



**City Council  
Agenda Memo**

**City Council Meeting Date: 8/13/2015**

**TO: Robert Hanna, City Manager**

**FROM: Stan Standridge, Chief of Police**

**SUBJECT: Bid Award: #CB1538 PMAM, a full-service alarm management company (Standridge)**

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**GENERAL INFORMATION**

The Police Department disseminated an RFP on June 10, 2015, asking for proposals from full-service alarm management companies. Currently the Department has one full-time employee who oversees all alarm aspects, including registrations, renewals, delinquencies, and related inquiries. Annually the Department responds to more than 4,000 alarms, so the workload is demanding and would be better managed by a full-service alarm company with multiple employees. Many Texas police agencies have adopted similar strategies to manage an ever-increasing workload related to alarms.

Two proposals were received in response to the RFP, although as many as ten vendors were alerted to the RFP. CryWolf and PM AM responded with proposals that met all qualifications of the RFP. Cry Wolf has been in operation for 16 years and currently provides services for 280 agencies supporting more than 500 cities and counties. They fully interface with Intergraph's Computer-Aided Dispatch (CAD) as well as provide full internet services for all customers, including citizens and the requesting city. The company is headquartered in Bonita Springs, Florida and incorporated as Public Safety Corporation (PSC). They do not have any staff or offices in Texas, although they currently provide services to 30 Texas agencies.

PM AM Corporation is headquartered in Dallas, TX, and has been incorporated since 1999. The company also has offices in Houston and Colorado Springs, CO. PM AM began offering False Alarm Management Solutions (FAMS) in 2004, and it currently provides services for Houston, Conroe, Richardson, McKinney, Allen, Mesquite, and approximately 20 other Texas agencies. PM AM services include alarm registration; alarm tracking and billing; collections; reporting; citizen education; and full CAD integration. PM AM is also fully web-based.

Both Cry Wolf and PM AM provide full alarm services that will surpass current City of Abilene capabilities. Additionally, both providers assure the City of Abilene that their management will reduce false alarms and increase revenue for the City (their collections are more efficient and robust than a single City employee). Additionally, both providers require no startup expenses by the City.

Cry Wolf proposed revenue sharing with the City based on fixed revenue percentages of 35% for the vendor and 65% for the City.

PM AM proposed a revenue split with the City according to the following revenue: total permit fees; renewal fees; false alarm fines; reinstatement fee; civil penalties; late fee; alarm company civil penalties and other fees or fines. The percentage split is 25% for the vendor and 75% for the City. Additionally, PM AM submitted their proposal for a (5) year contract with the option to renew.

Because both vendors provide similar services, staff recommends the Award of Bid be given to PM AM. PM AM offers a greater percentage of revenue for the City of Abilene, and the company is headquartered in Dallas. Service calls that may be originated by City residents will be handled primarily in Dallas.

**SPECIAL CONSIDERATIONS**

**FUNDING/FISCAL IMPACT**

There are no upfront costs associated with this transition. Additionally, PM AM will share revenue with the City at 75 % for the City and 25 % for the vendor. PM AM projects revenues for the City should increase as efficiency of operations increases.

**STAFF RECOMMENDATION**

Staff recommends acceptance of the proposal.