



REQUEST FOR BOARD ACTION

ITEM NO. 22.

DATE OF MEETING: July 20, 2009

REQUESTED BY: Eddie King, Emergency Management Director

SHORT TITLE: Resolution Approving Emergency Notification System Contract Award

BACKGROUND: In 2007, the Pender County Health Department sponsored a Pandemic Flu Exercise for the county. The After Action Report recommended that Pender County develop some form of emergency notification system to alert its citizens in the event of a pandemic or other situation where information needs to be delivered to the public in a rapid fashion. A working group consisting of the Emergency Management Director, Public Utilities Director, IT Director, Sheriff's Department IT, and Public Health evaluated 5 different systems and narrowed the choice to two companies. After further investigation, Connect CTY was chosen as the recommended vendor based on company out-bound call volume, ability to adjust the company's calling system to local telephone switch capabilities, ability to have multiple user accounts for the county, ability to send both text and email messages as well as voice without additional charges, and the fact that the Towns of Surf City and Topsail Beach are already under contract with this company for a like service for their citizens. The pricing for this contract is based upon a federal GSA Contract#: GS-35F-0554M. The basic fee is \$1.91 per telephone subscriber in the county. Based upon 16,200 telephone lines in the county, the cost for a 12 month contract is \$30,942. While this is not the lowest possible cost, this company has proven to be extremely reliable in its ability to provide this service. A decision matrix for this project is attached.

Funds for this contract were budgeted in the FY2009-2010 budget under Emergency Management, Contracted Services – 525-404500.

SPECIFIC ACTION REQUESTED: The Pender County Board of Commissioners is requested to enter into an agreement with Connect-CTY to provide Emergency Notification Services to the citizens of Pender County. The Board is also requested to authorize a purchase order in the amount of \$30,942 for one year's service with the company.

<u>Vendor</u>	<u>System</u>	<u>Differential</u>	<u>Costs</u>
Connect CTY (full version)	Web-based, multiple users, multiple permission levels	Unlimited Minutes, text, email; Polling capability; quarterly data update	Used by Surf City & Topsail Beach, Onslow County \$30,942.00 web link to edit data
Code Red (package minutes)	web-based w/5 id's	50,000 minute Bucket, semi-annual data update	Used by Duplin County \$15,000.00 web link to edit data
Code Red (unlimited minutes)	web-based w/5 id's	Unlimited Minutes; semi-annual data update	\$26,600.00 web link to edit data
GEO Comm	Our Maps, our phones, Resides locally	Call center for overflow calls	County Responsible for data and map management \$29200 plus phones
Surf Simple (stand alone)	web-based at Surf Simple site	50,000 calls/three years/	mapping, county manages all data \$18,151.00
Surf Simple (hybrid)	web-based house on site, unlimited users	Requires Phone lines for local calls	Has overflow capabilities, no quantity given, county manages all data \$24,652.14
WENS (text only)	Sends text messages to phones	limited coverage to cell phone users	GIS Mapping not included \$8,500.00
WENS (text/voice)	Same as above, with text to speech option	requires additional outreach	GIS Mapping not included \$12,800.00