or patches. This system is also used to communicate any issues internal to the system.



## General Pricing

Item Description	Estimated Cost
District Annual Cost per Campus \$3000 x number of campus x 5 Years	\$3,000.00
One-time Setup Cost 1 <sup>st</sup> Year (\$500 per campus)	\$500.00
<b>Details:</b>	
Installation & Secure tie-in to local Public Safety Answering Points	Included
PSAP Unlimited training through remote web sessions	Included
Emergency Response Plans with mass notification integration	Unlimited
Dynamic Event Checklists	Unlimited
Floor plans (multi-level)	Unlimited
Soft Mobile Panic Button for all school and district personnel	Included
Dashboard and event reporting	Included
Full Reunification& Attendance Module (App or Desktop) Unlimited	Included
The dashboard offers at-a-glance views into overall incident activity	Included
Full Wi-Fi & Cellular support / FirstNet Configurable	Included
Unlimited 2-way push notifications	Included
Fully Configurable building Geo-fencing for PSAP response	Included
Unlimited Hierarchy based configurable user and permissions settings	Included
Staff Check and finder features	Included
IMPLEMENTATION, SERVICE, SUPPORT AND RESOURCES	Included
24 x 7 x 365 highly available phone and email support	Included
Remote training and configuration launch support	Included
Unlimited training through remote web sessions	Included
System Upgrades and feature releases	Included
<b>ESTIMATED Year 1 Safety Shield for all locations</b>	
\$300.00 per FOB** (No Minimum) One-time Hardware Costs	\$TBD
Estimated annual Data plan and maintenance for Wireless \$100.00 per FOB	\$TBD
<b>Overall Total Cost 1<sup>st</sup> Year</b>	<b>\$TBD</b>

2 <sup>nd</sup> Year onward Annual Cost	\$TBD
<i>** will map out to determine if locations can be combined***</i>	



## References

River Road ISD

Axtell ISD

Doral Academy Charter School

Franklin ISD

The Goodwill Excel Center

### **Outside of Texas**

Orange County DOE in CA

Glades County School District in FL

Hawaii Dept of Education

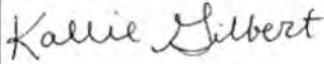
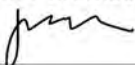
Insight Cyber PA Charter School in PA

Minneapolis Public Schools

Monroe County School District in FL

Yukon ISD in OK

**ATTACHMENT A: COVER PAGE****RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	Vocera Communications a division of Stryker
<b>Mailing Address:</b>	3800 E Centre Ave. Portage, MI 49002
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Kallie Gilbert 
<b>E-Mail:</b>	<a href="mailto:kallie.gilbert@stryker.com">kallie.gilbert@stryker.com</a>
<b>Phone Number:</b>	702-767-8225
<b>RFP Admin:</b>	Joanne Phromsombath 

**INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

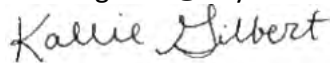
**Name of Company or Organization:**

Vocera Communications a division of Stryker

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Kallie Gilbert  
kallie.gilbert@stryker.com



**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

☒ Yes ☐ No

**Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)**

☒ Yes ☐ No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

☒ Statewide

**Response contains proprietary information?**

Yes ☒ No

## **a. Company Background and History**

### **Background:**

Vocera, a distinguished division of Stryker Corporation, was established in 2000 with a mission to revolutionize communication and workflow solutions for mobile workers in mission-critical environments. Initially focusing on healthcare, Vocera has expanded its reach to include sectors such as education, hospitality, and energy, both domestically and internationally. In February 2022, Vocera became part of Stryker, a global leader in medical technology, known for its innovative products and services in Medical and Surgical, Neurotechnology, Orthopedics, and Spine, all designed to improve patient and healthcare outcomes. This strategic partnership has further solidified Vocera's dedication to supporting professionals with their essential communication needs.

For over two decades, Vocera has been committed to transforming communication in acute care hospitals, where the need for immediate and direct connections can be critical. Traditional communication systems often proved inadequate, requiring manual dialing or button pressing, which was cumbersome for hospital staff who needed both hands free. In response to this challenge, Vocera introduced a pioneering solution in 2000: the first wearable, hands-free communication system. This innovative system enabled workers to connect with individuals or groups using simple voice commands, providing a seamless, hands-free communication experience. This was a transformative development for healthcare professionals, and Vocera's platform has since evolved to integrate with over 150 clinical and operational systems, ensuring that alarms and notifications are efficiently directed to the appropriate person or role.

Vocera's innovative approach uncovered that the communication challenges faced in healthcare were also present in other industries. Today, Vocera's solutions extend beyond healthcare, notably impacting education, retail, hospitality, energy, and various other sectors where mission-critical communication is vital. In the K-12 Education space, Vocera is able to equip teachers, administrators, security personnel and others with solutions to communicate quickly and broadly every day – and to take fast, appropriate action to help protect students and each other in an emergency through voice calling, secure messaging, and notifications. Vocera users go beyond walkie-talkies and panic button point solutions to stay connected from the classroom and elsewhere. We offer lightweight, wearable badges which bring together hands-free voice calling, secure messaging, notifications and a panic button in one device. With a focus on empowering mobile workers and enhancing communication efficiency, Vocera continues to lead the way in developing intelligent, integrated solutions that positively impact the lives of professionals worldwide.

### **Experience: Relevant experience in delivering school safety products and services within Texas.**

Vocera specializes in providing secure, intelligent communication and workflow solutions to over 2,800 facilities worldwide in a variety of industries where mission-critical communication is required to ensure the safety, security and efficiency of mobile staff and the people they serve. While most of our clients are hospitals and healthcare facilities, our solution is also deployed in the education, energy, and hospitality sectors. Although we do not have a live education deployment in Texas at this time, we do have education customers in Florida, Ohio, Oklahoma, New Mexico, California, and Oregon.



**Current Users: Number of Texas school districts currently using the product.**

Stryker's Vocera solutions are currently utilized by multiple school districts across the country, supporting their safety and communication needs. While specific district names can be provided upon request, we are working to grow our user base in Texas and to expand as more schools recognize the value of Vocera's hands-free, real-time communication capabilities.

Additionally, Stryker has extensive experience partnering with emergency services and healthcare organizations across Texas, ensuring interoperability between school staff and first responders.

**Service Area: Geographic service areas within Texas.**

Stryker provides Vocera solutions statewide across Texas, covering urban, suburban, and rural school districts. Our dedicated education team offers support across all major regions, including:

- North Texas (Dallas-Fort Worth and surrounding areas)
- Central Texas (Austin, Waco, and surrounding areas)
- East Texas (Houston, Tyler, and surrounding areas)
- West Texas (Midland, Lubbock, El Paso, and surrounding areas)
- South Texas (San Antonio, Rio Grande Valley, and surrounding areas)

With a Texas-based support network, Stryker ensures timely implementation, training, and ongoing customer service for all Vocera education clients.

## b. Product Overview

### Product Name

Vocera Smartbadge, Minibadge, and Sync badge

### Description: A detailed description of the product, including its main features and capabilities

Vocera for Education is a cutting-edge communication solution that enhances school safety and operational efficiency. Key features include:

- **Hands-Free Communication:** Staff can communicate instantly without reaching for a device, ensuring rapid response in critical situations.
- **Real-Time Alerts & Notifications:** Integrated with school safety systems, Vocera provides immediate alerts for lockdowns, medical emergencies, and other incidents.
- **Secure and Reliable Connectivity:** Supports HIPAA-compliant and FERPA-compliant communication to protect sensitive information while facilitating collaboration between school staff and first responders.
- **Interoperability:** Vocera integrates with existing security systems, PA systems, and emergency response services for seamless communication.
- **Scalable Solutions:** Designed to meet the needs of small and large school districts, with customizable configurations to enhance campus safety.

More than just a Wi-Fi phone:

- **Faster communication:** Instantly connect with one press of a button and a voice command or use of a wake word to eliminate the need to search for contact details. Calls can be escalated to alternate recipients if the primary contact is unavailable and has designated one.
- **Call by Role:** Enables calling by role rather than by name, ensuring that calls are directed to available personnel in specific roles, with automatic escalation if necessary.
- **Wearable Panic Button:** Devices like the Smartbadge, Minibadge, and Sync badge include a panic button for immediate assistance.
- **Integration with Campus Safety Technologies:** Enhances law enforcement response and broad communication during threats or emergencies through integration with other safety technologies.

Please click on the following link and view the video to see the Smartbadge in action within an educational environment:

<https://www.stryker.com/us/en/acute-care/vocera/workplace-communications/education.html>

The **Vocera Smartbadge** combines hands-free voice calling, secure messaging, notifications, and a panic button in one device. It features a 2.4" touchscreen, haptic touch call button, and a dedicated panic button, weighing only 89g. The Smartbadge can be worn comfortably for hands-free operation and includes two integrated microphones/speakers for noise cancellation and voice capture. The **Vocera Minibadge** offers hands-free voice calling, notifications, and a panic button, weighing 62g with battery and accessories. It can be worn for a lighter weight hands-free experience, featuring a microphone array and hands-free speaker for voice command recognition. The **Vocera Sync Badge** is part of the enterprise workflow platform, including wearable devices and software for smartphones and desktops. It features a 1.3"



display, weighs 65.7g, and includes a 3-mic beam forming array for enhanced signal-to-noise ratio. The Sync Badge enables instant communication, actionable alarms, and seamless integration with devices and software platforms.

Vocera also offers the **Vina Smartphone** app, part of the Vocera Platform, connecting people and information for voice and messaging delivery. With Vina, you can:

- Access contextual information with notifications, calls, and messages.
- View the complete history of communications in a single thread.
- Reach anyone in your organization by name, role, or group.
- Enable message audit trails by requesting receipt acknowledgments.
- Redirect calls to voicemail or allow automatic escalation of alerts.

The **Vocera Engage Integration Engine** is FDA 510k-cleared for secondary alarm notifications that can be integrated with existing campus technologies (BMS and fire alarms). **Vocera Analytics** provides immediate access to communication data, enabling identification of workflow trends, infrastructure issues, and usage of Vocera technology through simple dashboards.

### c. Technical Information

**Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.**

The solution(s) being offered are a combination of both software-based and hardware-based product types. The Vocera products ecosystem is built around our Vocera Voice and Vocera Messaging (optional) software licenses that are installed on customer provided servers (physical or virtual). These licenses enable hands-free wireless voice and message communication by connecting to endpoints such as Vocera badges (hardware). Other endpoints can include mobile devices (if purchased of messaging licenses) or workstations for access to web-based console. Note: the only hardware being supplied by Vocera will be the Vocera badges. The customer is responsible for procurement of all server hardware, rack space, operating system, databases, smartphones (optional), computers, and accessories to support deployment.

**Silent Panic Alert Technology: Details about the technology used.**

The Vocera Smartbadge, Minibadge, and Sync badge were designed to include Silent Panic Alert Technology to enhance safety and security by allowing users to discreetly summon help in emergency situations. Each wearable badge features a dedicated panic button providing a seamless and unobtrusive way to alert security personnel without drawing attention. When activated, this button opens a secure communication channel with security personnel, creating a silent alert that does not alert the aggressor. This allows responders to listen to the situation in real-time as they make their way to the scene.

The system is highly customizable, allowing organizations to tailor the response protocol to their specific needs. For instance, the panic button can be configured to notify colleagues, security teams, or law enforcement directly. Upon activation, the alert recipients can:

- Listen to the ongoing situation through a group broadcast.
- Communicate with the individual in distress by using the call button.
- View the identity and location of the caller, determined by the nearest access point.

All incident details are meticulously timestamped and logged, providing valuable records for any necessary legal proceedings. The alert system displays caller information and location based on the name of the connected access point.



Additionally, Vocera offers a smartphone application compatible with both iOS and Android devices, which can be configured to receive panic broadcasts. This application, along with the wearable badges, serves multiple functions, including panic alerts, voice communication, and management of alerts and alarms. This multi-functionality eliminates the need for separate duress devices and infrastructure, offering a cost-effective and efficient solution for safety and communication.

**Integration: Compatibility with existing systems and software.**

Vocera demonstrates a robust capability to integrate seamlessly with existing Wi-Fi networks, PBX systems, and telephony-connected intercom or public address systems. This integration mirrors the traditional method where a staff member might use a desk phone to dial an extension and connect to the intercom system. Vocera can be configured with an address book entry, such as "intercom," allowing any authorized Vocera user to initiate a public broadcast through the intercom system using a Vocera badge. This is achieved by issuing the command "call intercom," which broadcasts the user's voice over the facility's wired intercom system. Furthermore, Vocera can integrate with various mass-notification systems to facilitate the sending and receiving of automated notifications and alerts.

Additionally, Vocera can interface with other technologies, including security cameras, door access, and building maintenance systems. Vocera has successfully integrated with systems for door status, location, and notifications regarding access control (such as door ajar alerts and egress/wander guards). This demonstrates Vocera's commitment to expanding its integration capabilities to enhance operational efficiency and security within facilities.

**Data Security: Measures in place to protect sensitive information.**

We utilize stringent security and compliance frameworks for secure design and development and to support in-transit and at-rest encryption of FERPA data. Authentication and permission measures can be placed to protect sensitive data. Vocera offers tiered administration that allows for differing levels of access, from system administrator to site administrator to department administrator. User level access allows individuals to access the user-facing application only. Additionally, permissions for access to certain features are configurable for each role and user to tie into local school site policies.

For device security, Vocera can support two-factor authentication by forcing device password and application pin. Vocera is FIPS 140-2 compliance for our mobile device, the Vocera Smartbadge. No data, including passwords, messages, or other content, is stored on the endpoint devices, but rather cached temporarily during a user's active session.

**d. User Experience and Implementation**

**Training and Support: Availability of user training, onboarding, and ongoing support.**

End user training and go live support for Vocera product is a standard service of the Vocera Professional Services team and described in the Professional Services Statement of Work (SOW).

Vocera will work with campus educators to define a training program to meet specific customer needs while ensuring adherence to best practices. The *Train the Trainer* model provides your organization with the ability to independently sustain Vocera training needs as your user base expands and staff members change. *End User Training* specifically is part of a broader set of services designed to ensure successful user adoption, sustainability and long-term success to improve patient outcomes.



Go Live Support includes: Vocera on site rounding, troubleshooting, answering questions, and providing, as needed, training reminders to unit staff.

Vocera offers annual software maintenance which includes ongoing support, patches, and upgrades. After the initial term of the agreement, annual software maintenance renewals are available to the customer in 1-year increments. Each of our devices come with a standard 1-year warranty, with the option to purchase an additional 1 or 2-year extended warranty.

Vocera customers are assigned an Account Manager focused on customer satisfaction.

**Customization Options: Ability to tailor the product to specific needs (e.g., district size, campus count, total access points).**

Vocera takes a close look at your organization's goals and objectives, current challenges, existing workflows and processes, desired outcomes, budget, and urgency when working with our prospects to determine the right solution set and deployment timeline. Additionally, we look at existing infrastructure and software systems including Wi-Fi, Telephony (PBX), and other alert and alarm systems to help determine not only the optimal solution, but also a deployment strategy that aligns with your organization's short- and long-term needs.

Vocera solution implementation may accommodate customized configurations to meet customer's integration needs for district size or site-specific layouts (i.e. call 911). These configurations include field mapping, integration, and application configurations, but do not typically include custom programming.

**Implementation Process: Steps involved in deploying the product, including timelines and support provided during implementation.**

The Vocera Professional Services project team that would be assigned to your project would include a Project Manager, Account Manager, Implementation Engineer, and Informaticist. Project task planning, scheduling, and resource allocation are critical to ensure that the project flows smoothly and that there is adequate time allotted for task completion.

The Vocera Project Manager will schedule a project kick-off call with the Customer to officially initiate the project, review the scope of services to be provided, introduce team members, set expectations, and develop a communications plan. The key project milestones of every Vocera project can be separated into three phases: Pre-Deployment, Deployment, and Post-Deployment. These phases include, but not limited to, Vocera call flow design; installation and implementation; end user training and go-live services.

Timelines are based upon many factors, including size of the project, number of facilities, number of users, types of integrations, access to school staff resources for workshop and design sessions as well as end-user training. It is our approach to collaborate with our clients to establish a timeline that meets your requirements and goals.

**Updates: Frequency and process for issue resolution and product enhancements or updates.**

Vocera uses an incident management system in order to track and analyze customer support calls, problems, and issues. All incident tickets are evaluated based on priority and severity (impact to customer system or patient care) and are assigned to the appropriate resources accordingly. Customers log incident and/or support tickets via Telephone, Email, or Web Portal. Severity Levels and SLAs are outlined in Master Service Level agreement with the



customer. Our standard Software Maintenance and Technical Support Policy can be found in our Legal Documents Webpage at the following link: <https://www.stryker.com/us/en/acute-care/vocera/legal.html>

Vocera typically releases a major software update (i.e. v2 to v3) on a multi-year timeline, though minor upgrade service packs (i.e. v3.1 to 3.2) with new features, enhancements, and bug fixes are released within a single year. Updates for smartphones (if included in solution) are released more frequently and can be managed through a mobile device management system. Patches/Hot Fixes are released on an as-needed basis. Each significant release or update is accompanied with release notes. Notifications of updates are provided via emailed Technical Bulletins, which are also posted in the online Content libraries. Vocera applies all upgrades and patches.

#### **e. System Reliance and Continuity**

##### **Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.**

The Vocera Platform is an on-premise solution that adheres to your organization's local data center power outage policies and procedures.

The platform includes a high availability (HA) feature to ensure service continuity through automatic failover in a cluster. It supports two nodes in a high availability schema, sharing a virtual IP address to provide redundancy and eliminate single points of failure. The High Availability cluster settings in the navigation bar allow configuration of the Vocera Platform appliance as a cluster node.

Vocera System Engineers collaborate with technical teams to build robust, high-availability architecture for mission-critical communication, minimizing disruptions and downtime. The system software offers sophisticated clustering to meet uptime requirements and supports multiple physical sites managed by a single system. The server architecture is scalable and adaptable to changing environments, such as facility expansions. The solution leverages multiple data centers to mitigate risk and ensure exceptional failover processes, virtually eliminating downtime. Routine system backups and system image disk creation are encouraged for restoration purposes.

##### **Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.**

Vocera badges feature an integrated panic button that enables staff to call for help instantly in emergencies with a single touch. This button discreetly connects to security personnel and law enforcement, providing the initiator's location.

Temporary or substitute staff can be added to the system via the Vocera Web Console Administration. Admins can assign these users to a "substitute staff" group and determine their access and authority within the system. This setup ensures that all staff, including temporary ones, can trigger alerts effectively.

##### **Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.**

The Vocera platform leverages the existing Wi-Fi infrastructure to provide accurate location information for each user in real-time based on the Wi-Fi access point to which they are connected. Within the Vocera system, each Wi-Fi access point is given a descriptive name based on its location within the building. In the event a user activates the duress/panic feature, that user's location information is sent to the specified staff.



## f. Product Pricing

### **Cost Structure: Pricing model, to include any one-time or ongoing costs.**

Vocera offers two pricing model options both designed to support scaling your organization.

**Annual Subscription License model:** This is structured as an annual subscription fee. The subscription fee covers the cost of software licenses, annual maintenance and support. One-time installation and training fees will be billed, as incurred, during the implementation.

**Perpetual license model:** Customers pay a one-time, up-front software license fee based on the anticipated number of concurrent hands-free badge users and then an annual support and maintenance fee. Software Licenses fees are invoiced when the licenses keys are issued to the customer. Annual Maintenance and Support fees cover annual maintenance and support. Maintenance and Support fees are invoiced first upon issuance of licenses keys and then invoiced annually. One-time installation and training fees are agreed upon in a formal Statement of Work (SOW) and billed, as milestones are met during the implementation process. Associated Hardware is sold separately and invoiced when shipped. The term can be up to 60 months.

#### One-Time Costs

**Devices:** Customer must purchase Vocera SmartBadge(s) MiniBadge(s). If Vocera Vina App licenses are purchased, customers can purchase 3rd party smartphones (iOS/Android).

**Professional Services:** Professional Service fees cover project management, installation, training, and go-live support for Vocera Voice System. These fees are outlined in an agreed upon statement of work which is included in the final agreement between Vocera and our customers.

**Travel Expenses:** Travel expenses associated with implementation of our software are billed to customer as they occur and due within 30 days of invoice. These are typically outlined in the statement of work.

#### Ongoing / Annual Costs

**Subscription model:** annual fee to cover software licenses & maintenance and support.

**Perpetual Model:** annual fee to cover maintenance and support.

Add-on user licenses can also be purchased after initial deployment.

### **Licensing Options: Types of licenses available and any associated costs.**

Mandatory software license(s):  
Vocera Voice

Optional Add-on licenses:

Vocera Messaging: allows for messaging on the Smartbadge and access to mobile application for iOS/Android smartphones.

Vocera Engage: alert and alarms integration

There is a per-user cost associated with Voice and Messaging software. Engage is charged per integration instance (single).



**Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.**

We do not have tiered packages at this time. Solutions are customized to each customer based on specific needs. There may be an option for volume discounting based on approvals.

Vocera provides two support offerings - Standard and Premier Support.

Standard level supports normal 8-5 operations for non-mission critical systems. Premier level includes: 24 hours, 7 days, 365 days (emergency incidents) 5am-6pm (GMT8) excluding weekends and holidays (non-emergency incidents). Both Standard and Premier Support include Web Portal access, email and phone support. Vocera Premier Support includes a 24x7 Emergency case hotline.

**ATTACHMENT A: COVER PAGE**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

<b>Name of Organization:</b>	WSPER
<b>Mailing Address:</b>	462 Browning Loop Mandeville, LA 70448
<b>Contact Person who may provide clarification and additional information, if requested.</b>	Christopher Andry Tim Ferrell
<b>E-Mail</b>	Candry@getwsper.com Tferrell@getwsper.com
<b>Phone Number:</b>	504.617.2924

**INFORMATION PROVIDED**

**Attachment A: Cover Page (This Page)**

**Attachment B: Worksheet**

**Attachment C: Requested Information and Required Order**

**ATTACHMENT B: WORKSHEET**

**RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors**

**Name of Company or Organization:**

WSPER

**Name and Email of Regional or State Representative:**

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

Christopher Andry - candry@getwsper.com

Tim Ferrell - tferrell@getwsper.com

**Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.**

(Section 1.4 of the RFI provides details of those requirements.)

**Yes**    No

**Does your product meet the security requirements of Texas Government Code 2054-516?** (Section 1.5 of the RFI provides details of those requirements.)

**Yes**    No

**What is your geographic service area?**

Locally – List Cities

Regionally – List Education Service Center region or regions.

**Statewide**

**Response contains proprietary information?**

Yes    **No**

## Company Background and History

### Background

WSPER was founded on August 1, 2023, with the mission of enhancing safety and security through innovative IoT solutions. Our flagship product, the WSPER panic button, is designed to provide an always-on, always-connected emergency response system that ensures immediate action in critical situations. Unlike app-based solutions that require multiple steps to activate, WSPER devices offer instant activation with a single press, ensuring reliability in high-stress environments. WSPER is an international company, providing panic buttons across Canada and the United States, helping organizations enhance safety on both sides of the border.

### Experience

WSPER has a strong track record of delivering cutting-edge school safety solutions in Texas. Our panic buttons seamlessly integrate with leading security platforms, including **Singlewire and Noonlight**, to provide **real-time alerts, live video verification, and automatic escalation to law enforcement**. These integrations ensure a **faster, more coordinated response** compared to traditional panic buttons, which often suffer from false alarms and slow verification processes.

### Current Users in Texas

With more than **100 WSPER devices deployed in Texas**, we are actively helping districts improve their emergency response capabilities. Schools rely on WSPER's **LTE-connected** panic buttons for **immediate, location-based alerts**, enhancing overall safety and compliance with state security requirements.

### Service Area

WSPER currently serves organizations across Texas.

Our **scalable, cloud-connected** solutions are designed to protect **schools of all sizes**, ensuring compliance with Texas security mandates while delivering **best-in-class emergency response technology**.

## Product Overview

**Product Name:** WSPER PANIC BUTTON

**Description:** The **WSPER Panic Button** is a **dedicated hardware emergency response device** designed to provide **instant, always-on, always-connected** safety solutions for Texas schools. Unlike traditional panic buttons that rely on unreliable connections or smartphone apps, **WSPER ensures immediate activation, real-time location tracking, and direct escalation to law enforcement**—all with a single

press.

## Technical Information

**Product Type:** Hardware & Software

### Silent Panic Alert Technology & Integration:

The **WSPER Panic Button** is a **dedicated hardware device** designed for **instant emergency activation** in high-stress situations. Unlike mobile apps or software-based solutions, WSPER operates independently of Wi-Fi or Bluetooth, relying on **multi-carrier LTE-M networks with automatic failover** to ensure uninterrupted connectivity. If one carrier experiences an outage, the device seamlessly switches to the strongest available network, maintaining a constant connection for emergency alerts.

Built with **rugged, industrial-grade materials**, the WSPER Panic Button is designed for **reliable operation in classrooms, offices, and other educational settings**. Its **battery-powered design with proactive heartbeat monitoring** ensures that schools can continuously track device health, including connectivity status and battery levels, minimizing the risk of device failure during a critical situation.

WSPER's cloud-based platform provides **real-time communication and automated emergency escalation**. The device integrates with, but is not limited to, **Solink, Singlewire InformaCast and Noonlight**, enabling **instant notifications to administrators and direct emergency dispatch to 911 responders**. When an alert is triggered, emergency teams receive **real-time location data and live video feeds**, allowing for faster and more precise response coordination.

WSPER seamlessly integrates with vendors like Singlewire InformaCast to trigger targeted emergency messages using text, audio, and visual alerts throughout the school system, ensuring rapid communication across classrooms, hallways, and administrative offices. Additionally, with Singlewire and other integrations via our robust API, including the ability to trigger interior or exterior door automations, WSPER complies with and satisfies 19 TAC 61.1031, School Safety Requirements, and TEC Sec 37.117, providing schools with a reliable solution for enhanced emergency response and compliance.

To accommodate **diverse school environments**, WSPER also supports **user-defined language preferences** for alerts and notifications, ensuring that emergency messages are delivered in the preferred language of staff and responders.

Administrators and security personnel can monitor WSPER devices through a **secure web-based dashboard**, which offers live status updates, historical event logs, and alert configurations via **SMS, email, and push notifications**. Unlike traditional panic buttons that rely on outdated infrastructure, WSPER is **always on, always connected, and designed for easy deployment**, making it a **modern and scalable safety solution** for Texas schools.

### Data Security:

At **WSPER**, security is a core priority. Our **cloud-native** panic button solution is built on **Amazon Web Services (AWS)**, eliminating the need for on-premise hardware while ensuring **high availability, scalability, and robust security**.

### Secure Cloud Infrastructure

WSPER operates entirely within **AWS's secure cloud environment**, leveraging industry-leading security measures to protect sensitive data. With **no local servers or hardware dependencies**, our system is resilient against physical tampering and unauthorized access.

## End-to-End Encryption

All data transmitted between WSPER panic buttons, cloud services, and integrated platforms is secured with **end-to-end encryption**, ensuring that emergency alerts remain private and protected from interception or manipulation.

## Strict Access Controls

Access to WSPER's infrastructure is **tightly restricted**. Only **authorized operations personnel** can access system management tools, and all interactions require **individual credentials and multi-factor authentication (MFA)**. There is **no external superuser access**, further safeguarding system integrity.

## Continuous Monitoring & Security Audits

**24/7 real-time monitoring** detects and mitigates potential threats proactively.

**Quarterly internal security audits** ensure compliance with best practices.

**Annual third-party security assessments** validate and strengthen system protections.

By leveraging **AWS's secure architecture** and implementing **advanced encryption, restricted access, and continuous monitoring**, WSPER delivers a **reliable, always-connected** emergency communication solution that schools and organizations can **trust to perform when it matters most**.

# User Experience and Implementation

## Training and Support:

At **WSPER**, we prioritize simplicity and ease of deployment. Each panic button is **shipped fully activated and ready to use**, eliminating the need for complex setup or configuration. Devices are **pre-labeled** with the assigned **room number or location name**, ensuring quick and accurate placement throughout the facility. With **minimal training required**, staff can immediately begin using the system with confidence.

To further support our users, we provide **detailed how-to documentation** covering device operation and best practices. Additionally, our **online support system** offers both **live chat and a ticketing system** via our website, ensuring that any questions or concerns are addressed quickly by our expert support team.

## Customization Options:

WSPER panic buttons offer **flexible customization** to meet the unique needs of each school district. Our solutions can be tailored based on **district size, site-specific layouts, and operational requirements**. Each device is **pre-labeled** with room numbers or location names for easy deployment and identification. Additionally, we provide **custom alert routing** to ensure that notifications reach the right personnel based on location and incident type.

Users can also define their **preferred language** for alerts, ensuring clear communication in emergency situations. Schools can integrate WSPER with **existing security and communication systems**, including but not limited to Singlewire InformaCast, for a seamless and effective emergency response solution.

## Implementation Process



The WSPER implementation process is designed to be **efficient, straightforward, and minimally disruptive** to school operations.

### 1. Deployment Planning:

- a. Schools provide details on the **quantity of devices needed and their designated placement locations** (e.g., classrooms, offices, hallways).
- b. Administrators determine which **staff members should be paired with each device** for alert notifications and emergency coordination.
- c. Once finalized, WSPER configures the devices accordingly before shipping.

### 2. Pre-Configured Shipping:

- a. Devices are **shipped fully activated** and pre-labeled with their assigned location names for easy identification.
- b. Schools receive a detailed **installation guide** to assist with deployment.

### 3. Quick & Simple Installation:

- a. Each device can be mounted using either a **two-screw bracket** for permanent installation or **high-strength industrial Velcro strips** for flexible placement.
- b. Installation requires minimal effort and can be completed by school staff without professional assistance.

### 4. Deployment Timeline:

- a. For schools **ordering 100 devices or fewer**, the entire process—from planning to fully installed devices—typically takes **7 to 10 days**.
- b. For every additional **100 devices**, schools should anticipate adding **3-4 extra days** to the initial **7-10 day timeline**.

By ensuring **clear communication, pre-configured devices, and a simple installation process**, WSPER allows schools to **rapidly implement a next-generation safety solution** with minimal downtime.

## Updates

WSPER is committed to **continuous improvement, reliability, and minimal disruption** when deploying updates or resolving issues.

### 1. Firmware & Software Updates:

- a. Device firmware is updated **over-the-air (OTA)**, ensuring all panic buttons remain up to date with the latest security patches and feature enhancements.
- b. All software updates are scheduled **outside of active hours**, typically **overnight** for schools, to prevent disruption.
- c. Updates are rigorously tested before deployment to ensure **stability and compatibility**.

### 2. Issue Resolution & Support:

- a. Schools and administrators can report issues via our **online chat and ticketing system** available on our website.

- b. Support tickets are triaged based on priority, with **critical issues addressed immediately** and standard inquiries resolved within a **timely manner**.

### 3. Backup & Rollback Measures:

- a. Stringent **backup protocols** ensure that all system configurations and data are safeguarded before any update.
- b. In the rare event of an issue, WSPER can **quickly rollback** updates, minimizing downtime and ensuring system integrity.

By maintaining a **proactive update schedule, robust backup protocols, and dedicated support channels**, WSPER ensures that schools have a **secure, always-on, and continuously optimized** safety solution.

## System Reliability & Continuity

### Operational Assurance:

WSPER is built for **uninterrupted operation**, ensuring functionality even during **power outages or network disruptions**. Each panic button is **battery-powered**, with an expected lifespan of **2,000 events**, including heartbeats and emergency activations, before requiring battery replacement. To maintain reliable connectivity, WSPER leverages **multi-carrier LTE-M networks with automatic failover**, seamlessly switching to the strongest available carrier in case of an outage. Additionally, **proactive heartbeat monitoring** provides real-time tracking of device health, including connectivity status and battery levels, allowing administrators to address potential issues before they impact functionality. With these safeguards in place, WSPER delivers **always-on, always-connected protection** for schools and other critical environments.

### Accessibility:

WSPER is designed to ensure that **any campus staff member—including temporary and substitute staff—can quickly and easily trigger an alert** in an emergency. Each device is **pre-configured and labeled** for its designated location, requiring no setup or login. Unlike mobile apps, WSPER **does not require any app installation, account setup, or connectivity to personal devices**. Activation is **instant with a single press**, eliminating the need for **multi-press sequences or fine motor skills**, making it highly reliable in high-stress situations.

### Accuracy:

Every alert triggered by a WSPER Panic Button **includes the exact location of the device**, ensuring responders know precisely where the emergency originated. Each device is **pre-labeled with its assigned room number or location name** and mapped within the system upon deployment. When activated, the alert instantly transmits **real-time location data** to administrators and emergency personnel, eliminating confusion and enabling a faster, more coordinated response.

## Product Pricing

Item	MSRP	Details
<b>Hardware Fee:</b> WSPER Panic Button	<ul style="list-style-type: none"> <li><b>Tier 1:</b> 1-50 devices: \$129/device</li> <li><b>Tier 2:</b> 51-200 devices: \$119/device</li> <li><b>Tier 3:</b> 201+ devices: \$109/device</li> </ul>	Purchased directly or through partners.
<b>License Fee:</b> LTE-M Connectivity + 24/7 PSAP Monitoring	<ul style="list-style-type: none"> <li><b>Tier 1:</b> 1-50 devices: \$10/device/month</li> <li><b>Tier 2:</b> 51-200 devices: \$9/device/month</li> <li><b>Tier 3:</b> 201+ devices: \$8/device/month</li> </ul>	Includes always-on LTE-M connectivity and access to 24/7 emergency monitoring stations (PSAP).  <b>Licensing Options:</b> Monthly Quarterly Yearly
<b>License Fee: (Base Package)</b> LTE-M Connectivity Only	<ul style="list-style-type: none"> <li><b>Tier 1:</b> 1-50 devices: \$7/device/month</li> <li><b>Tier 2:</b> 51-200 devices: \$6.50/device/month</li> <li><b>Tier 3:</b> 201+ devices: \$6/device/month</li> </ul>	Available only when using an approved third-party integrator (e.g., Singlewire).  <b>Licensing Options:</b> Monthly Quarterly Yearly
<b>Shipping</b>	Request for Quote (RFQ)	Shipping costs vary based on quantity and location.

## ATTACHMENT A: COVER PAGE

RFI 701-25-013, School Safety and Security Silent Panic Alert Technology Vendors

<b>Name of Organization:</b>	<a href="#">Zoom Communications, Inc.</a>
<b>Mailing Address:</b>	<a href="#">55 Almaden Blvd, 6th Floor, San Jose, CA 95113</a>
<b>Contact Person who may provide clarification and additional information, if requested.</b>	<a href="#">Hank Brand</a>
<b>E-Mail:</b>	<a href="mailto:hank.brand@zoom.us">hank.brand@zoom.us</a>
<b>Phone Number:</b>	<a href="#">210.699.7470</a>

### **INFORMATION PROVIDED**

- ☒ **Attachment A: Cover Page (This Page)**
- ☒ **Attachment B: Worksheet**
- ☒ **Attachment C: Requested Information and Required Order**

## ATTACHMENT B: WORKSHEET

### RFI 701-25-013, School Safety and Security Silent Panic Alert Technology

#### Vendors

##### Name of Company or Organization:

[Zoom Communications, Inc.](#)

##### Name and Email of Regional or State Representative:

(This contact information may be used for the verbal verification of requirements. Ensure the information is correct.)

[Hank Brand - hank.brand@zoom.us](#)

##### Does your product meet the requirements of 19 TAC §61.1031, School Safety Requirements and TEC Sec 37.117.

(Section 1.4 of the RFI provides details of those requirements.)

[Yes](#) No

##### Does your product meet the security requirements of Texas Government Code 2054-516? (Section 1.5 of the RFI provides details of those requirements.)

[Yes](#) No

##### What is your geographic service area?

Locally – List Cities

Regionally – List Education Service Center region or regions.

[Statewide](#)

##### Response contains proprietary information?

Yes [No](#)

## Company Background and History

Provide an overview of the company's background and history (no more than two pages) to include the following information:

- i. Background:
- ii. Experience: Relevant experience in delivering school safety products and services within Texas.
- iv. Service Area: Geographic service areas within Texas.
- iii. Current Users: Number of Texas school districts currently using the product.

Zoom brings people together. Our platform delivers the capabilities to empower employees, teams and customers with the power of AI, make teamwork more meaningful, strengthen customer relationships and enable seamless workflows inside and outside of the platform. It enables customers to solve their challenges in new ways, without being limited by the constraints of their current technology. Designed and built from the bottom up, we have eliminated technology silos that limit other vendors, enabling us to innovate with our customers at a rapid pace. By focusing on the needs of our customers, our platform can deliver the intelligence and capabilities needed to uniquely solve the challenges of today and tomorrow, ensuring the business is always ready for what's next.

Since Zoom started in 2011, we have been directed by our north star: building the world's greatest communications platform for the modern enterprise. A beta version of Zoom was launched in September 2012 that could host conferences with up to 15 video participants. In January 2013, version 1.0 of the program was released, with an increase in the number of participants per conference to 25. Over the course of 2015 and 2016, the platform integrated our software with Slack, Salesforce, and Skype for Business. With version 2.5 in October 2015, Zoom increased the maximum number of participants allowed per conference to 50 and later to 1,000 for business customers. In April 2017, Zoom launched a scalable telehealth product allowing doctors to host remote consultations with patients. In 2015, Zoom Presence (originally released in 2014) became the product known as Zoom Rooms and in May 2017, Zoom announced integration with Poly's conferencing systems, enabling features such as multiple screens and device meetings, HD and wireless screen sharing, and calendar integration with Microsoft Outlook, Google Calendar, and iCal.

In 2019, we added Zoom Team Chat, our team collaboration tool included with every Zoom license, and Zoom Phone, a rich cloud telephony solution that is as simple, reliable, and easy to use as our video platform. Our next major product launch came in 2021 when we launched Zoom Events, our all-in-one events platform that allows users to create unique, engaging virtual experiences. Zoom Phone Power Pack is an add-on for Zoom Phone power users launched in 2021. We then expanded our unified communications stack in February 2022 with the launch of Zoom Contact Center, a flexible and efficient omnichannel contact center solution before launching Zoom Whiteboard, a tool for persistent collaboration, and Zoom Revenue Accelerator, our conversation intelligence software, later in the year. In January 2023, we launched Zoom Virtual Agent, our intelligent conversational AI and chatbot solution that accurately understands and instantly resolves issues for customers. Zoom Workplace, our AI-powered collaboration platform designed to help your organization reimagine teamwork by streamlining communications, increasing employee engagement, optimizing in-person time, and improving productivity across flexible work, launched in March 2024.

The platform gained steady growth in its early years, but its true watershed moment came during the COVID-19 pandemic in 2020. When educational institutions worldwide were forced to transition to remote learning, Zoom became an indispensable tool for schools and universities. During this period, the company removed time limits on free basic accounts for K-12 schools in multiple countries, demonstrating its commitment to supporting education during the crisis. Zoom's experience with educational customers has been particularly noteworthy. The platform has served over 125,000 schools across 25 countries.



Zoom Phone, released in 2019, is our modern cloud phone solution built on the Zoom platform and is indispensable when providing a true communications system capable of assisting educational institutions in protecting students. Support for internal extension-to-extension calling, inbound and outbound PSTN calling in over 45 countries and territories, DID phone number management, and seamlessly integrated telephony features allow our customers to replace their legacy PBX system. Zoom Phone provides common PBX functionality such as common area phones, integration with paging systems, call queues, auto-attendant and call park, as well as modernized cloud telephony features such as transfer to meeting, elevate a call to a meeting, SMS and Nomadic E911.

Zoom quickly recognized the potential in educational applications and since inception, Zoom has been education focused - Zoom's first customers were educational institutions. As a native Phone provider, Zoom has helped protect schools with its E911 system and integration partners, such as Algo and Singlewire.

Over 30 Texas School Districts and educational institutions use Zoom products today. Nationwide, Zoom has over 800 educational institutions using its solutions. Through our active-active geo-redundant co-location datacenters, we can service any and all Texas school locations through our hosted cloud solution. Additionally, we also provide an on-premises Zoom Phone Local Survivability option for increased survivability.

## Product Overview

Please provide product information (five pages or less) that includes the following:

- i. Product Name:
- ii. Description: A detailed description of the product, including its main features and capabilities.

Zoom Phone, the product name for the solution Zoom is proposing as a key element to all silent panic and school safety initiatives, is a cloud-based telephony system that relies on Zoom's cloud infrastructure for call delivery, handling, and transit through an internet connection and underlying network of carriers around the globe. With this service, calls are routed through the internet to Zoom's data centers and connect to their destination either through a network of underlying carriers across the PSTN or continue across the internet to another Zoom Phone user.

As a cloud-based service, this offering eliminates the need for customers to host or manage any on-premises hardware—like a session border controller (SBC) or SIP trunk—for telephony connectivity. Instead, users only require a working internet connection, a Zoom app or device, and a supported license to begin dialing; however, Zoom Phone also works should a school district choose to bring their own carrier - either as a cloud or an on-premises peering provider.

## Technical Information

- i. Product Type: Indicate whether the product is software-based, hardware-based, or a combination of both.
- ii. Silent Panic Alert Technology: Details about the technology used.
- iii. Integration: Compatibility with existing systems and software.
- iv. Data Security: Measures in place to protect sensitive information.

The Zoom solution is software-based.

Available with any campus that has Zoom Phone, Zoom's Emergency Call Notification app enables you to configure any Zoom Team Chat channel as an internal safety team channel and to integrate with Zoom Rooms and Zoom Digital Signage. The app sends emergency call notifications to the designated channel. Safety team members can then post emergency alerts and instructions to specific Zoom Rooms and Zoom Digital Signage. The app provides you with flexibility in configuring emergency call notifications to meet your company's safety policy and procedure needs. You can configure how many sites and emergency numbers the channel monitors for emergency call notifications.

In regard to supporting school security, Zoom Phone's 911 service operates differently from traditional emergency calling setups. With traditional emergency calling, a phone provider routes calls to a local emergency responder or PSAP based on the caller's telephone number. Alternatively, with Zoom Phone's E911 service, we take it a step further. With Zoom Phone, when a user calls 911, the service will automatically send the user's address (if they've provided it) and telephone number to the appropriate PSAP based on their current location, connecting users to emergency resources with the best available information. E911 service helps support compliance with several Federal Communications Commission (FCC) regulations, including:

- Kari's Law, which requires multi-line telephone systems (MLTS) to support direct dialing of 911 without any prefix or access code and requires designated personnel to be alerted in the event an emergency call is placed.
- RAY BAUM's Act, which requires that information such as street address, building number, floor number, and suite are included in the dispatchable location information provided to public safety at the time of a 911 call.

Further, because Zoom Phone allows customers and their users to utilize the service wherever there's internet access and to acquire numbers not necessarily tied to their current location, Zoom Phone provides two extra

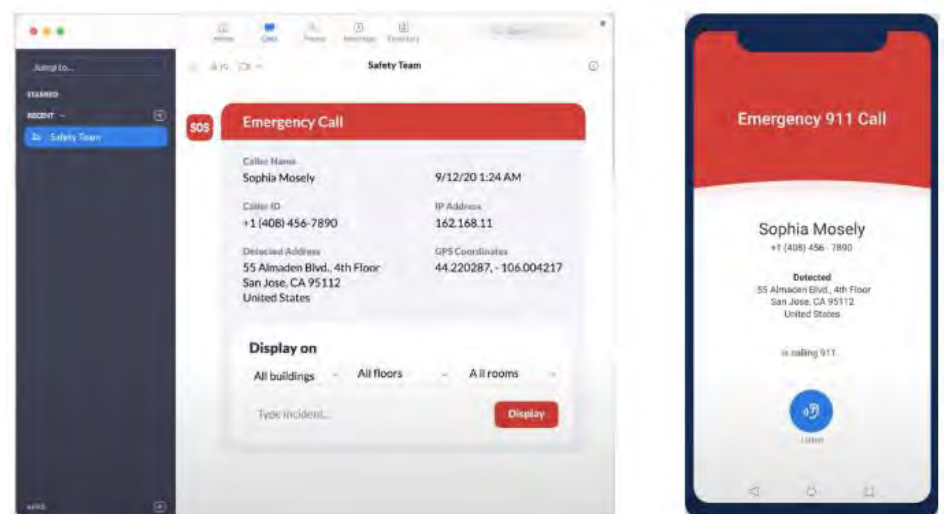
features suited for modern workplaces: Nomadic Emergency Services and Emergency Call Routing. Each of these features are described in the following sections.

Zoom Phone’s Nomadic E911 service supports various emergency calling scenarios. Admins can set default emergency locations and sublocations for all building phones, enable dynamic location detection and reporting when roaming, and set a prompt in the client to confirm location in case of an emergency call. Zoom Phone’s Nomadic E911 service supports direct emergency dialing, alerts designated safety personnel and provides the ability to dynamically track the location of users as they move around your organization's location and pass along that information to emergency responders.



Zoom Phone collects pertinent details at the time the emergency call is initiated. Information is passed into Zoom's infrastructure, where it is associated with a location that is based upon the order of query. That location and pertinent details are passed through to PSAP. Emergency Call alerts are sent to an internal safety team Zoom Chat Group, simultaneously with the 911 phone call. The alert contains detailed caller and location data and augments email alerts that can also be sent to the internal safety team. The emergency caller's DID number will be the outbound CID, therefore the PSAP would be able to return the call.

Administrators can access an up-to-date map of emergency location data with our location tracking dashboard. You'll see how many of your users have location tracking enabled, have defined a personal address or



location, and are currently in a known location. You also can audit location accuracy to improve the data and enhance visibility and safety among your teams. Dashboard sections and metrics include:

- Nomadic Emergency Services
- Users Permission for Location Sharing
- Default Emergency Address
- Detectable Personal Location
- Real-time Location for Users / Real-time Location for IP Phones

Zoom Phone is compatible with most, if not all, of the existing systems used throughout Texas school districts, including desk phone providers, such as HP Poly; and ATA and Mass Notification providers, including Algo and Singlewire.

Zoom Phone supports standards-based encryption using SIP over TLS 1.2 Advanced Encryption Standard (AES) 256-bit algorithm for calls and during phone provisioning sessions. In addition, call media is transported and protected by SRTP with AES-256-bit algorithm for Zoom desktop and mobile clients, and with AES-128-bit algorithm for devices. Users can also choose to use end-to-end encryption during one-on-one Zoom Phone calls between users on the same Zoom account that occur via the Zoom client.

## User Experience and Implementation

- i. Training and Support: Availability of user training, onboarding, and ongoing support.
- ii. Customization Options: Ability to tailor the product to specific needs (e.g., district size, campus count, total access points).
- iii. Implementation Process: Steps involved in deploying the product, including timelines and support
- iv. Updates: Frequency and process for issue resolution and product enhancements or updates.

The Zoom Learning Center is a free educational platform for new and existing customers. Courses are available for new users and those looking to expand their product knowledge or support their teammates. Users can enroll in short, interactive, on-demand courses, or if a trainee is looking for quick help with one specific skill or feature, we offer a “Show Me” video collection. The Learning Center is continuously enhanced and updated with the launch of new features and products. All content is in an easy-to-use layout where users can track their progress and celebrate achievements with completion certificates and badges. Learn more here: <https://learning.zoom.us/learn>. Customers will also have access to Zoom Onboarding Specialists and various user/admin training sessions.

Zoom can customize the implementation and rollout of Zoom services to align to the individual needs of each district.

Importantly, for the hundreds of districts that already deploy Zoom, adding a silent panic alert is already a viable option, without the need for Zoom to deploy any additional service. Zoom’s customer success team can work with the districts to set up emergency notifications and also have resources should the district need discussions on how best to involve our partners, such as Algo and Singlewire, for comprehensive solutions.

For new districts that do not yet have Zoom Phone, as a SaaS solution, implementation of Zoom Phone is simple and can be performed remotely, should there not be any requirement for on-site work. Should on-site work be required, Zoom’s professional services organization (PSO) or our many trusted reseller partners can come on-site.

Zoom Phone implementation uses the best practices and industry standards as well as a wealth of voice

expertise delivers results. From project concept to the final deliverable; no matter the size or complexity of the requirements; we implement the Zoom Phone system according to goals, timelines, and budget. In order to provide specific timelines, project plans, and work breakdown structures, we will need to perform discovery. Every customer's environment, requirements, and timelines differ.

Every customer's environment, requirements, and timelines differ. At a very high level - the following are the fundamental tenets of any Zoom Phone PSO engagement:

#### Phase 1: Discovery

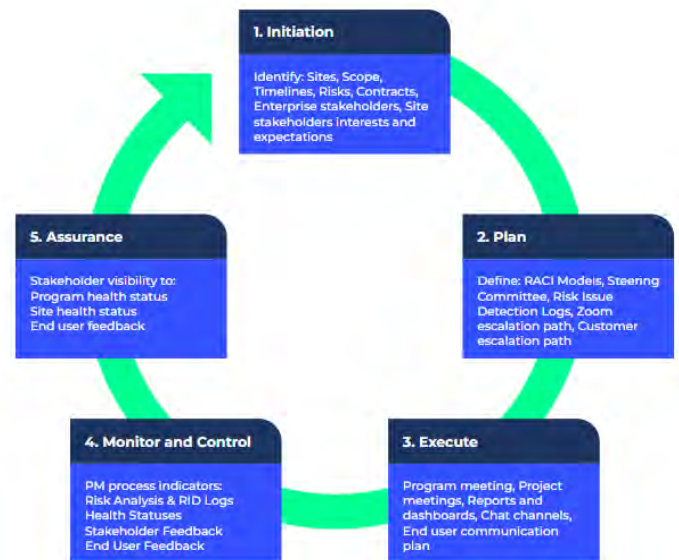
- Project Preparation
- Project Kick-off
- Zoom Phone Network Readiness, including:
  - Users and Use Cases
  - Phones and Devices
  - Call Flows
  - Analog Devices
  - Integration and other needs

#### Phase 2: Design

- Architecture and Deployment Strategy
- Develop a formal project plan
- Develop Porting Strategy, including:
  - Auto Receptionists
  - Queues
  - Call Flows
  - Extension Nomenclature
  - Site Requirements
- Users and Features

#### Phase 3: Deploy

- Porting initiation and management
- Data review and optimization
- Go-live support planning, including:
  - Provision/configuration
  - Testing
  - Training/Configuration
  - Go-live
  - Go-live support
  - Post go-live user feedback and Q&A



Maintenance updates are included with your licensing fees. Per administrative rules, users may check for updates within the Zoom client settings. Maintenance/patching typically has no service downtime. There are three types of updates: web-only, mandatory and optional.

- Web-only updates are available for new fixes that are being tested.
- Mandatory updates will start once a user clicks on "update". Users cannot proceed further until the user updates.
- Optional updates will start once you click on "update". Users can proceed should they decide to

postpone the update to a later time and can update manually.

- For Education deployments, administrators may use the Microsoft Installer (MSI) or plist file for MacOS and can control how the Zoom Client is updated. By default, auto-update is disabled.

Details about upcoming releases will be posted on our support portal as they become available, with new updates posted almost weekly. The release notes are posted here: <https://support.zoom.us/hc/en-us/categories/4415113014797-Release-Notes>. The advantage to our customers is that they are always on the latest version of the software. We block client versions below a minimum version and enforce a minimum version on a quarterly schedule (first weekend of November, February, May, and August). On that same schedule, we will announce the minimum version required across products and services for the next scheduled enforcement in order to provide 3 months' notice. Users can also subscribe to our Zoom newsletter to receive Zoom news, product updates and more in our monthly roundup: <https://www.zoom.com/en/subscribe/>.

## System Reliance and Continuity

- i. Operational Assurance: Measures in place to ensure the system remains operational during power outages or network failures.
- ii. Accessibility: Affirmation that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device.
- iii. Accuracy: Affirmation that, with any alert generated, the location of where the alert originated is included.

Zoom data centers are situated in secure co-location facilities that are ISP carrier-neutral and provide physical security, redundant power, and simultaneous access to top-tier ISPs and peering partners. They are built with fault-tolerant architecture with full redundancy and rapid failover capability. Aligned with our overall strategy, Zoom Phone has redundant links from our providers into our global data centers. As Zoom continues to expand to more geographies this same strategy will be replicated. Zoom Phone is set up in a multi-redundant fashion with Active/Active zones. All data centers are fully redundant with power, cooling, network carriers, and SIP providers for virtually no risk of interrupted service. As Zoom Phone expands internationally, all data centers are deployed in the exact same manner for predictable and scalable reliability.

While Zoom data center components are designed to be fully redundant and resilient, the last leg of network connectivity from the customer premises to the cloud also needs to be reliable. To meet this need, Zoom Phone Local Survivability (ZPLS), an on-site, small-scale server that provides failover capability and an additional layer of protection, is available. This module is deployed on top of the secure Zoom Node framework—a hybrid platform designed to host a variety of modules and enable their deployment. Modules are service-specific software that runs on Zoom Nodes, providing hybrid services. The ZPLS module allows organizations to conduct phone calls even if internet connectivity is lost. Note that ZPLS set up is a separate service fee for installation per site and Zoom Node is a monthly subscription. Users also have the option to make calls on the Zoom mobile app using their iPhone or Android device. With Zoom Phone, users can dial 911 and the PSAP via mobile phones for added reliability.

Zoom affirms that an alert is capable of being triggered by campus staff, including temporary or substitute staff, from an integrated or enabled device. This can be achieved by supported deskphones, common area devices, via the soft-client or a mobile device that has the Zoom client installed.

As Ray Baum Act compliant, Zoom also confirms that with any alert generated, the location of where the alert originated is included.



## Product Pricing

- i. Cost Structure: Pricing model, to include any one-time or ongoing costs.
- ii. Licensing Options: Types of licenses available and any associated costs.
- iii. Tiered Packaging: Availability of tiered packaging and descriptions of the tiers, including the base package.

Zoom's pricing model is subscription based by user. Costs can be structured by annual or another defined yearly period or monthly. Zoom does not charge 911 Recovery fees. Other on-going costs may include any other services that Districts may require, such as paid support. One-time costs typically include charges for implementation.

Licensing options include Zoom Phone as a standalone product as well as packaged/bundled offerings that include other Zoom services, such as Zoom Meetings, Zoom Rooms, etc. Calling plans include both metered calling and unlimited US/Canada calling, as well as Common Area Phones, which are typically classroom phones. These phones have limited outbound calling and are often used for extension-to-extension dialing but can dial 911.

Zoom tiered packages can range from 1-25,000 seats. The base package is for a license count of 1-9.

Rate Plan Name	SKU	MSRP (USD)	Tier Qty Start	Tier Qty End
Zoom Phone Common Area Only Annual	PAR1-ZP-COMM-1YR	\$48.00	1	9
	PAR2-ZP-COMM-1YR	\$45.60	10	99
	PAR3-ZP-COMM-1YR	\$43.32	100	499
	PAR4-ZP-COMM-1YR	\$41.15	500	999
	PAR5-ZP-COMM-1YR	\$39.10	1000	2499
	PAR6-ZP-COMM-1YR	\$37.14	2500	4999
	PAR7-ZP-COMM-1YR	\$35.28	5000	7499
	PAR8-ZP-COMM-1YR	\$33.52	7500	9999
Zoom Phone Pro with Phone Number US/Canada Regional Metered Calling Plan Annual	ZP-USCA-MT-1-1YP	\$120.00	0	9
	ZP-USCA-MT-10-1YP	\$114.00	10	99
	ZP-USCA-MT-100-1YP	\$108.00	100	499
	ZP-USCA-MT-500-1YP	\$103.00	500	999
	ZP-USCA-MT-1K-1YP	\$98.00	1,000	2,499
	ZP-USCA-MT-2500-1YP	\$93.00	2,500	4,999
	ZP-USCA-MT-5K-1YP	\$88.00	5,000	7,499
	ZP-USCA-MT-7500-1YP	\$84.00	7,500	9,999
	ZP-USCA-MT-10K-1YP	\$80.00	10,000	24,999
	ZP-USCA-MT-25K-1YP	\$76.00	25,000	Up

Zoom Phone Pro with Phone Number US/Canada Unlimited Calling Plan Provides 1 US/CA DID per license.	ZP-USCA-UN-1-1YP	\$180.00	1	9
	ZP-USCA-UN-10-1YP	\$171.00	10	99
	ZP-USCA-UN-100-1YP	\$162.00	100	499
	ZP-USCA-UN-500-1YP	\$154.00	500	999
	ZP-USCA-UN-1K-1YP	\$147.00	1000	2499
	ZP-USCA-UN-2500-1YP	\$139.00	2500	4999
	ZP-USCA-UN-5K-1YP	\$132.00	5000	7499
	ZP-USCA-UN-7500-1YP	\$126.00	7500	9999
	ZP-USCA-UN-10K-1YP	\$119.00	10000	24000
	ZP-USCA-UN-25K-1YP	\$113.00	25000	Up
Zoom Phone US/Canada Telephone Number Annual	ZP-USCA-TN-1-1YP	\$60.00	10	99
	ZP-USCA-TN-10-1YP	\$51.00	10	99
	ZP-USCA-TN-100-1YP	\$43.35	100	499
	ZP-USCA-TN-500-1YP	\$36.85	500	999
	ZP-USCA-TN-1K-1YP	\$31.32	1000	2499
	ZP-USCA-TN-2500-1YP	\$26.62	2500	4999
	ZP-USCA-TN-5K-1YP	\$22.63	5000	7499
	ZP-USCA-TN-7500-1YP	\$19.23	7500	9999
	ZP-USCA-TN-10K-1YP	\$16.35	10000	24000
	ZP-USCA-TN-25000-1YP	\$13.90	25000	Up

Please note that Zoom's full solution and services pricing is available on Texas Department of Information Resources, via our partner Carahsoft Technology Corporation (Vendor ID: 1522189693700), Contract Number DIR-TSO-4288. The above pricing presented is indicative only for Zoom Phone tiered packages.

## Zoom Disclaimers

As an express condition upon the party receiving this response (“Recipient”), Zoom Communications, Inc.’s, its affiliate(s), or both (“Zoom” herein) provides this response in good faith to Recipient’s request or invitation for bid, information, quote, proposal, questions, or qualifications (each, a “Solicitation”) and are true and accurate responses to the best of our knowledge and belief as of the date of submission. Due to periodic updates to Zoom’s products, policies, and procedures, and the nature of responses to complex questions in a limited forum, Zoom cannot guarantee that the answers in this response are not subject to change, modification, or clarification; therefore, the rights and responsibilities of the parties with respect to your use of Zoom's services shall be set forth solely in the applicable agreement, made in good faith, and executed by the contracting parties. This response to the Solicitation contained herein shall not be made part of a final contract between the parties, unless otherwise agreed to by a duly authorized representative of Zoom in a subsequent signed writing.