



CITY OF MENIFEE

SUBJECT: Agreements with Security Signal Devices, Inc. for City Facility Fire Alarm, Burglar Alarm, and Closed-Circuit Television Maintenance and Monitoring Services

MEETING DATE: December 6, 2023

TO: Mayor and City Council

PREPARED BY: Antonio Chavez, Management Analyst I

REVIEWED BY: Ron Puccinelli, Chief Information Officer

APPROVED BY: Rebekah Kramer, Acting City Manager

RECOMMENDED ACTION

1. Approve and authorize the City Manager to execute a five-year agreement with Security Signal Devices, Inc. (SSD) for fire alarm, burglar alarm and closed-circuit television (CCTV) maintenance and monitoring services for Fiscal Years (FY) 2023/2024 through 2027/2028 in an amount not-to-exceed \$250,150.80.

DISCUSSION

Background

In April of 2018, City staff issued a Request for Proposals (RFP) to engage a qualified agency to provide intrusion alarm monitoring, fire monitoring/testing, and maintenance services. A total of five proposal responses were received. A selection/evaluation committee comprised of internal City staff familiarized and experienced in the requirements of the RFP evaluated and ranked each proposal based on specific criteria and scoring parameters stated in the solicitation. Based on the established evaluation criteria, Pacific Alarm was identified as the most qualified firm to provide the services and was awarded a professional services agreement. Pacific Alarm has since merged with Security Signal Devices, Inc. (SSD). Since the awarding of the professional services agreement, SSD has installed a robust system of burglar alarms, fire alarms, CCTV cameras, and various other equipment at 14 City operated facilities.

These systems encompass a range of services critical to protecting city facilities. The burglar alarm monitoring service ensures that any unauthorized intrusion is immediately detected and reported, providing a crucial layer of security to our facilities. The fire alarm monitoring and testing services are equally vital, offering constant surveillance and regular maintenance checks to

ensure that these systems are always operational, ready to alert and protect in the event of a fire. Additionally, the maintenance of the CCTV systems by SSD plays a key role in surveillance and monitoring of city properties. The maintenance includes repairs on all equipment based on a time and materials basis. If any part of the equipment cannot be repaired and is no longer available, it will be replaced with equipment having the same quality and performance at no charge. Additionally, if remote access is possible, SSD can conduct remote code changes. If remote access is not an option, a SSD technician will conduct the code changes in person. SSD's monitoring services offer real-time visual monitoring that aids in both preventing potential security breaches and in responding effectively when incidents occur. When an alarm signal is received, SSD's monitoring facility (the Center) will attempt to telephone the proper police, fire department, private alarm response or other emergency personnel and the first available person on the subscriber's emergency list. To avoid false alarms the Center may call subscriber's premises first to determine if an actual emergency exists before calling any responders. If the Center has reason to believe that no actual emergency exists, it may choose not to place such notification calls.

Proposed Master Agreement

Currently, all SSD agreements for the City occupied buildings are being managed and tracked individually by service type. The proposed master agreement consolidates all the existing agreements to allow staff to easily track all charges and changes being made to the fire alarm, burglar alarm, and CCTV systems. Due to the amount of SSD owned equipment already installed throughout all City facilities, it would not be cost effective to switch service providers at this time. The proposed master agreement reflects an effective date of June 2023, however, it has not been formally adopted to allow staff the time to collect all necessary attachments and information for the staff report, as well as allow for a proper legal review of the new consolidated agreement. Acting in good faith, SSD has maintained their services active to not leave the City facilities vulnerable to potential security and safety incidents that would be costly if their services were to not be active.

Financial Considerations and Forward Planning

One of the complexities in finalizing this agreement stems from the variable nature of taxes and fees, which SSD was unable to encapsulate in their proposal. Based on historical data and thorough analysis of past invoices from SSD, it is estimated that an additional sum of approximately \$2,000 per year will be needed to cover state and county taxes and fees. These charges are inherent to the services provided and fluctuate annually, necessitating a flexible financial approach. Furthermore, the city's growth and the evolving nature of our facilities necessitate a budget that accommodates future expansions and enhancements of security services. To this end, a provisional annual budget cap of \$10,000 is proposed. This cap is intended to cover smaller-scale additions and enhancements within existing facilities, such as minor upgrades or the inclusion of additional services at current sites. The cost of these minor upgrades and additional services is broken down in the service and equipment rate sheet that is labeled as Exhibit 2.

However, it is important to note that this cap may not encompass larger-scale projects. Such projects could include the installation of comprehensive burglar, fire, and CCTV systems in new facilities or a major overhaul of existing systems, like replacing the entire camera network in multiple parks. These larger projects represent significant expansions in the scope of services and would consequently require additional funding beyond the proposed \$10,000 cap.

Therefore, should such extensive projects arise, it is anticipated that we will return to the council to seek approval for amendments to the agreement. These amendments would specifically address the financial and contractual aspects of integrating these larger-scale projects into our security infrastructure. This approach ensures that while we maintain fiscal responsibility for routine enhancements and expansions, while retaining the flexibility to address more substantial security needs as they emerge.

Conclusion

In conclusion, the proposed 5-year agreement with SSD is strategically aligned with our city's long-term security goals. It represents a balanced approach, combining operational efficiency with financial prudence. While the immediate focus is on streamlining the management of our current security systems and accommodating minor expansions within a defined budget, we are also prepared to address larger security projects as our city continues to grow and evolve. By adopting this master agreement and allowing for future amendments, we ensure that city facilities are protected and capable of meeting both current and future needs.

STRATEGIC PLAN OBJECTIVE

Safe and Vibrant Community

FISCAL IMPACT

The total fiscal impact of the proposed agreement with Security Signal Devices, Inc. would be \$250,150.80 for FYs 2023/2024 through 2027/2028. A budget transfer of \$10,000 will be submitted from Account No. 110-4122-52500 (Equipment Maintenance) to Account No. 110-4115-52051 (Alarm Services) to fund the agreement for FY 2023/2024. Additionally, a second budget transfer of \$10,000 will be submitted from Account No. 110-4122-52500 (Equipment Maintenance) to Account No. 110-4115-52051 (Alarm Services) to fund the agreement for FY 2024/2025. Funding for FY 2025/2026 through FY 2027/2028 would be budgeted as part of the respective year's budget. No additional budget appropriation action(s) would be required. A breakdown of the five-year agreement price is shown below in Table 1.

Table 1: Contract Terms and Amounts

Term Number	Yearly Service Cost	Taxes and Fees	Additional Services (As Needed)	Total:
FY 23/24	\$38,030.16	\$2,000	\$10,000	\$50,030.16
FY 24/25	\$38,030.16	\$2,000	\$10,000	\$50,030.16
FY 25/26	\$38,030.16	\$2,000	\$10,000	\$50,030.16
FY 26/27	\$38,030.16	\$2,000	\$10,000	\$50,030.16
FY 27/28	\$38,030.16	\$2,000	\$10,000	\$50,030.16
	\$190,150.80	\$10,000.00	\$50,000.00	\$250,150.80

ATTACHMENTS

1. Exhibit 1 – SSD Fire and Burglar Alarm Service Agreements
2. Exhibit 2 – SSD Service and Equipment Rate Sheets
3. Exhibit 3 – SSD Existing and Previous Agreements