



Legislation Text

File #: 18-064, **Version:** 1

TO: Mayor Collins and Town Council Members

FROM: Kevin Burke, Town Manager
Peter Wingert, Chief of Police

DATE: February 22, 2018

DEPARTMENT: Police Department

AGENDA TITLE:

Award of Contract to Dynamark Monitoring, Inc for Alarm Monitoring Services

Council Goals:

Fiscal year 2017-2018 Responsiveness to Residents Goal

RECOMMENDATION:

Authorize the Town Manager to execute a contract with Dynamark Monitoring, Inc for services related to the Police Alarm Monitoring Program.

SUMMARY STATEMENT:

Since 2015, Staff has presented different scenarios regarding the alarm monitoring program. The scenarios have included:

1. Discontinuing service
2. Using the infrastructure of an alarm monitoring partner
3. Investing in infrastructure on our own

In December 2016, an Alarm Work Group was created. The Town Council gave the following "Markers of Success" for the continuation of the alarm monitoring program:

- A revenue neutral model with ongoing financial viability
- Knowledge that the system works all the time
- A basic level of alarm service
- Staff to support the alarm monitoring program
- Growth in the alarm program
- Enthusiastic subscriber base

The Work Group was staffed by Vice Mayor Bien-Willner, Councilmember Stanton, Town Manager Burke, Chief Wingert and Senior IT Analyst Kornovich. This group sought the advice of a local alarm expert, John Jennings, a retired Safeguard Security executive, to determine what options were available. The work group determined that a hybrid monitoring model could be created, using the

alarm infrastructure of a private vendor and the customer service, billing and dispatching of the Town. In May 2017, the Council gave support of releasing a request for proposal seeking a partner on a hybrid alarm monitoring system. Staff heard the following directions from the Town Council during the May 2017 meeting:

1. Explore a partnership with a provider who can receive signals from customers and provide them to the PVPD
2. Partnership should respect the current subscribers' desire for reduced response times and data privacy
3. The subscriber base should be allowed to shrink by natural attrition, no new subscribers will be sought for the alarm monitoring service.

The RFP was released in October 2017, with a due date of November 17, 2017. Four proposals were received. A scoring team made up of staff and Mr. Jennings was selected to review and score the proposals. The highest scoring proposal belonged to Dynamark Monitoring and is included with this item.

The highlights of the Dynamark proposal include:

- Recognized National Certificates including; UL Listed, Five Diamond Monitoring Center, FM Approved, IQ Certified
- Background checks completed on all employees by Maryland State Police
- \$2.50 per month per account
- Direct communication of signals to PVPD by secure internet tunnel (VPN)
- ASAP to PSAP ready

The drawbacks of the Dynamark proposal include:

- Located in Hagerstown, MD, but has local representative

The Dynamark solution provides the three "Markers of Success" that a partner can provide, including a basic level of alarm service, knowledge that the system always works and a revenue neutral model. The Dynamark solution provides the financial flexibility to appropriately staff the alarm monitoring program. The town made a commitment to not expand the program, and the enthusiasm of the subscribers is outside the control of either the Town or the alarm monitoring partner.

A basic transition plan and timeline to the new monitoring service is included in the Powerpoint. This plan will require the resumption of staff to implement and maintain; however, revenue for said staff from subscriber fees are anticipated to cover the associated costs.

BUDGETARY IMPACT:

The subscriber fees will cover the costs associated with the Dynamark contract. Staff needed to continue this program could also be funded from subscriber fees. There will be no general fund dollars needed to continue this program.

ATTACHMENT(S):

Powerpoint titled "020818 Alarm Monitoring RFP results"