



Request for City Council Committee Action from the Department of Emergency Communications (911)

Date: 02/07/2014

To: The Honorable Blong Yang, Chair, Public Safety, Civil Rights and Emergency Management

Subject: Shared/Hosted Next-Generation 911 Call Handling System

Recommendation: Receive an update on the status of the shared/hosted Next-Generation 911 (NG911) Call Handling System Request for Proposal (RFP).

Authorize staff to participate in the finalization of a cooperative agreement for the five agencies for a shared/hosted system, as an alternative to individual purchase.

Authorize staff, in conjunction with Metropolitan Emergency Services Board (MESB) staff, to begin contract negotiations with the selected vendor for the specific final configuration.

• Previous Directives:

- 12/07/2012, Resolution 2012-R631 endorsing the Metropolitan Emergency Services Board (MESB) plan to solicit firm pricing and technical designs for suitable shared/hosted 9-1-1 call handling system application solutions capable of serving our PSAP and agencies needs and transmits this confirmation to the MESB with a request that the organization facilitate the RFP process and report results of the RFP process back to the City of Minneapolis.**

Department Information

<p>Prepared by: Heather Hunt Approved by: Paul Aasen Presenters in Committee: Heather Hunt</p>
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Reviews

- Permanent Review Committee (PRC):** Approval Y Date 02/06/2014
- Civil Rights Approval** Approval NA
- Policy Review Group (PRG):** Approval NA

Financial Impact

- Action is within the Business Plan**
- Funding is budgeted in CLIC**

Community Impact

- City Goals
 - A Safe Place to Call Home

Supporting Information

Council passed Resolution 2012-R631 endorsing the Metropolitan Emergency Services Board (MESB) plan to solicit firm pricing and technical designs for suitable shared/hosted 9-1-1 call handling system application solutions capable of serving our Public Safety Answering Point (PSAP) and agencies' needs and transmits this confirmation to the MESB with a request that the organization facilitate the Request for Proposal (RFP) process and report results of the RFP process back to the City of Minneapolis.

The RFP was issued and responses received. The participants of the Shared/Hosted consortium, with the assistance of MESB Staff, have evaluated the responses and selected the product and vendor that provides the best solution to meet the needs of the participants and their stakeholders.

Five organizations are ready to move forward with a system purchase either as a consortium or individually:

- City of Minneapolis
- Hennepin County
- City of Edina
- Hennepin County Emergency Medical Services
- Allina Health Systems

The project has reached the point where next steps are to finalize a cooperative agreement for the five agencies for a shared/hosted system, as an alternative to individual purchase, and to begin contract negotiations with the selected vendor.

PSC Alliance has been retained by the MESB to facilitate contract negotiations on behalf of the consortium members for the system purchase agreement and to assist in working out the final details of the cooperative agreement.

Heather M. Hunt,

Director of Emergency Communications

Supporting Documentation:

- Resolution 2012-R631
- PSC Alliance Recommendation



**Minneapolis Emergency Communications Center (MECC)
NG9-1-1 Telephone Project
Proposal Analysis and Recommendation
February 3, 2014**

Background

In 2012, several metropolitan area Public Safety Answering Points (PSAP), including the City of Minneapolis, received notice from the manufacturer that their 9-1-1 call handling equipment has been deemed "end-of-life" effective January of 2016. In response to the notification, the Metropolitan Emergency Services Board (MESB) staff coordinated a ten-PSAP consortium, including the City of Minneapolis, seeking procurement of a new Next Generation 9-1-1 (NG9-1-1) telephone system. The MESB's role has been that of coordinator for the solicitation development as well as prospective Fiscal Agent and Contract Manager for the consortium.

The MECC and the consortium, in conjunction with the MESB, commissioned PSC Alliance, Inc. (PSC) to prepare specifications for replacement of the existing 9-1-1 telephone system. PSC developed a Request for Proposal (RFP) that had three objectives;

1. Solicitation of a Shared/Hosted NG9-1-1 Call Handling System Solution for a group of PSAPs.
2. Solicitation of NG9-1-1 Call Handling System Solutions for individual PSAPs.
3. Solicitation of any combination of the two items above for all PSAPs.

PSC performed the associated pre-proposal project milestones in the timeline as listed below:

- January, 2013; PSC was engaged by the consortium.
- June 28, 2013; a Request for Proposal (RFP) was issued.
- August 20, 2013; proposals were received and opened at the MESB offices.

Five proposals were received in accordance with the RFP specifications.

Evaluation

The MECC is a member of the ten-PSAP Consortium Evaluation Team. The Evaluation Team scored each of the three (3) Pass/Fail Criteria as well as the five (5) Scoring and Weighting Criteria. Two proposals did not pass the pass/fail criteria. Three proposals continued in the evaluation process. The Evaluation Team and PSC concluded that one vendor provides the Best Value solution in meeting the needs and requirements of the group and of the MECC PSAP. [Subsequent to this evaluation decision, through negotiations, the preferred vendor has offered an additional across the board discount of up to thirteen percent (13%), which is not reflected in pricing below.]

Conclusion and Recommendation

The City of Minneapolis (MECC), through discussion with the ten-member Consortium, and analysis of the vendor offerings, has determined that its preferred configuration is to be a member of a five-member Consortium. The initial Consortium will include the following Public Safety Answering Position (PSAP) entities; Allina Emergency Medical Services, the City of Edina, the Hennepin County Sheriff's Office, Hennepin Emergency Medical Services, and the Minneapolis Emergency Communications Center.

Therefore, PSC recommends that the MECC, in conjunction with MESB staff, begin negotiations with the preferred vendor in the development of the terms and conditions of a suitable contract, in accordance with the Pricing Table below, for the specific final configuration as determined by PSC and the PSAP staff.

Further, PSC recommends that the MECC, in conjunction with MESB staff, Allina Emergency Medical Services, the City of Edina, the Hennepin County Sheriff's Office, Hennepin Emergency Medical Services, and the Minneapolis Emergency Communications Center continue development a Governance Agreement to establish the terms and conditions of the relationship between and among the five entities.

Finally, PSC recommends that, as the MECC continues negotiations with the preferred vendor and with the other four entities, they also have a contingent plan for a second track. The second track is for implementation of an Individual PSAP solution (as opposed to a five-member solution), in the event of inability to agree to terms of a Governance Model or other terms and conditions with the other members.

Pricing Information

Pricing is closely estimated not to exceed \$1,600,204 for a shared/hosted configuration and \$1,694,445 for an individual solution.

Funding is appropriated in the CLIC Schedule for \$1,950,000.

Prepared by:

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Heather Hunt
Director of Emergency Communications
City of Minneapolis

2012R- 631
RESOLUTION
of the
CITY OF
MINNEAPOLIS

By Reich

**Encouraging the Preparation and Distribution of a Request for Proposal
For a Shared/Hosted 9-1-1 Call Handling System Application Solution For
Selected Twin City Metropolitan Area Public Safety Answering Points.**

Whereas the Metropolitan Emergency Services Board (MESB) was established in the State of Minnesota to facilitate the planning and coordinate the delivery of emergency communications services including E9-1-1 and emerging services such as next generation (NG)9-1-1; and,

Whereas the MESB membership spans the nine County metropolitan area of Minneapolis/St. Paul; and,

Whereas the MESB staff has been evaluating and planning suitable NG9-1-1 network strategies in cooperation with the Division of Emergency Communication Networks (DECN) of the state Department of Public Safety; and,

Whereas the MESB staff, in concert with metropolitan public safety answering point (PSAP) representatives, have determined that 9 of 22 metropolitan area PSAPs will require equipment and/or significant software upgrades to their existing 9-1-1 call processing equipment in the near future and at approximately similar time frames; and,

Whereas the MESB staff invited representatives of the nine affected PSAPs needing equipment/software upgrades to form a study committee to identify local needs and provide input on potential call answering solutions for a shared/hosted 9-1-1 call processing environment; and,

Whereas the MESB staff commissioned preparation of a "Request for Information" (RFI) intended to determine budgetary costs and potential architectures for a shared/hosted 9-1-1 call handling system application solution that could be networked and utilized amongst the PSAPs needing equipment and/or software upgrades; and,

Whereas the RFI was distributed to 25 vendors and seven proposal responses were received; and,

Whereas vendor responses to the RFI identified that a shared/hosted 9-1-1 call handling system application solution is technically feasible, offers opportunities to contain aggregate costs, enhances PSAP telephone call processing interoperability, and improves inter-PSAP backup processes; and,

Whereas the PSAP study committee has considered preliminary information resulting from the RFI and maintains there is merit in soliciting firm pricing and specific

technical designs to address the common and individual needs of the nine affected PSAPs; and,

Whereas an open and competitive procurement process is desirable for a shared/hosted 9-1-1 call handling system application solution serving multiple PSAPs; and,

Whereas the MESB staff have suggested that the MESB may help facilitate local procurement of suitable hosted/shared 9-1-1 call handling system application solution technologies and services via the publication of a formal Request for Proposals (RFP); and,

Whereas all of the nine PSAPs have immediate needs to begin their local call answering replacement options; and,

Whereas the Study Committee will evaluate the vendors' proposals on technical merit, best overall cost, value, and other factors which it identifies during the RFP preparation process;

Now, Therefore, Be It Resolved by The City Council of The City of Minneapolis:

That the City Council endorses the Metropolitan Emergency Services Board plan to solicit firm pricing and technical designs for suitable shared/hosted 9-1-1 call handling system application solutions capable of serving our PSAP and agencies needs and transmits this confirmation to the MESB with a request that that organization facilitate the RFP process and report results of the RFP process back to the City of Minneapolis.

Certified as an official action of the City Council: *CLH*

RECORD OF COUNCIL VOTE (X INDICATES VOTE)

COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN	COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN
Reich	X						Glidden	X					
Gordon	X						Schiff	X					
Hofstede	X						Tuthill	X					
Johnson	X						Quincy	X					
Samuels	X						Colvin Roy	X					
Illigren	X						Hodges	X					
Goodman	X												

ADOPTED DEC 07 2012
 DATE
 ATTEST *[Signature]*
 CITY CLERK

APPROVED NOT APPROVED VETOED
[Signature]
 MAYOR RYBAK
 DEC 12 2012
 DATE