

Alpena County Office of Emergency Management & E911 Services

720 W. Chisholm Street, Suite #13

Alpena, MI 49707

(989) 354-9821

To: Finance Ways & Means Committee

Date: June 4, 2024

Re: New Call-Handling Equipment for Central Dispatch

Attached please find quotes from Central Square Technologies and Intrado Life & Safety Solutions Corporation regarding the purchase of new call-handling equipment for Alpena County Central Dispatch. Also provided is a sole source letter from Central Square Technologies regarding features available only through their company due the development of a retrograde integration between our existing Central Square Technologies ONESolution computer-aided dispatch (CAD) program and their new Vertex Next Generation 911 Call-Handling System. This integration will provide features not available through any other vendor. Noncompetitive Proposal (Sole Sourcing) language from the County's procurement policy is attached for reference. I contend the integration feature between our existing CAD and the new call-handling equipment satisfies the requirement for sole-source purchasing.

The 911 Fund Balance will be responsible for the startup cost of this project; there will be no General Fund dollars involved. Years 2-5 of the project will be included in 911's annual budget with oversight and approval by this Board.

A printed PowerPoint, demonstrating costs and other information, will be attached to this memo with the PowerPoint also used at the meeting for discussion.

Our sales consultant will be present via Zoom to assist with answering any questions you may have at the meeting.

Respectfully,



Kim Elkie
Director





**ALPENA COUNTY
CENTRAL DISPATCH
CALL-HANDLING
EQUIPMENT PROJECT**

JUNE 2024



**CURRENT VENDOR:
INTRADO - VIPER**

MULTINODE PARTNERSHIP PROJECT:

ROSCOMMON

OGEMAW

CRAWFORD

OSCODA

ALPENA

CAN WE JUST DO NOTHING?

NO!

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

QUOTE COMPARISON:

CENTRAL SQUARE

Year 1: **\$135,331.07**

Includes:

Software \$17,120.00

Services \$101,665.00

Hardware \$16,546.07

Year 2: **\$33,666.07**

Year 3: **\$33,666.07**

Year 4: **\$33,666.07**

Year 5: **\$33,666.07**

Total **\$269,995.35**

INTRADO

Year 1: **\$202,937.20**

Includes

Systems \$111,532.70

Prof Services \$74,433.50

Recurring \$20,971.00

Year 2: **\$20,971.00**

Year 3: **\$20,971.00**

Year 4: **\$20,971.00**

Year 5: **\$20,971.00**

Total **\$286,821.20**

CENTRAL SQUARE:

- Cost savings of \$16,825.85 over 5 years
- Continue established partnership
- Positive customer service experience 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
 - The increased functionality allows us to delay a new CAD project