



## Legislation Text

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File #: ID 17-350, Version: 1

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### AGENDA INFORMATION SHEET

**DEPARTMENT:** Materials Management

**ACM:** Bryan Langley

**AGENDA DATE:** March 21, 2017

#### SUBJECT

Consider adoption of an ordinance of the City of Denton, Texas authorizing the approval of a first amendment to a contract between the City of Denton and Mission Critical Partners for a Public Safety Dispatch Study, amending the contract approved by the City Manager on June 29, 2015, in the amount of \$99,996, to provide additional consulting services related to the solicitation and implementation of a new Public Safety Dispatch System; providing for the expenditure of funds therefor; and providing an effective date (File 5860-providing for an additional expenditure amount not-to-exceed \$122,161, with the total contract amount not-to-exceed \$222,157).

The City Manager approved a contract with Mission Critical Partners (MCP) through the Houston-Galveston Area Council of Governments Cooperative Purchasing program on June 29, 2015 in the amount of \$99,996, which is within the City Manager's delegated procurement authority, and as authorized by Texas Local Government Code (TLGC) 271.083 - Cooperative Purchasing. MCP was originally recommended for award based on the work they have previously accomplished with multiple public safety agencies in the DFW area, including the North Central Texas Council of Governments. With the completion of MCP's original contract, a *first amendment to the original contract* is requested, and is *statutorily allowed* through the provisions of TLGC 271.083. Since the original contract was awarded utilizing a Cooperative Purchasing Contract, there is *not* a limitation on contract amendments or amounts of awards. The recommended company is honoring the original hourly rates for this amendment, thereby saving the City of Denton vital funds.

The purpose of the public safety communications assessment (study) was to perform a comprehensive review of staffing, call handling procedures, equipment, and facilities. The scope of work outlined the following five tasks:

1. Emergency Call Processing Analysis
2. Communication Center Staffing Analysis
3. Upgrade or Replacement of the Computer Aided Dispatch (CAD) System and Fire Department Records Management System (RMS)
4. Assessment of Current Voice and Data Systems Capabilities and Future Radio System Planning
5. Public Safety Communications and Emergency Management Space Needs Assessment

The review was initiated by identifying needs in each task area impacted by factors that include growing call volumes in Police, Fire, and EMS, requests for service, challenges in hiring and retaining dispatch personnel,

service delivery response time, notice of support termination for Public Safety's computer aided dispatch (CAD) system, deficiencies in Public Safety's records management system (RMS), digital transition in radio communications, and facility needs for dispatch and the Emergency Operations Center (EOC). User groups met with MCP to provide information on processes, functionality, and need. MCP has provided final reports with recommendations for staffing, operations, system needs, and space requirements. A stakeholder's group consisting of key personnel from Police, Fire, and Technology Services have reviewed the reports and are working together to incorporate the recommendations.

This request action will provide the Public Safety divisions with support in the preparation and implementation of a new CAD and RMS along with overseeing the remodel of the dispatch work areas. The work will include partnering with City Departments to lead Public Safety through six critical phases:

1. CAD, Fire and Law Enforcement RMS Procurement
2. CAD and Law Enforcement RMS Installation
3. Training
4. CAD and Law Enforcement RMS Cutover
5. Fire RMS Implementation
6. Communication Center Renovation

A technology transition of this scale entails systematic planning and coordination of multiple work groups. Implementation of a new emergency communication and record management system will require dedicated professional and technical expertise as well as committed resources for management and support. This need is compounded by the simultaneous task of remodeling the existing dispatch center, adding a level of complexity to the project in coordination and implementation.

The new scope of services allows Public Safety to advance to the next phase of dispatch updating. Leveraging MCP's knowledge of the City and expertise in the field of public safety communications enhances confidence in the project. The continuation of services through the phases outlined in MCP's proposal will provide a seamless plan accounting for minimal operational disruptions to a successful completion.

## **RECOMMENDATION**

Approve a first amendment to a Professional Services Agreement between the City of Denton and Mission Critical Partners in an amount not-to-exceed \$122,161 for a total contract amount not-to-exceed \$222,157. The pricing contained in the first amendment has been competitively solicited through the Houston-Galveston Area Council of Government (H-GAC) Cooperative Purchasing Program Contract #HP07-13. MCP will continue to provide services under the same rate schedule that was established in the original contract.

## **ESTIMATED SCHEDULE OF PROJECT**

Services to be performed will begin upon Council approval and will continue until the completion of the project as defined in the Professional Services Agreement.

## **FISCAL INFORMATION**

The services performed under this contract will be funded from the CAD System Replacement account 100228409.1360.30100 in the amount of \$77,140. The remaining balance will be funded from the Communication Center and CIB Relocation account 100199468.1360.40100 in the amount of \$45,021.

## **STRATEGIC PLAN RELATIONSHIP**

The City of Denton's Strategic Plan is an action-oriented road map that will help the City achieve its vision. The foundation for the plan is the five long-term Key Focus Areas (KFA): Organizational Excellence; Public Infrastructure; Economic Development; Safe, Livable, and Family-Friendly Community; and Sustainability and Environmental Stewardship. While individual items may support multiple KFAs, this specific City Council agenda item contributes most directly to the following KFA and goal:

**Related Key Focus Area:**     **Safe, Liveable & Family-Friendly Community**  
**Related Goal:**               **4.1 Enhance public safety in the community**

## **EXHIBITS**

Exhibit 1: Original Agreement  
Exhibit 2: Ordinance  
Exhibit 3: First Amendment

Respectfully submitted  
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Customer Service Manager

For information concerning this acquisition, contact: Laura Behrens at 349-8844.