



# State of New Hampshire

DEPARTMENT OF SAFETY  
OFFICE OF THE COMMISSIONER  
33 HAZEN DR. CONCORD, NH 03305  
603/271-2791

JOHN J. BARTHELMES  
COMMISSIONER

March 22, 2018

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

*Retroactive*

## Requested Action

Authorize the Department of Safety, Division of Emergency Services and Communications to **retroactively** pay an invoice in the amount of \$38,602.00 to Enghouse Networks (US) Inc. (VC #285640-B001), 80 Tiverton Court, Suite 800, Markham, Ontario, Canada for the software that monitors the radio communications tower equipment across the State's microwave infrastructure and provides notification of system faults and failures to facilitate a rapid response. The invoice will be paid upon Governor and Council approval. Funding source: 100% Agency Income.

Funds are available in the SFY 2018 operating budget.

02-23-23-236510-40010000	Dept. of Safety – Emergency Communications – Communications Section	<u>SFY 2018</u>
038-500177	Technology-Software – Software License/Maint.Mainframe/Network	\$38,602.00

## Explanation

This request is **retroactive** due to a delay in paying the invoice for services rendered while new, less expensive monitoring software was explored. The Division of Emergency Services and Communications, Radio Communications Maintenance Section, has used the NetBoss software application for several years. The software is expensive and has become less reliable over time, so the Division made the decision to renew the license for six months only while simultaneously researching a less expensive and more reliable monitoring software solution. Through an oversight, the Division failed to renew the NetBoss software license as it had planned, but was continuing to use the service, and did not become aware of its mistake until December 2017. To prevent a future recurrence, the Division has implemented a process to track all software maintenance renewals so that requisitions can be created and invoices paid in a timely manner.

Respectfully submitted,

*John J. Barthelmes*  
John J. Barthelmes  
Commissioner of Safety



# Enghouse Networks

Enghouse Networks (US) Inc.  
 80 Tiverton Crt.  
 Suite 800  
 Markham, Ontario  
 L3R 0G4  
 Canada  
 602-789-2857

<b>Invoice #</b>	<b>176REN0000245</b>
Invoice Date [MM/DD/YYYY]	01/26/2018
Due Date [MM/DD/YYYY]	02/25/2018
Purchase Order #	17-MNT-MI-358-1

**Bill To**  
 New Hampshire Department of Safety  
 41 Hazen Drive  
 Equipment Control  
 Concord, NY 03305  
 United States of America

**Ship To**  
 New Hampshire Department of Safety  
 41 Hazen Drive  
 Equipment Control  
 Concord, NY 03305  
 United States of America

<b>Bill to Customer Number / Bill to Customer Name</b> 220735-001 / New Hampshire Department of Safety	<b>Payment Terms</b> Net 30	<b>Enghouse Invoice Contact</b> CTInvoicing@enghouse.com
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Item #	Description	Qty	Unit Price	Price	Tax Code
1 333-901B	Standard Support Package - Software 07/01/2017 - 12/31/2017 07/01/2017 - 12/31/2017	1.00	38,602.00	38,602.00	Avatax-Sales
<b>Subtotal</b>				<b>38,602.00</b>	
<b>Freight</b>				<b>0.00</b>	
<b>Tax</b>				<b>0.00</b>	
<b>USD Total</b>				<b>38,602.00</b>	

**Wire payment to:**  
 SVB Bank  
 3003 Tasman Drive  
 Santa Clara, CA, US  
 95054

**Mail payment to:**  
 Enghouse Networks (US) Inc.  
 Po Box 123076  
 Dallas, TX  
 75312-3076

**Bank Code:**  
**Bank Branch:**  
**Routing Number:** 121140399  
**Act. Number:** 3301459500  
**Swift Code:** SVBKUS6S