

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

April 17, 2001
MAG Office Building, Ocotillo Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department, Chairman	Carol Campbell for Dave Bennett, Phoenix Police Department
*Jim Gibson, Glendale Fire Department	Ramsey Beckstead for Helen Gandara-Zavala, Scottsdale Police Dept.
Steve Werner, Maricopa County Sheriff's Office	Cliff Jones, Tempe Fire Department
Fred Ruhland for Dennis L. Donna, Mesa Police Department	*Lawrence Rodriguez, Tolleson Police Dept.
*Mike Fusco, Peoria Fire Department	

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Larry Beauchat, ADOA	Barbara Jaeger, ADOA
Valerie Day, MAG	Susan MacFarlane, Tempe Police Department
Mary Dysinger-Franklin, Phoenix Fire Dept.	Joe Noce, Mesa Police Department

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 9:40 a.m.

2. Approval of the February 27, 2001 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, Chairman Beck asked for a motion to approve. Cliff Jones moved to approve the minutes of the February 27, 2001 meeting. Steve Werner seconded, and the motion carried unanimously.

3. 9-1-1 Customer Premise Equipment Maintenance RFP

Chairman Beck stated that the purpose of the meeting was to discuss the Request for Proposals for equipment maintenance. He introduced Susan MacFarlane, Tempe, Chair of the PSAP Managers Group.

Susan MacFarlane stated that to ensure best possible maintenance at the best costs, an ad hoc working group of the MAG Technical Subcommittee developed an RFP for maintenance service to provide a main contract for the 26 PSAPs and a 24 hour single point of contact. Ms. MacFarlane reviewed the reasons a new maintenance contract is needed: to improve accountability and pricing, and to reflect the diversity in the system equipment. She indicated that a bid advertisement could attract other providers and be more competitive. Ms. MacFarlane stated that the multijurisdictional Ad Hoc working group that developed the RFP included representatives from Fire, Police and Legal Departments. They determined that the City of Phoenix would issue the RFP, which would meet the

City's requirements. Ms. MacFarlane stated that the goal of the RFP is to establish clear pricing, a performance-based structure, and oversight of the contract. She noted that comments received from the Oversight Team at their last meeting were incorporated into the RFP.

Chairman Beck asked for clarification of these comments. Ms. MacFarlane responded that originally, the plan was to have each city contract for services. The concern was expressed at the last meeting that smaller cities could encounter difficulties with this, such as not having sufficient legal resources available. She also noted that Scottsdale expressed concern because of their unique purchasing requirements. Chairman Beck stated that this process will bring the process of Phoenix as the contracting agent back to where it has been. Ms. MacFarlane stated that a new contract would provide the opportunity to ensure the process is followed through. She noted that the contract would go through the Phoenix City Council approval process.

Fred Ruhland asked for clarification of approving multiple vendors. Ms. MacFarlane stated that each city could sign. All vendors would follow the same guidelines. Mr. Ruhland expressed concern that vendors would be certified. Ms. MacFarlane stated that the RFP's technical specifications state that technicians must be certified, properly trained and under local supervision.

Chairman Beck stated that in the past, performance requirements were slim. The need for improved performance in a performance based contract resulted in the need decision to issue a new RFP.

Mr. Werner commented that he was impressed with the measure for accountability reporting. He stated that many times, follow through is not always accomplished. Chairman Beck asked if the stringent parameters of the RFP could limit bids. Ms. MacFarlane replied that is unknown until the bids are received. She stated that vendors have indicated that they will submit bids. Chairman Beck stated that at the time when the infrastructure contract was drafted recently, US West (Qwest) indicated that they would agree to a contract with more stringent measures. Chairman Beck stated that because of this, he felt that it was reasonable to include performance based measures in the contract.

Mr. Jones stated that the RFP was extremely well done. He commented that the RFP would generate quality and stated his support for the RFP. Mr. Werner stated his support for the RFP.

Larry Beauchat asked whether a vendor providing all services would be scored higher than a vendor who provides partial service. Ms. MacFarlane stated that would need to be evaluated and factors weighed. Ms. Dysinger-Franklin stated that several vendors are selected and each city selects their vendor. Barbara Jaeger asked if cost would be a consideration in the scoring. Mr. Ruhland noted that the RFP states that cost accounts for 30 percent of the evaluation.

Mr. Werner moved to support issuance of the RFP. Mr. Ruhland seconded, and the motion carried unanimously.

Chairman Beck commented that the multijurisdictional representation on the Ad Hoc working group strengthened the RFP. He expressed his thanks to Ms. MacFarlane and the Ad Hoc group.

He asked if anyone had comments or suggestions for the next agenda. Hearing none, the meeting was adjourned at 10:05 a.m.