



**ALPENA COUNTY
CENTRAL DISPATCH
CALL-HANDLING
EQUIPMENT PROJE
CT**

MAY 2024

CURRENT VENDOR:

INTRADO - VIPER

MULTINODE PARTNERSHIP PROJECT:

ROSCOMMO

N

OGEMAW

CRAWFORD

OSCODA

ALPENA

CAN WE JUST DO NOTHING?

NO!

- **Intrado's contract is expiring**
- **Intrado's customer service**
- **Partners moving to Central Square**
- **Only 911 Surcharge Funds will be used for the project**

COMPARISON:

CENTRAL SQUARE

Software	\$17,120.00
Services	\$101,665.00
Hardware	\$16,546.07
Year 1:	\$135,331.07
Year 2:	\$33,666.07
Year 3:	\$33,666.07
Year 4:	\$33,666.07
Year 5:	<u>\$33,666.07</u>
Total	\$269,995.35

INTRADO

Systems	\$111,532.70
Prof Services	\$74,433.50
Recurring	\$20,971.00
Year 1:	\$202,937.20
Year 2:	\$20,971.00

CENTRAL SQUARE:

- Cost savings of \$16,825.85 over 5 years
- Continue established partnership
- Positive customer service experience with this vendor since 2016
- Exceptional customer service from our sales account executive
- Retrograde integration upgrade
 - Central Square does not charge for post-purchase upgrades
 - Meets the criteria for sole source procurement
 - Added value to both the CAD and call-handling equipment