



COUNTY OF DINWIDDIE

Division of Fire and EMS

DENNIS HALE
Division Chief

NICK SHEFFIELD
Fire Marshal

DAWN TITMUS
EMS Manager

13910 Courthouse Road
P.O. Drawer 70
Dinwiddie, Virginia 23841

Phone 804-469-5388
Fax 804-469-7663
www.dinwiddieva.us

DENICE CROWDER
Communications Director

CANDICE TOWNSEND
Program Support Specialist

To: Dinwiddie County Board of Supervisors

CC: W. Kevin Massengill, County Administrator
Tyler Southall, County Attorney
Dennis Hale, Chief – Fire and EMS

From: Denice Crowder, Communications Manager

Date: January 15, 2019

Subject: Sole Source Provider Maintenance Contract Renewal – Motorola

Background

In 2003 Motorola Solutions (Motorola) was selected by the County to provide radio equipment to the Division of Fire and EMS and the Sheriff's Office. In addition to providing radio communications countywide for public safety other county agencies and the Dinwiddie Public School System also utilizes the radio equipment.

Over the last thirteen years the radio system has performed well and up to standard. Moreover, the annual maintenance work has been timely and meets Dinwiddie County's needs. The County has been awarding annual maintenance on the radio equipment through sole source procurement.

Motorola is considered sole source for the following reasons:

- Implementation of the original system components
- Pagers, portable radios, and mobile radios are all Motorola products
- Familiarity with the radio system equipment
- Provide local on-call service
- Simulcast system is proprietary

Motorola service agreement covers the following:

Dispatching Services:

This service is a 24/7 operation that provides technical phone support as well as on site repair support. Radio Communications of Virginia is required to respond by phone to a severity one service call (if any component relative to our equipment is not operating normally) within 30 minutes by phone or on site response time of 2 hours for major failures. Dispatching services covers the radio systems which include 4 towers sites, mobile radios, portable radios, and the fire department notification systems in each fire department. In the event of a severity one call the County immediately institutes our redundancy plans. In many cases Motorola is able to remotely fix problems immediately.

Infrastructure Repair with Advanced Replacement Service:

Motorola will provide responses to the communications system on a 24 hour per day /365 days per year basis. Motorola assures that all work will be done by professional Motorola trained technicians. The contract covers all parts and labor needed to keep the communications system functioning with optimum performance.

Network Preventative Maintenance (System Survey & Analysis):

Preventive Maintenance is the most important part of any maintenance program. It ensures the opportunity for detection of potential problems before they develop, thus reducing the possibility of System failure, as well as extends the life of the equipment.

Fire Station Alerting System:

This is an audio control and tone module that serves as a player of recorded alarms sounds and also routes low – level sounds and signal, to high level amplifiers. The high-level sound can be directed to specific alert speakers mounted in different locations at the fire departments for the purpose of notifying staff. The system also can be tied to building systems to control such functions as firehouse lighting.

MOSCAD Alarm and Control:

This system is located in the Communications Center. It provides real-time monitoring and control of the simulcast transmitter sites, including microwave radio alarms.

Microwave Services:

The Digital Microwave system allows the four radio towers to connect to one another. Currently it is in a star pattern that allows two hops – Dinwiddie Fire Station tower (prime site) to/from Landfill (remote site), Dinwiddie Fire Station (prime site) to/from DeWitt (remote), to/from Weakly Road (remote) and Dinwiddie Fire Station (prime site) to/from Communications Center.

Past Motorola Solutions Maintenance Agreements

Over the last thirteen years, the Motorola Maintenance Agreement has increased on an annual basis by 3.69%. It should be noted that such increases have come about due to the purchase of new equipment, increasing the size and scope of the radio system and the expiration of warranties that covered prior equipment.

At the request of the Board of Supervisors staff negotiated the 2011 maintenance contract with Motorola and was successful in not increasing the agreement. However, staff was told that the County would be charged a larger increase in FY2012.

This increase would result from aging equipment generating more service calls to Motorola Solutions. We were informed that increase would be between 3-5 %.

Motorola Solution Maintenance Agreement for FY2019 will show a 3 % increase for a full years support.

Requested Action

Staff recommends approval of the following resolution.

Resolution

BE IT RESOLVED, that the Dinwiddie County Board of Supervisors does hereby authorize and direct W. Kevin Massengill, County Administrator, to enter into a contract with Motorola, a sole source provider, to provide annual maintenance services for county Fire and EMS Services radio equipment in an amount not to exceed \$137,196.05