

## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Billy Grogan, Chief of Police  
**Thru:** Warren Hutmacher, City Manager  
**Date:** April 8, 2013  
**Subject:** **Recommendation of False Alarm Vendor Contract**

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### **ITEM DESCRIPTION**

This item is a contract to manage the False Alarm program for the City of Dunwoody.

### **BACKGROUND**

On January 28, 2013, the City Council adopted a false alarm ordinance. As part of the ordinance, the City of Dunwoody intended to seek a third party vendor to manage our false alarm program. An RFQ was issued in March and widely distributed through the normal channels by the Purchasing Manager.

A total of three proposals were received and scored by a panel of evaluators. The average results of the scores are as follows:

Scoring Criteria	CryWolf	PMAM	North American Security
<b>Team Organization &amp; Personnel</b> <i>(out of 30 points)</i>	28.5	17.7	4.3
<b>Previous Experience</b> <i>(out of 30 points)</i>	29.7	18.8	3.3
<b>Customer Service</b> <i>(out of 20 points)</i>	19.5	14.0	3.6
<b>Work Approach &amp; Schedule</b> <i>(out of 10 points)</i>	9.5	5.2	2.1
<b>Fee Information</b> <i>(out of 10 points)</i>	9.0	6.0	1.8
<b>Total</b> <i>(out of 100 points)</i>	<b>96.2</b>	<b>61.7</b>	<b>14.9</b>

CryWolf received an excellent rating from all raters and is an excellent choice to provide false alarm management services to the City of Dunwoody. The company provides alarm services to more than 500 cities and counties across the United States and Canada. 11 of their current customers are in Georgia and 40 customers utilize OSSl, our CAD and Records Management Software Vendor.

### **FUNDING**

There is no out of pocket cost for CryWolf to manage the City of Dunwoody False Alarm Program. The expenses will be provided for through the fines levied against persons in violation of the false alarm ordinance. Additionally, CryWolf proposes a graduated revenue sharing model. Of the first \$50,000 collected in fines, CryWolf will receive 38%, revenues



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collected between \$50,001 and \$100,000 CryWolf will receive 28%, and revenues collected above \$100,001 CryWolf will receive 18%.

#### **RECOMMENDED ACTION**

At this time, staff recommends the City Council approve the contract CryWolf, who received the highest rating of their proposal, to manage our false alarm program.