

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



ITEM: 3.33  
(ID # 22025)

MEETING DATE:  
Tuesday, June 06, 2023

FROM : SHERIFF-CORONER-PA:

SUBJECT: SHERIFF-CORONER-PA: Approve the purchase of the Automatic Abandoned Callback application for the VESTA Phone System with AT&T without Seeking Competitive Bids. All Districts; [Total Cost - \$70,533; Up to \$3,527 in additional compensation]; 100% Sheriff's Budget

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the purchase of the Automatic Abandoned Callback application with AT&T for the VESTA Phone System for a total amount of \$70,533; and,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding to purchase additional goods and services that do not exceed five percent (5%) of the total amount requested.

ACTION: Policy

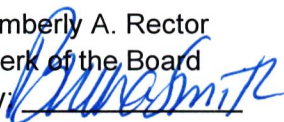
  
Matthew Jimenez 5/26/2023

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Gutierrez and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Washington, Perez, and Gutierrez  
Nays: None  
Absent: Spiegel  
Date: June 6, 2023  
xc: Sheriff

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 70,533	\$ 0	\$ 74,060	\$ 0
<b>NET COUNTY COST</b>	\$ 70,533	\$ 0	\$ 74,060	\$ 0
<b>SOURCE OF FUNDS: 100% Sheriff's Budget</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 22/23 - 27/28</b>	

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

BR# 23-089

**BACKGROUND:**

**Summary**

The Riverside Sheriff's Communications Bureau receives and supports a high number of 9-1-1 calls yearly. In the past year, the department received 1.7 million calls for service, with over 28,000 of these calls being abandoned. Abandoned calls essentially take up time and resources from the 911 Dispatchers as they work to identify the caller. The Dispatch Centers are requesting to purchase the Automatic Abandoned Callback application, an added feature to support our current 911 VESTA Phone System. The advanced call back features will reduce the amount of time call takers spend following up on abandoned calls from the public, and this component is proprietary to Motorola. AT&T is the only Motorola approved phone vendor that works with our VESTA system and this feature would need to be integrated with our phone system.

In 2016, the current 911 VESTA Phone System was selected through the Request for Proposal (RFP) bid process. County Purchasing on behalf of the Sheriff's Department, issued an RFP# SHARC 275 for a turnkey Next Generation 9-1-1 ready Voice Over IP VESTA 911 Map Communication System. The State approved vendors were invited to participate in the bid. Based on the scoring criteria and evaluation process of the bid, AT&T was the selected vendor.

The goal of the Automatic Abandoned Callback application is to quickly connect with the callers when they hang up before the operator answers the phone. Most abandoned 911 calls are unintentional, and in many cases are caused by a pocket dial from a cell phone. However, some abandoned calls are from callers urgently in need of emergency help. In an event of an emergency, every second counts and it is important for call takers to connect with citizens immediately. If the individual calls and hangs up, this automated callback software will contact and follow up with the individual who dialed the call. Currently, callers must wait until dispatchers get through with their other calls to make callbacks. This Automated Abandoned Callback feature will automate the workflow by calling back and offering the public options to help triage calls. The vital time saved using this software will

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

not only provide our dispatchers an opportunity to handle other pressing tasks, but it will also positively affect the department's indirect administrative cost.

**Price Reasonableness**

This software is utilized nationwide by other agencies such as Washington County 911, City of Salem Police, and JEFFCOMM in Colorado. The pricing the department received is the same pricing other government agencies receive. The purchase cost of equipment for four (4) Sheriff's dispatch facilities, including tax and five (5) year warranty on the equipment total \$52,983. The professional service and installation cost total \$17,550. The total purchase amount requested is \$70,533.

In addition, the Department would like to request a 5% contingency in the amount of \$3,527 to allow for any additional unforeseen support or maintenance service costs.

**Impact on Residents and Businesses**

Building trust with citizens is of critical importance when it comes to the department's 9-1-1 communications. In a real emergency, every second counts and it is important our citizens can connect with a dispatcher immediately. The software will assist our dispatchers to identify and respond to emergency calls as they work with law enforcement officers to improve the overall response time and the level of 9-1-1 service.

**Attachments**

Approved H-11  
Single Source Justification

*Meghan Hahn*  
\_\_\_\_\_  
Meghan Hahn, Deputy Director of Procurement 5/25/2023

*Rebecca S Cortez*  
\_\_\_\_\_  
Rebecca S Cortez, Principal Management Analyst 6/1/2023

*Jim Smith*  
\_\_\_\_\_  
Jim Smith, Chief Information Officer 5/25/2023

# NON-STANDARD PROCUREMENT for SHERIFF

Work Activities

Please click the Paperclip to add attachments



Please use the box below to send a message to the Assignment group working your ticket. You can request an update, send further clarifications or even request addition of other staff members to the watchlist (The watchlist members get notifications upon changes to the ticket status).

Teresa McGuire

🕒 6mo ago

**Automated Call Back SSJ 9.29.22.pdf**

306 KB

Teresa McGuire

🕒 6mo ago

RITM0235932 Created

Your request has been submitted

**Number**

RITM0235932

**State**

Closed Complete

**Created**

6mo ago

**Updated**

19m ago

^ Hide Request Description

**Requested for:**

Cherie Pearson

**Department:**

SHERIFF

**Approving**

**Supervisor/Manager:**

Adam Vallejo

**Alternate Contact:**

Stephanie Mora Ponce

**Requested Purchase:**

VESTA (911 Phone System)

Automated Abandoned

Callback, Software & Hardware

**Describe Requested**

**Purchase:**

A turnkey Next Generation 9-1-

1 ready Voice Over IP Vesta 911

Map Communication System.

By using the software, our call

center will make an immediate

contact with each caller,

without processing each call

manually through our records. The software will improve our ability to answer 911 calls quickly by reducing the workload on our call takers. The goal of the new software is to cut down on the number of abandoned 911 calls, which happens when a caller hangs up before the operator answers the phone.

**Hardware**

true

**Professional Services**

false

**Software**

true

**Other**

false

**Purchase Requested:**

Upgrade

**Run the Business**

true

**Grow the Business**

false

**Transform the Business**

true

**Reduce Expenses**

false

**Support Current Operations**

true

**Improve Customer Service**

true

**Improve Operational Efficiencies**

true

**Length of Contract (In Years) :**

1

**Start Date:**

04-01-2023

**End Date:**

04-01-2028

**Is this Purchase or Lease?**

Purchase

**Estimated Amount:**

70533.00

**BRM: Please choose approve or reject:**

Approve

**CCB: Please choose option:**

N/A

**EAB: Please choose option:**

Approve

**TSB: Please choose option:**

N/A

**ISO: Please choose option:**

Approve

**SAM: Please choose option:**

Approve

**TSOC: Please choose approve, reject or n/a:**

Approve

*Tickets are picked up within  
4 hours (M-F 9-5)*

Attachments



Automated Call Back SSJ  
9.29.22.pdf (306 KB)



6mo ago



# Riverside County Sheriff's Department

*Chad Bianco, Sheriff-Coroner*

4095 Lemon Street • Riverside • California • 92501  
www.riversidesheriff.org

Date: May 10, 2023  
From: Lisa McConnell, Sheriff's Communications Captain  
To: Purchasing Agent  
Via: Margie Gemende, Riverside Dispatch Manager  
Subject: Single Source Procurement; Request for VESTA (911 Phone System) Automated Abandoned Callback, Software and Hardware

The below information is provided in support of my department requesting approval for a single source.

1. **Supplier being requested: AT&T**
2. **Vendor ID:** 69597
3.  **Single Source**                       **Sole Source**
4. **Have you previously requested and received approval for a sole or single source request for this vendor for your department?**  
 **Yes**                                       **No**  
    SSJ# \_\_\_\_\_
- 4a. **Was the request approved for a different project?**  
 **Yes**                                       **No**
5. **Supply/Service being requested:**

The Dispatch Centers are requesting an application that is an added feature to our current 911 VESTA Phone System. In 2016, the Sheriff's Department released RFP# SHARC-275 for a turnkey Next Generation 9-1-1 ready Voice Over IP Vesta 911 Map Communication System. The State approved vendors were invited to participate in the bid. As a result of the bid process, AT&T was the selected vendor. The components included in the Automated Call Back application which is proprietary to Motorola. AT&T is the only Motorola-approved phone vendor that works with our VESTA system and is the only company that offers a feature like the Automated Callback System that will integrate with our current system.

**6. Unique features of the supply/service being requested from this supplier.**

In 2021, our center received over 28,000 abandoned calls for service. Most abandoned 911 calls are unintentional and often caused by a pocket dial from a cell phone. However, some abandoned calls are from people needing emergency help. Using the software, our call center will immediately contact each caller without processing each call manually through our records. As a result, the software will improve our ability to answer 911 calls quickly by reducing the workload on our call takers. In addition, the new software aims to reduce the number of abandoned 911 calls, which happens when a caller hangs up before the operator answers the phone.

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

- If the individual calls and hangs up, this Automated Call Back software will contact and follow up with the individual who dialed the call.
- Automated Abandoned Callback feature will automate the workflow by calling back and offering the public options to help triage these calls.
- Advanced location services will allow emergency communications personnel to send help with pinpoint accuracy.

**8. Period of Performance:** From: 06/2023 to 06/2027  
(5 years)

Is this an annually renewable contract?       No       Yes  
 Is this a fixed-term agreement:               No       Yes

**9. Identify all costs for this requested purchase. In addition, please include any single or sole source amounts previously approved and related to this project and vendor in the section designated below for current and future fiscal years. You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)**

Description:	FY 22/23					Total
Equipment Costs:	\$52,983					\$52,983
Professional Svs & Labor Costs:	\$17,550					\$17,550
<b>Total Costs</b>	<b>\$70,533</b>					<b>\$70,533</b>

**10. Price Reasonableness:**

The vital time saved using this software will not only provide our dispatchers an opportunity to handle other pressing tasks, it will also increase our department's indirect cost savings. This software is utilized nationwide by other agencies such as Washington County 911, City of Salem Police, and JEFFCOMM in Colorado. The pricing the department received is the same pricing other government agencies nationwide receive. The purchase cost of equipment for four (4) Sheriff's dispatch



facilities, including tax and five (5) year warranty on the equipment total \$52,983. The professional service and installation cost total \$17,550. The total purchase amount is \$70,533. In addition, the Department would like to request for a 5% contingency in the amount of \$3,527 to allow for any additional unforeseen support or maintenance service costs.

11. Projected Board of Supervisor Date (if applicable): June 6, 2023

[Signature] JAMES ARMSTRONG 5-22-23  
 Chief Deputy Signature (or designee) Print Name Date

[Signature] MATTHEW JIMENEZ 5/16/23  
 Assistant Sheriff Signature (or designee) Print Name Date

[Signature] Claudia Piccanti-Arroyo 5/22/2023  
 Department Head Signature (or designee) Print Name Date

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 The section below is to be completed by the Purchasing Agent or designee.  
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Purchasing Department Comments:

**Approve**

Approve with Condition/s

Disapprove

Condition/s:

Approved, \$70,500 + 5% contingency of \$3,527

Not to exceed:

One-time \$ 74,060

Annual Amount \$ \_\_\_\_\_ / per fiscal year through \_\_\_\_\_ (date) (If

Annual Amount Varies each FY)

FY \_\_\_\_\_ : \$ \_\_\_\_\_

FY \_\_\_\_\_ : \$ \_\_\_\_\_

FY \_\_\_\_\_ : \$ \_\_\_\_\_

Meghan Hahn  
 Purchasing Agent

5/24/23  
 Date

23-208  
 Approval Number  
 (Reference on Purchasing Documents)