



# Department of Public Safety and Correctional Services

## Office of the Secretary

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### PROCUREMENT OFFICER'S DETERMINATION

#### COMAR 21.05.09.01B (2)

#### Intergovernmental Cooperative Purchasing Agreement

**Contract Title:** Interim Text-to-9-1-1 Service

**Contract No.:** DPSCS Contract – 2016-10

**Contractor Name:** Telecommunications Systems, Inc. /County of Fairfax Virginia

**Contract Amount:** \$2,424,404.00

**Date:** February 7, 2018

## I. BACKGROUND

The Maryland Department of Public Safety and Correctional Services (the DPSCS or Department) with the Maryland Emergency Number Systems Board (ENSB) is executing this contract to initiate statewide Text-to-9-1-1 services. This will enable persons with physical handicaps, vision, hearing and speech impairments, as well as able-bodied persons unable to make 911 emergency voice calls to contact first responders in an emergency. This safety critical technology is currently not available statewide. Text-to-9-1-1 enables full compliance with the Americans with Disabilities Act (ADA) by fully expanding direct access to first responders for thousands of Marylanders who cannot use regular 911 services. ADA compliance will also reduce the probability of costly and time consuming legal challenges that could delay implementation. This collaboration between the State and Counties provides the foundation and continuity for the Next Generation of 911 Texting.

ENSB oversees Maryland's E9-1-1 system and administers the 9-1-1 Trust Fund. The ENSB sought a text service provider for a statewide Short Message Service (SMS) text messaging solution to enable Maryland's 26 Primary Public Safety Answering Points (PSAP) to receive and respond to locally generated text-to-9-1-1 messages that can migrate to and be compliant with the National Emergency Number Association (NENA) Next Generation 9-1-1 standards. The 911 Trust Fund provides the budget for this project.

This contract is a two year interim solution while DoIT conducts the procurement for a permanent enterprise text-to-9-1-1 solution.

## II. FINDING OF FACT

The Department, DoIT, and the ENSB determined that the most efficient and cost effective procurement method was an Intergovernmental Cooperative Purchasing

Agreement (ICPA) per COMAR 21.05.09.01B (2) with another jurisdiction with a similar “interim” text to 9-1-1 solution. The Department sought existing contracts that allowed other government jurisdictions to utilize their contract through a “Cooperative Purchasing” provision.

Two existing intergovernmental agreements, Fairfax County, Virginia and the Houston – Galveston Area Council (HGAC) Texas were identified. The service provider for Fairfax County is Telecommunications Systems, Inc. (TSYS) and West Safety Services, Inc. (West) is the provider for HGAC. The Department reviewed the terms and conditions of each intergovernmental agreement and selected TSYS because of the following:

- The HGAC agreement expires June 30, 2018;
- The HGAC agreement was more expensive;
- Participation in HGAC is restricted to jurisdictions that are members of the HGAC Buy Cooperative Purchasing Program.

#### **Fairfax County Contract**

The Fairfax County Contract (Contract # 4400005651 (Attachment #1)) was originally awarded to TSYS through a Competitive Sealed Proposals procurement for a two year base term from March 4, 2015 to February 28, 2017 with five (5) one-year renewal options; Fairfax County exercised the renewal options extending the original term of the contract for additional three years on December 22, 2016 to expire on February 28, 2020 (Attachment #2). The Scope of Services (SOS) and terms and conditions set forth in Request for Proposals “RFP2000001214; Interim Text to 9-1-1 Emergency Solution”(RFP), issued on June 6, 2014 by the Fairfax County, Virginia Department of Purchasing & Supply Management (Attachment #3).

The TSYS contract provides the ENSB with PSAP’s two options for implementing Text-to-9-1-1: 1) a web-based solution via the public internet called eMedia or 2) a Session Initiated Protocol (SIP) which is a hardware based solution for PSAP’s that prefer to integrate text-to-9-1-1 directly into their existing call handling environment and infrastructure.

The ENSB presented both options to the State’s 26 PSAP’s for them to select the best option that matched their requirements. Twenty-three (88.5%) of the PSAP’s selected the hardware option and three (11.5%) selected the web-based option. Both options are being used.

The price of the two year contract is \$2,424,404.00 is broken out as follows:

First Year:	Equipment & One Time Set up Charges	\$	██████████
First Year:	Annual Service and Network Fees	\$	██████████
First Year Total:		\$	██████████

Second Year: Annual Service and Network Fees \$ [REDACTED]  
**Contract Two Year Total: \$2,424,404.00**

**Cost Comparison & Analysis**

The following cost comparison and analysis was conducted on the initial setup non-recurring costs (first year) and the recurring annual costs that will be experienced by each individual PSAP covered under this contract. The contract was compared to Pennsylvania's Department of Public Safety in Columbia County, Pennsylvania in which TSYS is the current contractor. The analysis is based on the annual costs associated with the SIP option that was chosen by 23 of the 26 Maryland PSAPs. These are the components of the annual recurring costs:

- Service Costs: Router hardware/software maintenance, technical support, troubleshooting, problem resolution, upgrades;
- Network Costs: Annual telecommunication carrier circuit leases.

**Columbia County, PA: Dept. of Public Safety**

Description	Unit Cost	Total Cost
Pre-Configured Router (2 per PSAP; Primary, Secondary)	\$ [REDACTED]	\$ [REDACTED]
Router Set-up Fee (2 Circuits)	\$ [REDACTED]	\$ [REDACTED]
Per PSAP Setup Fee	\$ [REDACTED]	\$ [REDACTED]
	Total Non-Recurring Cost	\$ [REDACTED]
Year 1 Maintenance & Monitoring	\$ [REDACTED] per Year	\$ [REDACTED]
Year 2 Maintenance & Monitoring	\$ [REDACTED] per Year	\$ [REDACTED]
	Maintenance & Monitoring Cost	\$ [REDACTED]
Circuit Fee – 24 Months, Billed Monthly	\$ [REDACTED] per Month	\$ [REDACTED]
<b>Total Recurring Annual Cost</b>	<b>Per PSAP</b>	<b>\$ [REDACTED]</b>

**Maryland (Proposed Contract DPSCS 2016-10)**

Description	Unit Cost	Total Cost
Pre-Configured Router (2 per PSAP; Primary, Secondary)	\$ [REDACTED]	\$ [REDACTED]
Router Set-up Fee (2 Circuits)	\$ [REDACTED]	\$ [REDACTED]
	Total Non-Recurring Cost	\$ [REDACTED]
Year 1 Maintenance & Monitoring	\$ [REDACTED] per Year	\$ [REDACTED]
Year 2 Maintenance & Monitoring	\$ [REDACTED] per Year	\$ [REDACTED]

	Total Maintenance & Monitoring Cost	\$ [REDACTED]
Circuit Fee – 24 Months, Billed Monthly	\$ [REDACTED] (NTE) per Month	\$ [REDACTED]
<b>Total Recurring Annual Cost</b>	<b>Per PSAP</b>	<b>\$ [REDACTED]</b>

The cost analysis indicates that both the annual cost and the start-up costs of the Department’s contract are approximately 30% lower than that of Columbia County, PA. Also note that the final total costs could be lower as TSYS has contractually committed to a “Not to Exceed” (NTE) amount of \$ [REDACTED] per month per location for the essential circuit fees.

As result of this analysis the Procurement Officer has determined that the pricing of this contract should be considered fair and reasonable.

**III. RECOMMENDATION**

Based on the facts presented above, and the in accordance with COMAR 21.05.09.01 B(2), the Procurement Officer has determined and recommends that this Intergovernmental Cooperative Purchasing Agreement (ICPA) procurement be awarded to Telecommunications Systems, Inc. of Annapolis, Maryland in the not to exceed amount of \$2,424,404.00 as it represents the best value to the State. The award of this contract is contingent on the approval of the Department Head or his designee, the Secretary of Department of Information Technology and that of the Board of Public Works.

**Determination:**

[REDACTED Signature]

2/9/18  
Date

**Concur:**

[REDACTED Signature]

2/8/18  
Date

**Approve:**

[REDACTED Signature]

2-9-18  
Date

**Approve:**

\_\_\_\_\_  
DoIT Secretary or Designee

\_\_\_\_\_  
Date