Legislation Text

File #: ID 20-0015, **Version:** 1

Resolution to Approve Financial Support for a Station Alerting System for GM911 and all GFD Fire Stations in the Amount of $1,394,129.81, with US Digital Designs
Department: Fire & GM911

Council Priority: Promote Public Safety & Reduce Crime

Public Hearing: N/A
Advertising Date/By: N/A

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PURPOSE:
City Council is requested to approve the contract award to US Digital Designs Systems, for the purchase and installation of Phoenix G2-Automated Fire Station Alerting System.

BACKGROUND:
In order to meet the needs of the residents of the City of Greensboro, the Greensboro Fire Department and Guilford Metro 911 are seeking to engage in a contract for design and installation of the Phoenix G2-Fire Station Alerting System to reduce overall response times to our residents and visitors to the City of Greensboro. One portion of the system will be installed in Guilford Metro 911 Center for a total of $108,666. Guilford County will pay $33,962.40 of the costs for the installation and design of the Guilford Metro 911 piece. The installation of the Phoenix G2 System in all 26 Fire Stations will require funding of $1,285,464. The following link <https://www.greensboro-nc.gov/Home/ShowDocument?id=44486> will access the quote for installation in the fire stations.

Research was conducted beginning in 2015 in regards to Fire Station Alerting Systems. US Digital Designs, Purvis, and Motorola made presentations and visits were made to cities that had this equipment installed. These three companies were the only corporations that had equipment that would interface with current Guilford Metro 911 CAD system. US Digital Designs and Purvis submitted bids for design and installation of their products in the Guilford Metro 911 Center and all GFD Fire Stations. Upon review of the submissions, the members of Guilford Metro 911 and GFD selection committee determined to go with US Digital Designs because the company provided the low bid for consideration.

Guilford Metro 911 Dispatchers use the Phoenix G2 system to improve the customer experience for the caller. For example, the dispatcher can type the necessary data (address, emergency type, and dispatch information) into their computer-aided dispatch software, then hit “send” and automatically transmit the information to one station-or hundreds. Meanwhile, they never put the caller on hold. Within seconds, the correct fire station(s) is alerted and on their way, and the dispatcher can stay on the line if needed until responders arrive.

First responders receive automated dispatch announcements throughout the station via audio and visual alerting

devices called peripherals. As firefighters and/or EMS personnel make their way to the fire apparatus, they can view scrolling message signs, and listen to the alert on the speakers.

Fire administration professionals rely on the Phoenix G2 system to improve their average emergency response times, thus improving their ISO PPC ratings and maintaining our International Accreditation. The system provides a number of reporting benefits and requires minimal IT maintenance. Administrators can also receive mobile station alerts and administrative messages via their tablet devices.

Community members benefit from the Phoenix G2 system because a high-performing fire station in their neighborhood not only helps save lives and property but helps to reduce homeowner and commercial insurance rates.

BUDGET IMPACT:
The Greensboro Fire Department will provide funding from the Fire Equipment Bond Fund Capital Project Budget in account 491-4002-01. This item is associated with a related budget ordinance.

The installation of the Phoenix G2 System requires a specific certification which no M/WBE's in North Carolina possess. US Digital Designs solicited installation assistance to their certified MBE partnering firm Honeymac Inc. (located in Virginia) for a contract value of $301,107.66 or 23.42%. To achieve local M/WBE utilization, Honeymac solicited local electrical vendors in the Greensboro Relevant Marketplace to assist with rough-in wire installation. Chaztown Media, LLC was selected as the MBE firm at a value of $67,699.14 or 5.27% toward our annual aspirational goal.

The Phoenix G2 Alerting System being provided and installed in the Guilford Metro 911 Center will total $108,666.

Funding for this project will be provided from the following accounts:

Account 491-4002-01.6058	$1,370,370.00
Account 281-3903-01.6058	$ 23,760.00

$23,760 of this amount will be provided by the NC State 911 Board and $33,962.40 will be reimbursed by Guilford County.

RECOMMENDATION / ACTION REQUESTED:
The Fire department and Guilford Metro 911 recommends approval of the award of the contract to US Digital Designs for the purchase of and installation of the Phoenix G2 Fire Station Alerting System in the amount not to exceed $1,394,130.00.