

LEWISTON/AUBURN 9-1-1 COMMITTEE

MINUTES

Date: Thursday, September 17, 2015
Time: 1300
Location: LEWISTON/AUBURN 9-1-1, 552 Minot Avenue Auburn, Maine 04210

1. ROLL CALL:

- A. Present: Chief Paul LeClair, Deputy Chief Brian O'Malley, Chief Frank Roma, Deputy Chief Jason Moen, Finance Director Heather Hunter, Dr. Tammie Willoughby, Councilor Leroy Walker
- B. Staff: Director Phyllis Gamache, Systems Manager Drew McKinley, Secretary Kristal Goff
- C. Absent: Chief Michael Bussiere, Chief Phil Crowell, Pat Mador, Esq., Councilor Donald D'Auteuil

2. OPEN SESSION:

- A. Meeting called to order at 1300.
- B. Motion made by Chief LeClair to accept the minutes from August 20, 2015.
 - i. Deputy Chief Brian O'Malley makes note that Chief Crowell was listed as absent, however, it appears he was not.
 - 1. Secretary Goff confirms that there is an error. Chief Crowell was in fact present at August 20, 2015 meeting.
 - ii. Finance Director Heather Hunter makes a motion to accept the minutes with the amendment on Chief Crowell's attendance.
 - iii. Seconded by Councilor Leroy Walker.
 - iv. Motion passes.
- C. RFP Discussion –
 - i. There were a total of seven submissions for RFP #LA2015-004 and the RFP review committee met on Tuesday, September 22, 2015 to discuss the submissions.
 - ii. The committee consisted of the following individuals: Drew McKinley (911), Matt Charest (911), Phyllis Gamache (911), Norm Beauparlant (Lewiston Finance), Derek Boulanger (Auburn Facilities Manager), Rob Ullrich (LPD) and Frank Roma (AFD).
 - iii. All vendors were judged on the same initial criteria. The fee schedules were sealed separately and were not viewed until the initial votes were in and all review panel members voted on their top three preferences.
 - iv. The most expensive vendor came in at 105k and the least expensive came in at 33k.
 - v. Top three vendors based on initial scoring and discussion once fee schedules were presented:
 - 1. **Marcus Communications** –
 - a. **Pros:** Bold, knowledgeable; attended pre-bid meeting; did a large project in Knox County that was well received, states he can eliminate costs of phone bill; first vendor to strongly suggest

that the initial drive test of the study is an unnecessary waste of time; asked to go out and actually view the tower locations.

- b. **Cons:** His RFP submittal was incomplete. Followed nearly none of the guidelines; doesn't offer grant research; both Lewiston and Auburn purchasing agents crossed them off their lists due to the quality of the proposal.

- i. *Committee discussion on Marcus Communications:*

- a. Chief Roma – the RFP review committee had a consistent opinion on Marcus. Seems knowledgeable and capable but unhappy with the apparent lack of concern to follow RFP guidelines. Cannot argue with the realities of what he submitted.
 - b. Finance Director Hunter – How did you get to the final three based on the scoring matrix? They were not the top three scorers.
 - a. Director Gamache – it was based on group consensus after discussion of the initial scores and review of the fee schedules.
 - c. Dr. Willoughby – Was Knox County happy with his work? Was he difficult?
 - a. Director Gamache – They were very happy. He quality checked the work of the contractors and when it was discovered the work wasn't completed according to the specs, they were forced to redo approximately \$20k worth of work at their own expense.
 - d. Chief LeClair – Why was the RFP so bare?
 - a. Director Gamache – He's unvarnished. Possibly he believed his attendance to the pre-bid, phone interview and references would be sufficient to win the award.

- 2. **Communications Design Consulting Group (CDCG) –**

- a. **Pros:** has been working with the City of Portland since the early 1990s; attended pre-bid; followed RFP submittal guidelines; schedule of deliverables; has early experience with 800 MHz system; agreed after being pressed during the phone interview that the drive test was unnecessary.
 - b. **Cons:** City of Portland was comfortable with the service but not pleased with the actual system (he “did what they told him to do” and didn't appear to explain the cons to the system he was installing); “one man show” – hires consultants for the projects; concerned that time allotted for particular aspects of the project were overestimated, therefore driving costs up.

- i. *Committee discussion on CDCG:*

- a. Chief Roma – Confirmed that Portland was happy with the customer service and the capabilities of CDCG.

- b. Director Gamache – Through some more research it was discovered that Portland insisted on the 800 MHz system and CDCG admits that he installed the system because it was what they asked for. This is concerning because we want a consultant that is going to give us what is best for us and guide us to the best system for our current and future needs.

3. **Tusa Consulting Services –**

- a. **Pros:** knowledgeable; has done projects all over the country; gave examples of similar scope projects done before; readily agreed the drive test was unnecessary; has an established questionnaire for end-users; offers multiple solutions and phase implementation; excellent timeline.
- b. **Cons:** The project manager will be managing from Kansas City; wondered why he could do the drive test so much faster than the others (answer: due to their vast experience and technology).
 - i. *Committee discussion on Tusa:*
 - a. Systems Manager McKinley – worried that the low costs were to get their foot in the door but the build out for the second phase of the RFP would be high cost.
 - a. Finance Director Hunter – how it can be proven that the other vendors wouldn't do the same?
 - b. Chief LeClair – there are no strings attached to the vendor in the first phase and the second phase will have to go through the same process.
 - b. Finance Director Hunter – will the \$50k grant for the study still cover the study if the drive test isn't being completed?
 - a. Director Gamache – we will most likely need to reprogram the grant. She'll research how much of the study can be charged to Homeland Security and how much will be needed from the fund balance.
 - b. Chief LeClair – no need to delay on awarding the project while awaiting the answer on the grant.
 - c. Dr. Willoughby – is there anything that can be identified that you may be getting differently from Tusa vs. Marcus?
 - i. Systems Manager McKinley - Tusa's projects seem more large scale and he's concerned they may build out something out of our budget.

- d. Finance Director Hunter – do you have the ability to look at similar project costs?
 - i. Systems Manager McKinley – looks like Tusa has done a city project for 700k so that’s pretty comparable.
 - e. Deputy Chief O’Malley – do you think that maybe due to Tusa’s size they’re able to offer better rates?
 - f. Finance Director Hunter – important to include in the awarded contract a “not to exceed” amount and deliverables need to be clearly outlined. Caution should also be exercised when suggested any type of budget for the second phase – we need to make sure we’re getting quotes on the system we really need.
 - vi. The committee is in agreement based on the suggestion from the final three vendors that the initial drive test is unnecessary.
 - vii. Finance Director Hunter makes a motion to accept Tusa Consulting Services proposal with a “not to exceed” clause of \$30k.
 - 1. Seconded by Deputy Chief Moen.
 - 2. Motion passes.

D. *Director’s Report –*

- i. *Personnel*
 - 1. Director Gamache received a resignation from TC4 Jandreau after six months with the Center. He cited personal reasons as to why he was leaving and that he has accepted a position at the Maine Turnpike Authority.
- ii. *Text – a – Tip*
 - 1. The Center received a \$3,200 renewal notice for the software due on 10/1.
 - 2. This is not budgeted for.
 - a. Deputy Chief O’Malley – how many tips do we get?
 - i. Director Gamache – Not many. Most tips received are for agencies we do not service.
 - 3. Committee chooses not to renew the contract.
- iii. *9-1-1 call transfers to DA Update*
 - 1. Lewiston’s reports requiring the review of 9-1-1 tapes and the transfer of those calls directly to the DA’s Office has been occurring for two weeks and there have been no issues.
- iv. *Keystone*
 - 1. A decision needs to be made on which department will cover the \$6k cost associated with backing up the data in Keystone used by Auburn and Lewiston PDs.
 - 2. Chief LeClair makes a motion to use the fund balance to cover the costs.
 - a. Seconded by Deputy Chief Moen.
 - b. Motion passes.

E. *Systems Manager Report –*

- i. Tested the GX440 modem for Verizon connectivity in a known weak spot and it worked well.
- ii. AVL is up and running for APD.

F. Next committee meeting scheduled 10/15/15 at 8:00 a.m.

G. *Public Comment* –

- i. None.

H. Dr. Willoughby makes a motion to adjourn at 1358.

- i. Seconded by Heather Hunter.
- ii. Motion passes.