

The background of the slide features the official badge of the San Antonio Police Department. The badge is a shield shape with a gold border. Inside the shield, the words "SAN ANTONIO" are written in large, gold, serif capital letters across the top. Below this, there is a gold silhouette of a city skyline with several buildings of varying heights. At the bottom of the shield, the word "POLICE" is written in large, gold, serif capital letters. The entire badge is set against a dark blue background.

Alarm Fee Collection and Permit Program Services City Council A Session

Presented by Chief of Police William McManus

August 8, 2024

Presentation Overview



- Alarm Fee Collection and Permit Program Services
- Project & Solicitation Overview
- Project Timeline
- Selected Vendor
- Recommendation





Current Alarm Permit Program Services

- Governed by Chapter 25 of the San Antonio City Code
- San Antonio Police Department oversees the administration and operations of the program including:
 - Issuance and Renewal of Alarm Permits
 - Mailing Invoices
 - Collecting Permit, Renewal and False Alarm Fees
 - Enforcing City Ordinance
- Payment is received by mail, in person or by phone (the current system does not allow for electronic payments)
- Current system is no longer supported by vendor

New Alarm Fee Collection and Permit Program

- Administer the issuance and renewal of alarm permits
- Collection of all related fees for new permits, renewal permits and false alarms
- Software development of a web-based system for collection of accounts
- Ensure compliance with City Ordinance from the local alarm companies while improving efficiencies and services to the citizens



Solicitation Overview

Solicitation Type

- Request for Proposal

Estimated Value

- \$5M expenditure
- \$30M anticipated revenue

Proposed Term

- 3 years with one 3-year renewal option

Project Timeline

Pre-Solicitation

SBEDA reviewed:

- September 11, 2023

Release Date:

- October 30, 2023

Solicitation

Pre-Submittal
Conference:

- November 3, 2023

Deadline for
Questions:

- November 8, 2023

Due Date:

- December 4, 2023

Post-Solicitation

Evaluation

Interviews:

- January 29, 2024

Contract Negotiated:

- June 2024

Finalization

• City Council
Consideration:

- August 8, 2024

• Contract Start
Date:

- August 2024

Evaluation Timeline

- Released a Request for Proposal (RFP) on October 30, 2023
- Responses due on December 4, 2023
- Two (2) agency responsive proposals were eligible for review
- Evaluation Committee review and scoring on January 12, 2024
- Interviews/discussion and final scoring on January 29, 2024
- The Committee included representatives from:
 - City Manager's Office
 - San Antonio Police Department
 - ITSD
 - Finance
- Post- Solicitation Briefing at Audit Committee on March 12, 2024

Selected Vendor

PMAM Corporation



- 19 years of Alarm Management Experience
- Turnkey software
- 140 local governments across the country (Houston; Irving; San Marcos; Columbus, OH; Denver, CO)
- 2 Central Call Centers
- Accept Payment Online
- Smartphone App
- Citizen Education
- Alarm Company Engagement
- City will retain 86% of the revenue collected

Recommendation

Staff recommends approval of an ordinance authorizing a contract with PMAM Corporation



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