

# 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 <sup>1</sup>	Product	Functional Requirement	Solution	Illinois Deployments	Pricing Term	Price <sup>2</sup>	Pricing
<b>Intrado Life &amp; Safety</b>	VIPER and Power 911	Yes to all functional requirements except <ul style="list-style-type: none"> <li>#26 - Sign in with Swipe Card</li> <li>#22= Call Display on Map listed as "Add On" Covered in Pricing</li> </ul>	<a href="#">Solution Overview</a>	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	<a href="#">Pricing Document</a>
<b>Motorola Solutions, Inc.</b>	VESTA 9-1-1	Yes to all functional requirements except <ul style="list-style-type: none"> <li>#10- Direct Link to EMD Protocol. Vesta does not support, typically provided in CAD</li> <li>#27- Caution, Notation Flags - Listed as 3rd Party in CAD</li> <li>#22,35 and 48 are listed as Add on related to additional Mapping information. All can be covered together</li> </ul>	<a href="#">Solution Overview</a>	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	<a href="#">Pricing Document</a>
<b>AT&amp;T</b>	AT&T Hosted Call Handling as a Service VESTA 9-1-1	Yes to all except <ul style="list-style-type: none"> <li>#10- Direct Link to EMD Protocol</li> <li>#27 Caution, Notation, Flags</li> <li>#2, 22, 28, 29, 34, 35, 48 Listed as Add on</li> <li>#10, 43 Listed as 3<sup>rd</sup> Party</li> </ul>	<a href="#">Solution Overview</a>	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	<a href="#">Pricing Document</a>
<b>Mercury Systems Corporation</b>	Zetron Max-Call Taking NG-9-1-1 System	Yes to all functional requirements except <ul style="list-style-type: none"> <li>#12 Regular Maintenance is an Add On</li> <li>#26, Swipe Card Sign in is 3rd Party</li> <li>#48 Parcel/Property Maps listed as 3rd Party</li> </ul>	<a href="#">Solution Overview</a>	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	<a href="#">Pricing Document</a>
<b>Modular Communications System</b>	ModUcom	Yes to all functional requirements except <ul style="list-style-type: none"> <li>#26- Swipe Sign In</li> <li>#47 Discrepancy Report</li> <li>#56 Right Click Capability</li> <li>Hardware Maintenance Provided by 3rd Party</li> </ul>	<a href="#">Solution Overview</a>	Tinley Park, Orland Fire, Oak Forest PD	None Provided	None Provided	None Provided

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

<sup>2</sup> 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		Motorola	
Benefits	Risks	Benefits	Risks
<ul style="list-style-type: none"> <li>Product Usability</li> <li>Clear Product Roadmap</li> <li>New features included</li> <li>No Hardware Risk</li> <li>In use by multiple surrounding communities</li> <li>Stronger Remote &amp; Disaster Recovery Usability</li> <li>Large growing customer base</li> <li>Lower Year 1 Cost</li> <li>Strong Support References</li> </ul>	<ul style="list-style-type: none"> <li>Higher Total Cost</li> <li>Less familiar with Solution as a Service</li> </ul>	<ul style="list-style-type: none"> <li>Lower Total Price</li> <li>Local/Potential Strategic Partner</li> </ul>	<ul style="list-style-type: none"> <li>Less User-Friendly Tools</li> <li>Uncertain product roadmap</li> <li>Prior Service &amp; Partnership issues</li> <li>Unknown future hardware/break costs</li> <li>Less usage by new customers in region</li> <li>Older Model of Product – risk of sunsetting</li> <li>Incomplete comparative contract information</li> </ul>

## 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
<b>Intrado Life &amp; Safety</b>	VIPER and Power 911	Green	Green	Green	Green	Green	Red	Red
<b>Motorola Solutions, Inc.</b>	VESTA 9-1-1	Red	Red	Red	Red	Red	Green	Green

# 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

<b>Contract Type</b>	Solution as a Service
<b>Contract Duration</b>	5 year contract with pricing locked in for 10 years
<b>Pricing Summary</b>	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	\$284,040	\$284,040	\$284,040	\$284,040	\$284,040
Intrado Updated 10 Year Pricing	\$287,750	\$240,840	\$240,840	\$240,840	\$240,840	\$240,840	\$240,840	\$240,840	\$240,840	\$240,840

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

## Solution Features

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

## 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

## Open Questions/Issue

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

## Price & Contract Options

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

## 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 3<sup>rd</sup> 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

## **Solution Features**

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

## **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

## **Open Questions/Issue**

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

## **Price & Contract Options**

Monthly Fee - \$18,450

Total - \$1,107,000

## **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

## Solution Features

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

## Key Information

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

## Open Questions/Issue

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

## Price & Contract Options

Custom- None Provided

## 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 3<sup>rd</sup> 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:

- Intradu 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
<b>Ranked Average</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>

## 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
<b>Ranked Average</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>

## 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
<b>Total Rank</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>

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