

Date action is requested: 10/26/2016

Title: Motion 2016-20 to authorize approval of a contract in substantially the same form for the addition of Tacoma Fire Communications Center to the South Sound 911 TCS call handling system in an amount not to exceed \$231,150.

Attachments: TCS Proposal Add-on Tacoma FD to South Sound 911

Type of action: Motion

SUBMITTED BY: Tim Hannah, Assistant Director of Communications Systems

RECOMMENDATION: It is recommended that the Policy Board authorize an agreement with Comtech TCS for the expansion of the South Sound 911 TCS call handling system to support the Tacoma Fire Communications Center in the amount not to exceed \$231,150 (contract amount \$210,140 plus 10% contingency).

BACKGROUND: The current E911 phone system used by Tacoma Fire Communications was installed in 2003 and is beyond its life cycle; it is difficult for the vendor to support, and parts are often hard to find or simply not available. Staff from South Sound 911 and Tacoma Fire evaluated and scored responses to an RFP in late 2013 for a replacement system which was approved in February 2014. That system went live in December 2014 for South Sound 911 at the 35th Street Center and has handled over 1 million calls successfully. This proposal by TCS would expand the system to allow Tacoma Fire to be a remote site off of the South Sound 911 system.

ALTERNATIVES: Take no action and Tacoma Fire will continue using the current E911 phone system and make necessary repairs as needed.

FINANCIAL IMPACT: Amount is within project budgeted funds of \$316,000 for 2016.

Contract includes support of system for years 2 through 5 (years 4 and 5 include CPI adjustment):

- Silver Technical Support Years 2 - 5 \$10,771 per year
- Future Proof Years 2 – 5 \$ 8,286 per year