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# COUNTY OF ERIE

**MARK C. POLONCARZ**

COUNTY EXECUTIVE

July 3, 2018

Erie County Legislature  
92 Franklin Street, 4<sup>th</sup> Floor  
Buffalo, New York 14202

**RE: E911 Capital Project Upgrade**

Dear Honorable Members:

Please find enclosed a resolution from the Department of Central Police Services seeking legislative authorization to contract with West Safety Solutions Corporation for upgrades to the current E911 system. Also, in order to complete this project, Central Police Services will need to work with Bergmann Associates, Globalquest Staffing Solutions and EM Systems Inc., to implement and integrate the upgrade to the E911 system. Funds for this project are provided by a 2018 capital improvement projects award.

Should your Honorable Body require further information, I encourage you to contact Commissioner James A. Jancewicz of Central Police Services. Thank you for your consideration on this matter.

Sincerely yours,

A handwritten signature in blue ink that reads "Mark C. Poloncarz".

Mark C. Poloncarz, Esq.  
Erie County Executive

MCP/cw  
Enclosure

cc: James Jancewicz, Commissioner of Central Police Services

Comm. 14E-29

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## MEMORANDUM

**To:** Honorable Members of the Erie County Legislature  
**From:** Central Police Services  
**Re:** E911 Capital Project Upgrade  
**Date:** July 3, 2018

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### **SUMMARY**

This resolution requests authorization to contract with West Safety Solutions Corp., to upgrade the existing E911 system. In addition, the upgrade will require technical assistance from Bergmann Associates, Globalquest Staffing Solutions and EM Systems Inc., in the implementation and integration of the E911 system upgrade.

By way of background, Verizon installed the current E911 system in 2011 but is no longer in the business of emergency 911 communication services. West Safety Solutions Corp., which was subcontracted by Verizon, has been handling the proprietary maintenance of the E911 system. After learning of Verizon's decision to terminate support to the E911 system, Central Police Services (CPS) initiated meetings with Motorola, Airbus Communications (Carousel) and West Safety Solutions Corp. In these meetings the discussions centered upon replacing versus upgrading the existing E911 systems hardware and software.

After these initial meetings, multiple Public Safety Answering Points (PSAP) was requested to provide feedback of each presentation and budget forecast. CPS conducted additional meetings and conference calls throughout 2017 with each potential vendor to learn as much as possible about their proposals and what they can offer the E911 system. Meanwhile, CPS was preparing to secure funding for the project via the 2018 and 2019 Erie County Capital Projects process. During this process, the Departments of Purchasing and Budget have been and will continue to be consulted to provide the appropriate procurement guidance.

On April 13, 2018, a meeting with all PSAP partners was conducted at the Erie County Fire Training Academy to evaluate and determine the best proposal. At the conclusion of that meeting, a unanimous decision was reached among the CPS partners regarding the West Safety Solutions Corp., upgrade to the existing system. Major factors included in the decision were the cost of the solution, transition logistics, retraining, resources needed to complete the project and onsite vs. offsite dedicated technicians.

This decision was presented to the Erie County Chiefs of Police for discussion and input. Subsequently, it was determined the most cost and user-efficient recommendation is to contract with West Safety Solutions Corp., and the other three listed vendors to upgrade the existing E911 system in Erie County.

## **FISCAL IMPLICATIONS**

Central Police Services has been awarded \$2,594,000 from Erie County's Capital Improvements Projects Fund. The upgrade of the E911 system will be executed in two phases. The \$2,594,000 represents the Phase I cost to install upgrades to specific PSAP's within Erie County. The cost of the project will include software, hardware, installation, maintenance and professional services. The three professional services vendors will not exceed \$100,000 for their work. Phase II of the project will require an additional \$2,000,000 to complete the proprietary software and hardware upgrades to the E911 system.

## **REASONS FOR RECOMENDATION**

The E911 system is becoming outdated and is in need of enhancements to remain up-to-date with advancing emergency communication systems. The E911's hardware lifespan is seven years and it was installed in 2011. In addition the equipment currently in use is no longer supported by Verizon. Central Police Services, as well as all other participating agencies, agreed that West Safety Solutions Corp., was the best option for upgrading the E911 system.

The other three required vendors involved in the project already perform work on the existing E911 system and have a unique familiarity and expertise with the system. For example, Bergmann Associates is currently engaged in GIS services with Erie County's Department of Public Works placing them in a unique situation to supply crucial data to the E911 system. EM Systems and Globalquest Staffing Solutions, a New York State certified Women Owned Business (WBE), are experts in integrating the vendor's software used in Erie County's Computer Aided Dispatch system.

## **CONSEQUENCES OF NEGATIVE ACTION**

Failure to approve this request would severely restrict the ability of the E911 system to handle future emergency communications in Erie County thereby not providing the citizens of Erie County with the most up-to-date emergency communications system.

## **STEPS FOLLOWING APPROVAL**

Certified copies of the resolution shall be sent to the County Executive's Office, Bureau of Purchase, Division of Budget & Management, Comptroller's Office and Central Police Services, attention: Brian Speers.

A RESOLUTION SUBMITTED BY:  
CENTRAL POLICE SERVICES

RE: E911 Capital Project Upgrade

WHEREAS, the current E911 system was installed in 2011 and is no longer supported by the existing vendor; and

WHEREAS, after extensive evaluation of all options West Safety Solutions Corp., was selected in a unanimous decision by all Erie County Public Safety Answering Point (PSAP) partners; and

WHEREAS, the Department of Central Police Services requests authorization to enter into a contact with West Safety Solutions Corporation to upgrade the E-911 system; and

WHEREAS, in order to fully implement and integrate the E911 upgrade Central Police Services will need to enter into a professional service agreement with Bergmann Associates, EM Systems Inc., and Globalquest Staffing Solutions who have extensive knowledge and expertise to perform work on the E911 system; and

WHEREAS, Central Police Services funds are available in Capital Project A.18028 (2018 Continuation of E911 Services/Hardware Refresh) \$ 2,594,000 to fund the initial phase of the project; and

NOW, THEREFORE, BE IT

RESOLVED, that Central Police Services is hereby authorized to enter into contract with West Safety Solutions Corporation, 1601 Dry Creek Drive, Longmont, Colorado 80503 for the proprietary installation, configuration and maintenance of the E911 system upgrade; and be it further

RESOLVED, that Central Police Services is authorized to work with and issue purchase orders as appropriate with Bergmann Associates, 280 East Broad Street, Rochester, New York 14604, EM Systems, Inc., 4043 Maple Road, Amherst, New York 14226 and Globalquest Staffing Solutions, 8201 Main Street, Suite 7, Williamsville, New York 14221, not to exceed \$100,000 in total; and be it further

RESOLVED, that certified copies of this resolution are forwarded to the County Executive, Director of Budget and Management, Office of the Comptroller, Commissioner of Central Police Services, attention: Brian Speers.