

An aerial view of a city skyline at sunset, with a colorful square graphic (green, blue, yellow, pink) centered over the text.

Marketplace.city

Where Local Governments Find, Validate and Procure Great Technology

***City: Aurora, IL
NG911 Final Briefing***

Project Background

The City of Aurora seeks to deploy a Next Generation 911 (NG911) system to replace the existing system to comply with next generation 911 standards, rules and policy. The current system is a Patriot 911 system that will soon reach end-of-support. The goal is to deploy a user-friendly system that supports Aurora's public safety mission while providing new features and functionality.

Following the Clearbox Process, Marketplace.city:

- Created the Market Landscape with 20+ companies
- Conducted Vendor outreach: publicly posted the [opportunity and scope](#) for interested vendors to read and complete in order to be included in the reporting and selection process
- Validated and analyzed Vendor Response:
 - 5 responses and 4 distinct products with pricing and references

Vendor Down-Selection

- The City of Aurora hosted 4 vendor demos and conducted vendor scoring
- Vendor scoring resulted in down-selection to Intrado and Motorola, who consistently ranked 1 or 2 in the scoring
- Additional questions were sent to Intrado and Motorola, including reference contracts and scope updates to include maps

Vendor Response Summary- [Complete Report](#)

The 5 Vendor responses were analyzed and summarized. Following, The City of Aurora conducting 4 demos and vendor scoring, resulting in the down-selection to 2 “best-fit vendors”, Intrado and Motorola

Company ¹	Product	Functional Requirement	Solution	Illinois Deployments	Pricing Term	Price ²	Pricing
Intrado Life & Safety	VIPER and Power 911	Yes to all functional requirements except <ul style="list-style-type: none"> #26 - Sign in with Swipe Card #22= Call Display on Map listed as "Add On" Covered in Pricing 	Solution Overview	Will County 9-1-1 - Joliet PD, IL; KaneComm; Grundy County 9-1-1	5 years-60 Month Optional Items not quoted	One Time Fees - \$46,910 Monthly Fee- \$20,160 Total 60 Months - \$1,256,510	Pricing Document
Motorola Solutions, Inc.	VESTA 9-1-1	Yes to all functional requirements except <ul style="list-style-type: none"> #10- Direct Link to EMD Protocol. Vesta does not support, typically provided in CAD #27- Caution, Notation Flags - Listed as 3rd Party in CAD #22,35 and 48 are listed as Add on related to additional Mapping information. All can be covered together 	Solution Overview	Village of Glenview, City of Kankakee, McClean County, City of Bloomington, and Northwestern University.	5 years-60 Month 5 year renewal option Optional Local Maps	Year 1 - \$613,078 Annual Y2-Y5 \$118,503 One Time Discount(\$129,600) Total 60 Months - \$957,494 Year 6-10 Renewal \$906,834 Optional Maps \$-178,566	Pricing Document
AT&T	AT&T Hosted Call Handling as a Service VESTA 9-1-1	Yes to all except <ul style="list-style-type: none"> #10- Direct Link to EMD Protocol #27 Caution, Notation, Flags #2, 22, 28, 29, 34, 35, 48 Listed as Add on #10, 43 Listed as 3rd Party 	Solution Overview	Madison County, St. Clair County, City of Chicago, Champaign METCAD	5 year- 60Month Optional Items not quoted	Monthly Fee - \$18,450 Total 60 Months - \$1,107,000	Pricing Document
Mercury Systems Corporation	Zetron Max-Call Taking NG-9-1-1 System	Yes to all functional requirements except <ul style="list-style-type: none"> #12 Regular Maintenance is an Add On #26, Swipe Card Sign in is 3rd Party #48 Parcel/Property Maps listed as 3rd Party 	Solution Overview	Cook County Des Plaines, Cook County Maywood, Rosemont, Eisenhower (IKE) PSAP,	Term not clear, quote is based per seat & itemized Optional Items (Maps, Training etc) not included in Total	Total \$844,143	Pricing Document
Modular Communications System	ModUcom	Yes to all functional requirements except <ul style="list-style-type: none"> #26- Swipe Sign In #47 Discrepancy Report #56 Right Click Capability Hardware Maintenance Provided by 3rd Party 	Solution Overview	Tinley Park, Orland Fire, Oak Forest PD	None Provided	None Provided	None Provided

¹ Heat Mapping based on summarized City of Aurora Scoring. Detailed Scoring can be found in the appendix

² Showcases original Pricing submitted in vendor responses to reflect the accurate data that informed City of Aurora’s vendor scoring processes. Updated pricing provided post down-selection from Intrado and Motorola can be found in the appendix

Vendor Benefit/Risk summary

Benefits and Risks Analysis was conducted to further evaluate the two vendors

Intrado	
Benefits	Risks
<ul style="list-style-type: none"> • Product Usability • Clear Product Roadmap • New features included • No Hardware Risk • In use by multiple surrounding communities • Stronger Remote & Disaster Recovery Usability • Large growing customer base • Lower Year 1 Cost • Strong Support References 	<ul style="list-style-type: none"> • Higher Total Cost • Less familiar with Solution as a Service

Motorola	
Benefits	Risks
<ul style="list-style-type: none"> • Lower Total Price • Local/Potential Strategic Partner 	<ul style="list-style-type: none"> • Less User-Friendly Tools • Uncertain product roadmap • Prior Service & Partnership issues • Unknown future hardware/break costs • Less usage by new customers in region • Older Model of Product – risk of sunseting • Incomplete comparative contract information

Heat Mapping of Criteria

Basic Information		Criteria						
Company	Product	Usability	Product Roadmap / Features	Growing Customer Base	Strong References	Year 1 Costs	Total Costs	Local Partner
Intrado Life & Safety	VIPER and Power 911							
Motorola Solutions, Inc.	VESTA 9-1-1							

City of Aurora’s Best Fit Determination

Intrado

Overview:

After using the Marketplace.city process, the City of Aurora functional stakeholders have determined Intrado’s Viper as a Service Solution as the best fit for a Next Generation 911(i3) system.

This solution is to replace an 11-year-old system that is costly to maintain and comply with next generation 911 standards, rules and policy.

Decision Factors

- **Superior Product:** The Viper system is the preferred system as it is easier to use and has all the features requested by the team, including remote and resiliency features
- **Technical & Maintenance:** The product, support and maintenance specification all meet or exceed requirements
- **Product Roadmap:** Viper has a clear product roadmap and all updates are included; Vesta, the other option for solution, does not have a clear roadmap as they support two product. There is risk that the Vesta product goes away or is “sunsetted”
- **References & Customer Base:** Intrado has a large and growing customer base, including many local 911 centers (Kane County, TriCom, etc.)
- **Technology Risk:** Structured as a service, the City of Aurora is not responsible for any changes/upgrades to the hardware

Contract Details

Contract Type	Solution as a Service
Contract Duration	5 year contract with pricing locked in for 10 years
Pricing Summary	Year 1: \$287,750 Year 2-5, 6-10: \$240,840 Total Pricing: \$1,251,110

Final Pricing / Contract

Contract discussions with Intrado resulted in additional cost savings for the City of Aurora:

Pricing Break-Down

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Intrado Original 5 Year pricing	\$330,950	\$284,040	\$284,040	\$284,040	\$284,040	<i>\$284,040</i>	<i>\$284,040</i>	<i>\$284,040</i>	<i>\$284,040</i>	<i>\$284,040</i>
Intrado Updated 10 Year Pricing	\$287,750	\$240,840	\$240,840	\$240,840	\$240,840	<i>\$240,840</i>	<i>\$240,840</i>	<i>\$240,840</i>	<i>\$240,840</i>	<i>\$240,840</i>

Savings and Benefits Summary

- Discounts off list built into base pricing, per standard contracts
- 10 Year updated pricing included an additional **15% savings; \$43,200** per year, \$215,100 over 5 year, **\$430,200 in savings over 10 years**
- Grant funding of 350K-400K will pay for initial 1+ years
- Break even with alternate solution is in Year 3 (2023)
- 10 Year pricing aligns with life expectancy of system; Aurora has 5 year opt out and hardware refresh at Year 6 with no additional cost

Contract Details

- [Final Quote](#)
- [Feature List](#)
- [MSA-Contract](#)

Appendix:

- Process Timeline
- Vendor Response Summaries Analysis
- City of Aurora Detailed Scoring
- Updated information from down-selected vendors (pricing, reference contracts, follow-up questions)

Timeline

December 13 th	Vendor Questionnaire submissions complete
December 18 th	Marketplace.city Report and Briefing Draft Complete
December 19 th	High Level results review (5 Vendor Responses)
January 10 th	Additional results review and confirmation of vendor demos
January 20 th – February 10 th	City of Aurora conducted 4 Vendor Demos
February 11 th	Alignment on vendor scoring criteria, scorers, and overall process
February 13 th – February 25 th	City of Aurora conducted Vendor Scoring
March 5 th	Down-Selection to 2 Vendors (Intrado; Motorola)
March 5 th – March 26 th	Outreach to selected vendors for follow up questions and multiple reviews
March 26 th	Completed Reporting with Detailed Information
April 1 st - April 23 rd	Internal deliberations and reviews
May 7 th – May 20 th	Discussions with Intrado to finalize contracting and additional discounts

Vendor 1: Intrado/West - Viper

**Name: Intrado Life & Safety
(Manufacturer)**

Location: Omaha, NE

Size: 250-500

MWBE Designation: None

Key Information

- Meets solution guidelines
- Proposed as 60 month term
- Priced as a service with limited \$46K upfront fees
- Highest 60-month cost, but may not be when optional fees included in others
- Has add on for mapping display

Price & Contract Options

- One Time Fees - \$46,910
- Monthly Fee- \$20,160
- Total 60 Months - \$1,256,510

Solution Features

- Multi Node, SaaS
- Meets required NG911 standards
- Integrates to Hexagon
- Meets all but 1 requirement with 1 as Add-On/Optional

Open Questions/Issue

- Technical review/demo?
- Cost of Optional Items
- Confirm references and contracts (MC)

Validations

- Joliet
- Will County
- KaneComm

Contract Vehicles

None provided; has cooperative with different structure

Vendor 2: Motorola - Vesta

Name: Motorola
(Manufacturer)
Location: Schaumburg, IL
Size: >1000
MWBE Designation: No

Solution Features

- Handline, Reporting and Mapping Solution
- Meets most functional requirements with optional Add ons
- 2 requirements not met, 3 listed as 3rd Party

Key Information

- Meets most solution guidelines
- Proposed as 60 month term
- Priced 5 year renewal (6-10) and hardware refresh at \$906,834
- Structured with higher Year 1 fee
- Lowest cost of full solutions (without maps)
- Maps module optional addition
- Discount good through March

Open Questions/Issue

- Technical review/demo?
- All in price of the solution Aurora wants/need
- Confirm reference pricing (MC)

Price & Contract Options

Year 1 - \$613,078
Annual 2-5 \$118,503
Discount (\$129,600)
Total \$957,494
Optional Maps \$-178,566

Validations

- Glenview
- Kankakee
- McClean County
- Bloomington

Additional Information

Vesta system proposed by Motorola and AT&T

Vendor 3: AT&T- Vesta

Name: AT&T (reseller)
Location: Dallas, TX
Size: >1000
MWBE Designation: No

Key Information

- Meets most solution guidelines
- Proposed as 60 month term
- Optional items not quoted (maps)
- Structured as SaaS
- Higher cost than other Vesta proposal

Price & Contract Options

Monthly Fee - \$18,450

Total - \$1,107,000

Solution Features

- Handline, Reporting and Mapping Solution
- Meets most functional requirements with optional Add ons
- 2 requirements not met, 3 listed as 3rd Party
- Hosted call handing as a service

Open Questions/Issue

- Technical review/demo?
- Understand optional and full cost structure
- Confirm no upfront costs
- Confirm pricing/contracts for validations

Validations

- Chicago
- Madison County
- Champaign
- St. Clair County

Additional Information

Vendor 4: Modular Communication

Name: Modular Communication

Location: Traverse City, MI

Size: 1-10

MWBE Designation: Small Business

Key Information

- Smaller Solution Provider
- References were all 2015 or earlier
- No pricing provided

Price & Contract Options

Custom- None Provided

Solution Features

- Integrated i3 NG911 Communication
- Meets most functional requirements (No to 3, 1 was 3rd Party provided)

Open Questions/Issue

- Technical review/demo?
- Discussion of pricing/confirm all system component
- Confirm References and recent installs

Validations

- Tinley Park
- Oak Forest
- Orland Fire

Additional Information

Vendor 5: Mercury- Zetron



Name: Mercury Systems
(reseller)
Location: Naperville, IL
Size: X
MWBE Designation: TBD

Solution Features

- TurnKey NG911 including equipment
- Met most functional requirement – 1 listed as Add on, 2 as 3rd Party

Key Information

- Meets most of the functional requirement
- Lowest quoted cost but term is not clear and multiple optional items are priced but not included in the quote
- Reseller named local implementation but other national implementation of Zetron

Open Questions/Issue

- Technical review/demo?
- Confirm pricing for Aurora desired solution
- Confirm pricing structure/term
- Confirm References and Pricing/Contract

Price & Contract Options

Total \$844,143
Term and optional items are not clear

Validations

- Des Plaines
- Rosemont
- Maywood

Additional Information

Scoring and Down-Selection Process

Following the vendor demos, the City of Aurora team aligned on the Scoring and Down-Selection Process

Scoring and Down-Selection Overview:

- Determined scoring criteria based on vendor's submitted responses and demos

Functional Requirements	Technical Requirements	User Experience / Capabilities	Service / Support / Training	Experience / References	Pricing (including add ons)
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- Confirmed weightings of each scoring category.
- Conducted Scoring and completed [Scoring Matrix](#)
- Analyzed and normalized scoring in multiple ways with little movement to confirm validated results

Results Summary:

- Intrado and Motorola Consistently Ranked 1 or 2
- AT&T was ranked 3rd, Mercury was ranked 4th

Vendor Scoring and Down-Selection Results

Ranked Scores (as returned)

Ranked Order	AT&T	Intrado	Mercury	Motorola
<i>Gary Fript</i>	1	4	3	2
<i>Jacqueline Hobday</i>	3	1	4	2
<i>Shanita Thompson</i>	3	1	4	2
<i>Tracy Van Hook</i>	3	1	4	2
Average	2.5	1.75	3.75	2
Ranked Average	3	1	4	2

Ranked Scores (with normalized pricing)

Ranked Order	AT&T	Intrado	Mercury	Motorola
<i>Gary Fript</i>	1	4	3	2
<i>Jacqueline Hobday</i>	3.5	1	3.5	2
<i>Shanita Thompson</i>	3	1	4	2
<i>Tracy Van Hook</i>	3	1.5	4	1.5
Average	2.625	1.875	3.625	1.875
Ranked Average	3	1	4	1

Ranked Scores (Functional and IT evenly weighted)

Ranked Order	AT&T	Intrado	Mercury	Motorola
<i>Gary Fript</i>	1	4	3	2
<i>Shanita Thompson</i>	3	1	4	2
<i>Tracy Van Hook</i>	3	1	4	2
IT Average	2.33	2.00	3.67	2.00
IT Ranks	3	1.5	4	1.5
<i>Jacqueline Hobday</i>	3	1	4	2
Functional Average/Rank	3	1	4	2
Total Average	2.67	1.50	3.83	2.00
Total Rank	3	1	4	2

Complete Scoring Matrix can be found [here](#)

Updated Information Post Down-Selection

Updated scope to include mapping, follow-up question responses, and contract references were obtained from the 2 vendors

Company	Pricing Term	Original 5 Year Price	New 5 Year Price	Delta	Scope Change	Pricing	Question Responses	Notes
Intrado Life & Safety	<ul style="list-style-type: none"> 5 years-60 Month Maps Included in bundle 	\$1,256,510	<ul style="list-style-type: none"> Y1 Costs: \$330,950 Annual Y2-Y5 Costs: \$284,040 (Total \$1,136,160) Total 60 Months: \$1,467,110 	\$210,600	Included Maps	Pricing Document	Follow-up Questions	<ul style="list-style-type: none"> Provided reference local contracts Provided reference similar contracts Can structure it "as a purchase", i.e. Aurora buys/maintains the asset <ul style="list-style-type: none"> Increased Year 1 Cost Aurora responsible for all Hardware if something breaks Would lower total cost some
Motorola Solutions, Inc.	<ul style="list-style-type: none"> 5 years-60 Month Local Maps included 	\$957,494	<ul style="list-style-type: none"> Y1 Costs: \$543,506 Annual Y2-Y5 Costs: \$45,238 (Total \$180,952) Total 60 Months: \$724,458 	(\$233,042)	Included Maps, Added Onsite Training	Pricing Document	Follow-up Questions	<ul style="list-style-type: none"> Declined to provide reference contracts; said that they don't do that as a company Confirmed no change in services by reducing price and no changes in scope of solution