



# City of Aurora

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## Cover Memorandum

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**TO:** Mayor Richard C. Irvin

**FROM:** Jacqueline Hobday, Director Emergency Communications  
Liz Robinson-Chan, Commander, Bureau of Support Services  
Jim Birchall, Superintendent Fleet and Facilities Maintenance  
Michael Pegues, Chief Information Officer  
Jeff Anderson, Deputy CIO

**DATE:** June 8, 2022

### **SUBJECT:**

A Resolution requesting authorization to remodel the City's Public Safety Answering Point (PSAP) and Backup Communications Center (BCC) utilizing several firms in an amount not to exceed \$1,300,531.50 with a 3% contingency, for a total award of \$1,339,547.45.

### **PURPOSE:**

The City of Aurora's PSAP and BCC opened in January, 2010 and have not seen significant updates to facilities or furniture since opening. The updates proposed in this resolution will address longstanding issues with furniture, sound quality in the room as well as lighting.

### **BACKGROUND:**

Current furniture in the PSAP and BCC is over 12 years old and is in poor condition. With the addition in recent years of new technology at each PSAP operator workstation, more effective workspaces are required. This includes space for multiple monitors, radio equipment and multiple desktop computers.

With high ceilings in the current space and no noise dampening, operators have a difficult time communicating with residents when multiple calls are handled simultaneously.

The new furniture will provide a much better ergonomic environment that supports equipment necessary at a modern PSAP operator workstation. The lowered ceilings, improved carpeting and sound damping will provide for a much quieter call taking experience.

## **DISCUSSION:**

Costs for this remodel are broken down in to four areas:

- PSAP Remodel
  - Costs for construction and furniture
- Third party hardware reinstallation
  - removal and reinstallation of proprietary hardware
- BCC Remodel
  - Costs for construction and furniture
- Additional PSAP Services
  - Video wall, manager's office and cabling

Detailed pricing is summarized in the Pricing Summary document attached to this resolution. Individual quotes from vendors are also attached.

### **PSAP Remodel**

This portion of the remodel contains the following items:

#### **- Construction**

Through the City's Job Order Contracting (JOC) Services Program, F.H. Paschen, S.N. Nielsen & Associates, LLC, (R20-221) construction quote to remodel the PSAP. Per the JOC program, all contractors utilized by F.H. Paschen, must use the same RS Means scale to price services and the City receives a 7% discount from the cost.

F.H. Paschen will use local vendors. Cost: \$457,850.00

#### **- PSAP Workstations**

Russ Bassett was selected as the vendor for the new PSAP workstations after staff visited other PSAP locations and determined the Russ Bassett equipment would best suit the City's needs. This equipment will efficiently support the many monitors and data ports needed for City PSAP Operators to access systems necessary to support the Police and Fire Departments. The Russ Bassett pricing was provided via the HGACBuy Cooperative Contract #: EC07-20. Cost: \$281,000.00

#### **- Fire Station Alerting System (FSAS) Equipment move**

As part of this remodel, the equipment to control the City's existing FSAS needs to be moved; the City received a quote from FSAS vendor Mercury Systems of \$12,057.00 to move and reinstall the FSAS equipment. Cost: \$12,057.00.

### **Third party hardware reinstallation**

City contracts with Intrado (Next Generation 911), L3 Harris (Radios), Mercury Systems (FSAS) require that they must perform all maintenance to ensure the equipment is certified as working after installation. The low voltage cabling work needed in the PSAP will be completed by preferred City vendor CTS. Cost: \$75,662.00

### **BCC Remodel**

Work in the BCC included Backup Center workstations from Russ Bassett, reinstallation of FSAS equipment by Mercury Systems as well as a TV/Monitor and Printer/Fax

installation. Cost: \$107,425.00

#### Additional PSAP Services

##### -Constant Tech Video Wall

R21-039 provided for the addition of a shareable CineMassive video wall system. The intent of this sharable system was to be able to display critical information in the City's Critical Intelligence Incident Center (CIIC) as well as the PSAP. The addition of a CineMassive video wall system will allow the PSAP to have full situational awareness by displaying and monitoring police calls for service, officer locations, and other forms of critical media at one time. Cost: \$313,430.00

##### -Office Furniture

Office furniture for the new office within the PSAP is included at cost of \$26,234.00 and will be purchased from Henricksen via OMNIA Contract - A960 R191802.

##### -Isolated Network

- City IT staff desire to isolate and prioritize the PSAP and BCC equipment on a separate network from the rest of the City network. This will provide a higher level of reliability and redundancy than currently provided. Firewalls will be purchased through the City's Managed Network Service Provider, Scientel Solutions, LLC in accordance with resolution R21-136. The internal network switches needed will be purchased through CDW-G or direct from the manufacturer, whichever is the most cost effective. Cost: \$30,930.50.

Funds for this remodel will be made available in the following in the Information Technology Other Services/Wireless ETSB accounts: 211-3537-421.61-41 (\$418,000) and 211-3537-421.38-99 (\$921,547.45). The \$418,000 exists in 211-3537-421.61-41 due to a 2020 Decision Package and the remaining amount will be moved into account 211-3537-421.38-99 pending a budget amendment.

#### **IMPACT STATEMENT:**

Current furniture in the PSAP and BCC is over 12 years old and is in poor condition. With the addition of additional equipment as well as the video wall, the PSAP and BCC will meet the needs of the City for many years.

#### **RECOMMENDATIONS:**

It is recommended to approve the aforementioned purchase.

cc: Finance Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. \_\_\_\_\_  
DATE OF PASSAGE \_\_\_\_\_

A Resolution requesting authorization to remodel the City's Public Safety Answering Point (PSAP) and Backup Communications Center (BCC) utilizing several firms in an amount not to exceed \$1,300,531.50 with a 3% contingency, for a total award of \$1,339,547.45.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the City of Aurora Police Department operates primary and back up 911 emergency call centers, and;

WHEREAS, these call centers have not seen significant upgrades since 2010, and;

WHEREAS, these call centers are unable to effectively support current technologies, and;

WHEREAS, funds for this remodel will be made available in the following in the Information Technology Other Services/Wireless ETSB accounts: 211-3537-421.61-41 (\$418,000) and 211-3537-421.38-99 (\$921,547.45). The \$418,000 exists in 211-3537-421.61-41 due to a 2020 Decision Package and the remaining amount will be moved into account 211-3537-421.38-99 pending a budget amendment.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: requesting authorization to remodel the City's Public Safety Answering Point (PSAP) and Backup Communications Center (BCC) utilizing several firms in an amount not \$1,300,531.50 with a 3% contingency, for a total award of \$1,339,547.45