



Measure #: 2024-023

TOWN COUNCIL MEASURE SUBMITTAL

Date: 9/25/2023

Submitted By: Town Manager

Telephone #: 508-699-0100

MEASURE DESCRIPTION:

Authorization to pay FY23 Invoices in the amount totaling \$2,860.70 for New Era Technology for the North Attleboro Police Department.

Signed:

A handwritten signature in cursive script that reads "Jane Mannon".

PURPOSE AND JUSTIFICATION:

Authorization of FY23 Invoices in the amount of \$1,400.00 and \$1,460.70 for New Era Technology vendor # 17759.

Inv#253150-QC \$1400.00 - Steve Almeida called for service about the camera server going offline and causing several issues, the technician came back several times before finally repairing the issues by the end of December 2022. The vendor's accounting office did not generate an invoice for these service calls until August 18, 2023 which was after the close of the fiscal year and beyond the encumbrance due date.

Inv#253148QC \$1460.70 - Steve Almeida reported issues with our buildings card reader system to New Era Technology on January 29, 2023. Vendor sent technicians out from January through May of 2023, and again did not bill us until August 18, 2023 long after the FY closed.

We are requesting permission to pay for these invoices out of our FY24 budget.

SPECIAL REQUIREMENTS:

ATTACHMENTS: Invoice copies

REFER TO SUB-COMMITTEE:

New Era Technology
 2 Batterymarch Park
 Suite 401
 Quincy, MA 02169
 (617) 367-7474

INVOICE
 Remittance Update Below



Date	Invoice
08/18/2023	253150-QC
Account No.	
QCSNorthAttlebo	

Dept # 210 P.O. # _____
 Vendor # 17759 Final N
 Org 012109 Obj 524000 Proj _____
 Approved JG

Bill To:
 North Attleboro Police Department
 Attn: Steve Carvalho
 102 South Washington Street
 North Attleboro, MA 02760
 United States

Site Location
 North Attleboro Police Department
 102 South Washington Street
 North Attleboro, MA 02760
 United States

Payment Terms	Due Date	Purchase Order
Net 30	09/17/2023	

Ticket # 376771

Work Requested
 Tue 12/6/2022/8:01 AM UTC-05/ Jane E. McPherson-
 Steve Almeida reported the following: I need some ASAP support with the NVR, it's intermittently going offline. Server connected but no cameras can be seen. Cameras were disconnecting randomly, but I could ping the camera. Rebooting the server works for a few minutes then they all go out again. The site health report when it's up is fine... When it goes down these are the errors I get: Data for device 'ML - Main Hall' was dropped due to storage system performance, insufficient system resources, or invalid camera stream on server NAPD-NVR-01. (this error is survivable, the server and cameras all stay up through these) Data for device 'Ext - S Wash. (PTZ)' has been blocked from being written to a data volume on server NAPD-NVR-01 since 2022-Dec-05 10:18:34.610 AM. Getting this error is what kills the cameras from connecting to the DVR. I can stop the server service and start it, the cameras reconnect, but only for roughly 10 minutes.

PAID
 SEP 14 2023
 BY _____

Work Performed
 Tue 12/6/2022/10:49 AM UTC-05/ Joe Connors-
 12/6/2022 - All Avigilon cameras had defaulted back to a blank password on the administrator account. I set them all back to our standard password and rebooted the NVR. They were all reconnected and haven't dropped since.
 Edit @ 1406:
 Cameras dropped about an hour after the original "fix". Support call with Avigilon indicated an NTP time sync issue between the server and cameras. I changed the NTP server on the NVR to us.pool.ntp.org, rebooted the server and the cameras have been up since. (JC 4 hrs)
 12/21/2022 - Worked with Steven Almeida, he has opened a ticket with Avigilon to potentially source a new HDD (ticket 2212-7136062). The failed drive is currently rebuilding and the cameras are online. He will reassess the situation after the drive has completed its rebuild. (JC 2 hrs)
 12/30/2022 - Support call with Avigilon to diagnose/repair the drive write issues that are causing an ACC reboot cycle. (JC 2 hrs)

Billing Address North Attleboro Police Department

Role	Hours	Rate	Extended Rate
Billable Role Systems Engineer	8.00	175.00	\$1,400.00

Make checks payable to New Era Technology.	Invoice Subtotal:	\$1,400.00
	Sales Tax:	\$0.00
	Invoice Total:	\$1,400.00
	Deposits:	\$0.00
	Credits:	\$0.00
	Balance Due:	\$1,400.00

Reply to the email that sent this invoice or call us at 888-386-7177 if you have any questions on this invoice.

Payment Instructions
 Electronic (ACH or Wire) - preferred
 Name: JP Morgan Chase Routing No.: 021000021 City/State: New York, NY
 Account No.: 737679305 Swift Code: CHASUS33

New Era Technology
 2 Batterymarch Park
 Suite 401
 Quincy, MA 02169
 (617) 367-7474

INVOICE
 Remittance Update Below



Dept # 210 P.O. # _____
 Vendor # 17759 Final N
 Org 012109061524000 Proj _____
 Approved JG

Date	Invoice
08/18/2023	253148-QC
Account No.	
QCSNorthAttlebo	

Bill To:
 North Attleboro Police Department
 Attn: Steve Carvalho
 102 South Washington Street
 North Attleboro, MA 02760
 United States

Site Location
 North Attleboro Police Department
 102 South Washington Street
 North Attleboro, MA 02760
 United States

Payment Terms	Due Date	Purchase Order
Net 30	09/17/2023	

Ticket #	1151707
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Work Requested
 Sun 1/29/2023/10:57 AM UTC-05/ Jane E. McPherson- Steve Almeida reported the following: is I'd like to schedule someone to come out and take a look at a few of our doors. Our communications room, records office, and one of the outside doors sometimes take multiple card swipes to get in, I'm fairly certain it's mechanical, but I'd like a hands-on diagnostic, they are a few of the most used that haven't been replaced yet.

Work Performed
 Tue 8/15/2023/6:04 PM UTC-04/ Jane E. McPherson- 1/30/2023 - While onsite for an install, the tech tested door operations and found all door are functioning properly at this time. Tech will be onsite for camera install if the problem returns. (SC 1 hr)
 2/9/2023 - The problem returned and the tech checked the physical wiring of the doors and found no issues. The tech checked programming and noticed that the other doors had a boxed checked off that didn't appear to change the function of the door. The tech checked the box and turned those functions on the doors operated independently and tested with multiple badges. (SC 2 hrs)
 Steve Almeida reported still having a problem. Brian Ingalls met him onsite and investigated the system and hardware. Brian proposed replacing (3) readers to see if the new readers would resolve the problem.
 5/17/2023 - The tech removed old readers and installed and tested 3 new card readers. The tech tested functions with Steve on site. All worked perfectly and he is interested in replacing all card readers on site now. (SC 2 hrs)

PAID
 SEP 14 2023
 By _____

Billing Address North Attleboro Police Department

Role	Hours	Rate	Extended Rate
Billable Role ITC71 Senior Technician	5.00	147.84	\$739.20

Item Description	QTY	Unit Price	Extended Price
Billable Item Description iCLASS S Contactless SmartCard Reader Wall Switch	3.00	\$240.50	\$721.50

Make checks payable to New Era Technology.	Invoice Subtotal:	\$1,460.70
	Sales Tax:	\$0.00
	Invoice Total:	\$1,460.70
	Deposits:	\$0.00
	Credits:	\$0.00
	Balance Due:	\$1,460.70

Reply to the email that sent this invoice or call us at 888-386-7177 if you have any questions on this invoice.

Payment Instructions
 Electronic (ACH or Wire) - preferred
 Name: JP Morgan Chase Routing No.: 021000021 City/State: New York, NY
 Account No.: 737679305 Swift Code: CHASUS33