



Legislation Text

File #: 19-1212, **Version:** 1

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the award of RFP 19-196, Next Generation 9-1-1 Telephone System, to Intrado Life & Safety Solutions Corporation for an amount not to exceed \$1,090,592.47, plus a 3% contingency and for a seven-year term

DEPARTMENT: Police Department

SUBMITTED BY: Robert Marshall, Chief

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

Illinois' Emergency Telephone System Act Section 3(b) (50 ILCS 750/3(b)) requires every 9-1-1 system in Illinois must provide Next Generation 9-1-1 (NG9-1-1) service by July 1, 2020. The City's vision for the NG9-1-1 network is to have a universal NG9-1-1 service and to provide each 9-1-1 caller with the same level of service for all residents, businesses and visitors in the City, regardless of location or device while adding multimedia data capabilities for Public Safety Answering Points (PSAPs).

The City's current 9-1-1 customer premises equipment (CPE) is based on aging technology nearing end of life. The transition from legacy E9-1-1 services to IP-based NG9-1-1 offers options to resolve challenges to bringing new and emerging technologies to residents, businesses and visitors of Naperville. The infrastructure today is unable to support technologies like text messaging, or image and video sharing in the future. Of paramount importance is the delivery of universal, robust, and reliable 9-1-1 service to the residents, businesses and visitors. NG9-1-1 can accomplish these goals; while providing a platform to grow and expand as the environmental factors change over time.

The Emergency Services Internet Protocol Network (ESInet) is the foundation upon which the statewide NG9-1-1 solution is built. Because NG9-1-1 will be a statewide solution, each Public Safety Answering Point (PSAP) must be able to obtain access to the statewide ESInet. Therefore, the City's 9-1-1 CPE must be updated to be capable of communicating with the state of Illinois' new ESInet.

The City applied for and was awarded a grant from the State of Illinois, Department of State Police in July 2019. This grant is to upgrade, install and configure the 9-1-1 call handling positions installed at the City's Public Safety Answering Point(s) (PSAPs) to a hosted solution that is Next Generation 9-1-1 National Emergency Number Association (NENA) i3 capable. The amount of the grant is \$330,124.00 and is scheduled to expire on June 30, 2020. The City of Naperville Police Department (PD) is in the process of requesting an extension to the grant through June 30, 2021. Based on

feedback from the State of Illinois and past history, the PD is confident that the extension will be given.

In August 2019, the PD issued RFP 19-196, Next Generation 9-1-1 Telephone System, to soliciting proposals from experienced and qualified vendors to furnish and install an IP based Next Generation 9-1-1 Telephone System.

DISCUSSION:

Advertisement Date:	08/28/2019	Notices Sent:	224
Opening Date:	10/04/2019	Planholders:	24
		Proposals Received:	6

Proposals were received from the following firms:

- Central Square Technologies
- Frontier Business
- Mercury Systems
- Motorola
- Solacom
- West Safety Solutions Corporation (recently acquired by Intrado Life & Safety Solutions Corporation)

A Selection Committee comprised of City staff from the Information Technology (IT) Department, Police Department and Fire Department reviewed and scored the proposals.

The proposals were scored based upon the criteria set forth in the RFP:

1. Capability, Capacity and Qualifications (15%)
2. Suitability and Quality of the System Solution (40%)
3. Suitability and quality of the Approach (15%)
4. Milestones and Deliverable (15%)
5. Outcomes to be Achieved (15%)

Three firms were invited to attend interviews with the selection committee. Following the interviews, the selection committee discussed the interviews and decided not to change the proposal review scores. A summary of the qualification scores is provided below:

Company	Qualification Score
West Safety Solutions Corporation	89.95
Motorola	84.20
Solacom	79.75

West Safety solutions Corporation scored the highest and is recommended for award. Since submitting an RFP response, West Safety Solutions Corporation was acquired by Intrado Life & Safety Solutions Corporation (Intrado). As such, the contract will be awarded to Intrado.

The original price quote included in Intrado's RFP response was \$1,466,946.70 for the first seven years. After review and removal of optional features and capabilities quoted in the response, the City staff was able to negotiate a \$376,354 reduction to the final cost for a total seven-year award of \$1,090,592.47. After applying the \$316,143.33 grant, the City's cost for this project is \$760,468.47.

Year	Cost	Description
1	\$587,708.14	Systems & Installation, Configuration and Training Services
1	\$58,559.19	Recurring & Maintenance Services
Total 1	\$646,267.33	
Grant	(\$330,124.00)	State Grant for Systems and Services for Primary PSAP
Net Total 1	\$316,143.33	Expected spend in 2020 (\$300,000) and 2021 using Grant
2 - 7	\$74,054.19	Recurring & Maintenance Services per year
Total 2 - 7	\$444,325.14	

The City also has negotiated and locked in prices for two *optional* long term upgrade, maintenance and support packages as follows:

Year	Cost	Description
8	\$442,833.68	Replacement of end of life system hardware (servers, network, workstations), Installation, & Configuration
8 - 10	\$94,988.00	Recurring & Maintenance Services per year
Total 8-10	\$727,797.68	
11 - 13	\$94,988.00	Recurring & Maintenance Services per year
Total 11-13	\$284,964.00	

The term of this contract is seven years from June 8, 2020 to June 7, 2027 with two, three-year options to extend.

FISCAL IMPACT:

CIP#: CE156

Next Generation 911 Services is expensed to the Technology account listed below. The cost is related to CE156, Next Gen 911, for which \$1,000,000 was originally budgeted in 2020. The budget was amended on May 5, 2020, which lowered the 2020 budget amount for this project to \$300,000 based on the delayed schedule. The 2021 budget recommendation will include the remaining capital funds and corresponding maintenance funds necessary to accommodate the stated contract value.

Account Number	Fund Description	Total Budget Amount
21102300-551504	Bond Fund	\$300,000

