

COBURG CITY COUNCIL ACTION/ISSUE ITEM



TOPIC: Contract for Security Monster to upgrade the City Hall security, access, and surveillance system

Meeting Date: August 10, 2021

Staff Contact: Tim Gaines

Contact: 541-682-7870, tim.gaines@ci.coburg.or.us

REQUESTED COUNCIL ACTION

Consider Approval of contract for Security Monster to upgrade the City Hall security, access, and surveillance system.

RECOMMENDED MOTION: *"I move to approve the contract for City Hall security, access, and surveillance system between City of Coburg and Security Monster..."*

BACKGROUND

In late 2016, the City of Coburg installed a new security, access, and surveillance system at City Hall. This system included a monitored security control panel, keypads, and fobs for entry into the building, door sensors for automatic door locks, motion sensors, panic alarms, and a video surveillance system. This current system has reached its end of life as it runs on a Windows 7 platform. Windows 7 is no longer supported by Microsoft. The original contract includes technical support. The City must replace the system hardware, but we also wish to increase the level and quality of the technical support we are currently receiving. The management staff was polled to get an idea of the quality of the current security vendor. Every response I received was negative in nature. We have had key fobs work intermittently or not at all. The front doors would lock before closing hours and at times would not lock automatically when they were supposed to. We have had many instances where the alarm was set off in error but dispatched was never notified of alarm. The panic button alarms would not work at times. The police department has had numerous problems with getting the back door keypad to work and overall, it has not had a good experience with the current company. To compound these issues, logging into the system was often a challenge. When we could get into the system, it was not a very friendly user interface. Activating and deactivating key fobs was challenging. Just navigating within the system was challenging. When we contacted support with our current company, they did not respond in a timely manner to address our needs. When they did respond, there were times they didn't complete the service we requested. We will be upgrading the current system, as well as contracting with a new vendor.

REQUEST FOR PROPOSALS (RFP)

An informal RFP process was conducted and there were three bids received. Two of the companies that provided proposals were evenly prepared to conduct the work as established in the RFP. The lowest bid of those two companies was accepted. The bid has been awarded to Security Monster.

BUDGET

The full budget for the upgrade of our current security, access, and surveillance system will be paid as part of our City Hall improvement plan for FY 2022. The cost of the upgrade will be \$12,999.

RECOMMENDATIONS AND ALTERNATIVES

Staff recommends that the Council approve the City Administrator to enter into a contract with Security Monster.

NEXT STEPS

The next step would be to implement the contract and begin the upgrade of our security, access, and surveillance system at the City of Coburg City Hall.

ATTACHMENTS

- A. Draft – Contract with Security Monster.
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REVIEWED THROUGH

Gary Darnielle, City Attorney

Anne Heath, City Administrator



**INDEPENDENT CONTRACT SERVICES AGREEMENT
CITY OF COBURG**

Date: _____

Parties:

City of Coburg ("CITY") and
PO Box 8316
91136 N Willamette St.
Coburg, Oregon 97408
Security Monster
780 Bailey Hill Road, Suite 3
Eugene, Oregon 97402

Additional Independent Contractor Information:

a. Type of Entity: Sole Proprietorship Partners ☐ Limited Liability Comp Corporation ☐

b. Address: 780 Bailey Hill Road, Suite 3, Eugene, Oregon, 97402

c. Telephone: 541-342-8111

d. Fax No.

e. Email: _____

f. SSN or Federal ID: _____