

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

930



**FROM:** FIRE  
**SUBMITTAL DATE:** May 29, 2007  
**SUBJECT:** Sole Source Purchase of Magic MIS from Verizon

**RECOMMENDED MOTION:** Move that the Board of Supervisors authorize the purchase of the Magic MIS Software for \$33,809.31 tax included without seeking competitive bids, in accordance with Ordinance 459.4

**BACKGROUND:** The Riverside County Fire Department (Fire) utilizes an integrated collection of 9-1-1 call taking equipment and software products sold by Verizon to meet it's emergency service call taking needs. This collection of hardware/ software, known as Vesta/Meridian, has been used by Fire since 2000 and is consistent with products purchased by other 9-1-1 centers throughout the United States.

Purchasing: *Billy Cornett*  
Billy Cornett, Purchasing Manager

*John R Hawkins*  
John R Hawkins, County Fire Chief

IT DEPT: *Matt Frymyre*  
Matt Frymyre, CIO

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$33,809.31	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$0	Budget Adjustment:	No
	Annual Net County Cost:	\$0	For Fiscal Year:	06/07

<b>SOURCE OF FUNDS:</b>	Department Budget	Positions To Be Deleted Per A-30	<input type="checkbox"/>
		Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE *[Signature]*  
BY: *[Signature]*  
Robert Tremaine

County Executive Office Signature

Dept' Recomm.:  Consent  Policy   
Per Exec. Ofc.:  Consent  Policy

Prev. Agn. Ref.: | District: All | Agenda Number:

3.27

**TO:** BOARD OF SUPERVISORS **DATE:** May 29, 2007

**SUBJECT:** SOLE SOURCE PURCHASE OF Magic MIS Software from Verizon **PAGE:** 2

**BACKGROUND (continued):**

**The Magic MIS software will allow supervisors to monitor and print reports on the following:**

- Agent or Console Activity - statistics on specific call events, averages and comparisons
- Call Data for a Single Call Event - setup time, ring time, agent or position answering, hold time, transfers, talk time and teardown time; abandoned calls and wireless calls
- Telecom Data Activity - a complete list of lines and trunks utilized during a call
- Automatic Location Information (ALI)- information can be parsed and filtered for custom reports and searches
- Staffing information and reports

Fire's established relationship with Verizon using Plant/CML equipment has enabled us to create a solid foundation for the use of 9-1-1 call taking equipment to enhance Public Safety within Riverside County.

Purchase of the Magic MIS software will enable Fire to provide call volume and trunking reports to the State 9-1-1 Office to secure additional funding for new 9-1-1 call taking equipment and upgrades. It will also allow Fire to share call data with RSO as they utilize the same products.

**PRICE REASONALBENESS:** Verizon has quoted Fire a price of \$33,809.31 which is reasonable and within the industry standards. As stated previously, access to Magic MIS software is restricted and is not available through third party vendors.

Date: May 29, 2007  
From: John R. Hawkins Department/Agency: Fire  
To: Board of Supervisors  
Via: Purchasing Agent  
Subject: Sole Source Procurement; Request Magic 9-1-1 MIS Software Package

The below information is provided in support of Fire Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

**Supply/Service being requested:**  
Magic MIS Software

**Supplier being requested:**  
Verizon

**Alternative suppliers that can or might be able to provide supply/service:**

None, the Department currently uses Plant/CML 9-1-1 call taking equipment. The equipment is proprietary and does not interface with other applications.

**Extent of market search conducted:**

None

**Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:**

Equipment used by the Department in 9-1-1 call taking and reporting is specific to the manufacturer. This equipment is not interchangeable.

**Reasons why my department requires these unique features and what benefit will accrue to the county:**

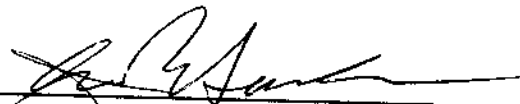
Magic is a data collection/management application for critical communications centers. It will streamline operations for our 9-1-1 dispatch call center with industry-leading reporting tools, wizard-driven filters and an array of configurable features in an easy-to-use Management Information System (MIS). Magic allows users to filter call data based on agent and console activity, date and time, Automatic Number Identification (ANI), Automatic Location Identification (ALI), TTY, notes and other call-related characteristics. Filtered data can be viewed, printed or presented in standard reports

**Price Reasonableness:**

The list price for the equipment is reasonable and standard for the industry


**Does moving forward on this product or service further obligate the county to future similar contractual arrangements?**

No

  
\_\_\_\_\_  
**Department Head Signature**

5/31/07  
\_\_\_\_\_  
**Date**

Purchasing Department Comments:

Approve      Approve with Condition/s  
  
\_\_\_\_\_  
**Purchasing Agent**

Disapprove  
5-29-07  
\_\_\_\_\_  
**Date**