

**Columbus Consolidated Government
Council Meeting Agenda Item**

TO:	Mayor and Councilors
AGENDA SUBJECT:	False Alarm Billing and Tracking Services (Annual Contract) – RFP NO.19-0016
INITIATED BY:	Finance Department

It is requested that Council authorize the execution of an annual contract with Central Square Technologies (Greensboro, NC) for false alarm billing and tracking services for the Columbus Police Department and Columbus Fire & EMS on an “as needed” basis.

The contract term shall be for two (2) years with the option to renew for three (3) additional twelve-month periods.

In 2018, the Columbus Police Department responded to 22,239 false alarms. Given the undue burden placed on our law enforcement providers by these excessive false alarms, an ordinance was passed creating the Columbus Georgia False Alarm Unit. Central Square Technologies will provide the majority of services related to the maintenance and customer service of the City’s current false alarm reduction program.

Annual Contract History:

If approved, this will be a new annual contract.

RFP Advertisement and Receipt of Proposals:

RFP specifications were posted on the web page of the Purchasing Division and on the Georgia Procurement Registry on March 25, 2019. This RFP has been advertised, opened and evaluated. Two proposals were received on April 26, 2019 from the following firms:

Central Square Technologies, LLC (Lake Mary, FL)
PM AM Corporation (Dallas, TX)

The following events took place after receipt of the proposal.

RFP MEETINGS/EVENTS		
Description	Date	Agenda/Action
Pre-Evaluation Meeting	05/22/19	The Purchasing Manager advised evaluation committee members of the RFP rules and process, and the project manager provided an overview. Proposals were distributed to each committee member to review.
1 st Evaluation Meeting	06/12/19	The Evaluation Committee discussed both proposals and determined requests for clarification and presentations were necessary of both firms.
Clarification/Presentations Requested	06/26/19	The requests for clarification and presentations were forwarded to both vendors.
Responses Received	06/28/19	Both firms provided clarification of their proposal and agreed to provide presentations.

Presentations	07/12/19	Both firms provided presentations, which were followed by question/answer sessions with the Committee. Immediately after the last presentation, the Committee determined additional clarification was not required.
Evaluation Forms Sent	07/19/19	Evaluation forms were forwarded to the voting committee members.
Evaluation Forms Returned	08/08/19	Evaluation forms were completed and returned to Purchasing for compilation of results.
Evaluation Results	08/13/19	Evaluation results were forwarded to the Evaluation Committee for review.
Recommendation	08/19/19	The committee unanimously recommended award to Central Square Technologies, LLC.

Evaluation Committee:

Proposals were reviewed by members of the Evaluation Committee, which consisted of one voting member from the Police Department, one voting member from the Finance Department and one voting member from Columbus Fire & EMS.

A Representative from the City Manager’s Office, an additional representative from the Police Department, and two representatives from Motorola Solutions served as non-voting advisors.

Award Recommendation:

The evaluation committee, as reflected by their comments provided below, unanimously recommends award of the contract to Central Square Technologies, LLC, for the following reasons:

- The list of current customers encompasses a variety of agencies as it relates to size, population and services rendered to the citizens. This list includes a large number of clients in Georgia. The inclusion of these agencies indicates requirements specific to the state of Georgia are being met.
- Concerning the technical abilities section, the vendor provided a well laid out description of exactly how the software functions. The information was organized in a way to make understanding the process easy.
- This vendor provided a more clarified timeline of the startup process.
- The proposal indicates a high level of security for the connection between the Premier One CAD system and the alarm monitoring servicer. They have indicated that the storage of any information extracted from CAD will be secured in company-owned servers and not stored in a cloud-based storage system or otherwise third party service.

Vendor Qualifications/Experience:

- Central Square Technologies, LLC has nineteen (19) years of experience in reducing false alarms for over 330 client agencies across the United States and Canada, including 15 Georgia clients.
- In August 2018, the merger of Superior, LLC, TriTech Software Systems and Aptean Public Sector resulted in a business jointly owned by certain funds affiliated with Vista Equity Partners Management and certain funds affiliated with Bain Capital Private Equity – the overarching entity being Central Square Technologies.

- Central Square will use its proprietary and patented False Alarm Management (powered by CryWolf) software and services solution to setup, customize and manage the City's alarm program.
- The clients of Central Square range in population from less than 20,000 to nearly 4,000,000, and Central Square processes between 1,500 to over 100,000 false alarms annually.
- Listed below are Central Square clients in the state of Georgia:

Agency	Population	Contract Date
DeKalb County	733,000	May 2011
Atlanta	445,000	June 2013
Clayton County	272,000	June 2011
Chatham County	248,000	September 2010
Forsyth County	204,000	June 2015
Sandy Springs	95,000	May 2013
Johns Creek	77,000	May 2013
Albany	75,000	June 2003
Marietta	65,000	July 2007
Roswell	60,000	January 2012
Brookhaven	49,000	March 2018
Dunwoody	45,000	May 2013
Forest Park	22,000	June 2009
Fayetteville	16,000	February 2012
Chamblee	12,000	February 2009

The City's Procurement Ordinance Article 3-110 (Competitive Sealed Proposals for the procurement of Equipment, Supplies and Professional Services) governs the RFP Process. During the RFP process, there is no formal opening due to the possibility of negotiated components of the proposal. In the event City Council does not approve the recommended offeror, no proposal responses or any negotiated components are made public until after the award of the contract. Therefore, the evaluation results and cost information has been submitted to the City Manager in a separate memo for informational purposes.

The City's portion of proceeds will be deposited in the Revenue Account.

A RESOLUTION

NO. _____

A RESOLUTION AUTHORIZING THE EXECUTION OF AN ANNUAL CONTRACT WITH CENTRAL SQUARE TECHNOLOGIES (GREENSBORO, NC) FOR FALSE ALARM BILLING AND TRACKING SERVICES FOR THE COLUMBUS POLICE DEPARTMENT AND COLUMBUS FIRE & EMS ON AN “AS NEEDED” BASIS.

WHEREAS, an RFP was administered (RFP No. 19-0016) and two (2) proposals were received; and,

WHEREAS, the proposal submitted by Central Square Technologies met all proposal requirements and was evaluated most responsive to the RFP; and,

WHEREAS, the term of the contract shall be for two (2) years, with the option to renew for three (3) additional twelve-month periods. Contract renewal shall be contingent upon the mutual agreement of the contractor and the City.

NOW, THEREFORE, THE COUNCIL OF COLUMBUS, GEORGIA, HEREBY RESOLVES AS FOLLOWS:

That the City Manager is hereby authorized to execute an annual contract with Central Square Technologies (Greensboro, NC) for false alarm billing and tracking services for the Columbus Police Department on an “as needed” basis. The City’s portion of the proceeds will be deposited in the Revenue Account.

Introduced at a regular meeting of the Council of Columbus, Georgia, held the _____ day of _____, 2019 and adopted at said meeting by the affirmative vote of _____ members of said Council.

- Councilor Allen voting _____.
- Councilor Barnes voting _____.
- Councilor Crabb voting _____.
- Councilor Davis voting _____.
- Councilor Garrett voting _____.
- Councilor House voting _____.
- Councilor Huff voting _____.
- Councilor Thomas voting _____.
- Councilor Thompson voting _____.
- Councilor Woodson voting _____.

Sandra T. Davis, Clerk of Council

B.H. “Skip” Henderson III, Mayor