



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 52

Agenda Date: August 8, 2024

In Control: City Council A Session

DEPARTMENT: Police Department

DEPARTMENT HEAD: William McManus, Chief of Police

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Alarm Fee Collection and Permit Program Services

SUMMARY:

This ordinance authorizes a contract with PMAM Corporation to administer the alarm fee collection and permit. The term of the contract is three years, with the option to renew for three additional years, for an annual costs of \$700,000. It is anticipated that revenues generated from the collection of alarm fees and permits is approximately \$5,000,000 per year. Revenue collected from this contract will be deposited into General Fund with associated expenses funded in the Police department budget.

BACKGROUND INFORMATION:

The San Antonio Police Department currently invoices and collects alarm permits and fees using a system called Orion False Alarms Management System (FAMS). With this system invoices are mailed and the SAPD Alarms Unit receives payments by check, credit card, and in person. The current system does not allow users to pay for the permits and fees electronically. The current system is antiquated and no longer supported by the vendor.

A process to replace the FAMS system begun last year. A Request for Proposals (RFP) was

released in July 2023 for Alarm Fee Collection and Permit Program services to include but not limited to, administering the issuance and renewal of alarm permits, collection of all related alarm fees for new permits, renewal permits, false alarms, and decreasing the number of internal resources necessary to manage the Alarm Fee Collection and Permit Program.

One response was received on August 17, 2023. However, the firm was deemed non-responsive for failure to meet the Small Business Economic Development Advocacy (SBEDA) subcontracting goal as required by the RFP. The RFP was subsequently canceled and SAPD, in discussion with the Small Business Office, reviewed the scope of services and small business availability within the industry category. Determination was made to seek a SBEDA waiver for the re-solicitation of the RFP. SBEDA Waiver was approved, and the RFP was resolicited.

The City issued a Request for Proposals (RFP) for “Alarm Fee Collection and Permit Program Services” (RFP 24- 017, 6100017555) on October 30, 2023, with a submission deadline of December 4, 2023. The RFP was advertised in the HartBeat, TVSA channel, the City’s Bidding and Contracting Opportunities Website, the San Antonio e-Procurement System, and an email notification was released to a list of potential respondents. Two responses were received, and both were deemed responsive for evaluation.

The evaluation committee consisted of representatives from the City Manager’s Office, the San Antonio Police Department, the Finance Department, and Information Technology Services Department. The Finance Department, Procurement Division assisted by ensuring compliance with City procurement policies and procedures. The evaluation of each proposal response was based on a total of 100 points: 35 points allotted for experience, background, and qualifications; 30 points allotted for proposed plan; 20 points allotted for respondent’s compensation schedule; 10 points allotted for the Local Preference Program (LPP); and 5 points for the Veteran-Owned Small Business Program (VOSBPP). Additional categories of consideration included references and financial qualifications.

The evaluation committee met for an initial evaluation to discuss and score the two responsive proposals on January 12, 2024, and after initial scoring, the committee’s recommendation was to conduct interviews with both firms. A Best and Final Offer was issued to request each firm’s most competitive pricing. The committee reconvened for interviews and discussion on January 29, 2024. After interviews, the evaluation committee discussed and scored both firms based on the aforementioned criteria. Individual scores were submitted, and aggregate scores were presented. After a recommendation for award was agreed upon by the evaluation committee, the pricing, LPP and VOSBPP scores were revealed. PMAM Corporation., the highest-ranking firm, was recommended for award by the evaluation committee.

A pre-solicitation briefing was presented to the Audit Committee on June 13, 2023, prior to the solicitation being released. In addition, a post-solicitation briefing was presented to the Audit Committee on March 12, 2024.

PMAM has over nineteen (19) years of experience providing alarm management and its turnkey software to over one hundred forty (140) local governments across the country. Currently, PMAM provides services to the following Texas municipalities: Houston, Irving, Richardson, San Marcos,

and Huntsville. PMAM also provides services in Columbus, OH, Arcadia, CA, Denver, CO and Jacksonville, FL.

The initial term of the agreement will be for the period upon award by City Council through June 30, 2027. One additional three-year renewal at the City's option will also be authorized by this ordinance.

ISSUE:

The contract with PMAM Corporation will provide Alarm Fee Collection and Permit Program services. Services to be provided by PMAM includes administering the issuance and renewal of alarm permits, collection of all related fees for new permits, renewal permits, false alarms, software development of a web-based system for collection of accounts, and the ability to obtain compliance with the City Ordinance from the local alarm companies while improving efficiencies and services to San Antonio residents.

The Small Business Economic Development Advocacy Ordinance requirements were waived due to the lack of small, minority and/or women owned businesses available to provide these items.

The Local Preference Program was applied in the evaluation of responses received for this contract; however, the highest ranked firm is not a local business.

The Veteran-Owned Small Business Preference Program was applied in the evaluation of responses received for this contract; however, the highest ranked firm is not a veteran-owned small business.

ALTERNATIVES:

Should this contract not be approved, the City of San Antonio Police Department will continue to collect alarm fees using a manual labor-intensive system.

FISCAL IMPACT:

This ordinance authorizes a contract with PMAM Corporation Antonio to administer the alarm fee collection and permit program services. The term of the contract is three years, with the option to renew for three additional years for an annual cost of \$700,000. The minimum annual guarantee (MAG) is \$12,000 or 86% of the gross alarm fee collections, whichever is greater. However, it is anticipated that revenues generated from the collection of alarm fees and permits will be approximately \$5,000,000 per year. Revenue collected from this contract will be deposited into General Fund with associated expenses funded in the Police department budget. This contract will begin in January 2025.

RECOMMENDATION:

Staff recommends approval of this ordinance. This contract was procured by means of Request for Proposals and a Contracts Disclosure Form is required.