

CITY OF CORAL GABLES

PROCUREMENT DIVISION

- MEMORANDUM -

TO: Michael P. Pounds
Chief Procurement Officer

DATE: November 7, 2012

FROM: Pamela J. Leja-Katsaris
Asst. Chief Procurement Officer

SUBJECT: Sole Source Determination

Per the attached memo from Chief Reed, the City of Coral Gables Fire Department was awarded an Assistance to Firefighter Grant (AFG) through the Department of Homeland Security (DHS), Federal Emergency Management Agency's (FEMA) Grant Program Directorate, to upgrade the fire dispatch system. The project entails a Computer-Aided Dispatch (CAD) system that vocalizes the 911 dispatch, while providing station alerting and mobile dispatching on emergency crews. The grant award is in the amount of \$273,411, with a required City of Coral Gables match of \$30,379, which equates to 90% and 10% respectively, for a total amount of \$303,790. This Grant was approved at the October 16, 2012 Commission Meeting.

In performing their research, the Fire Department has located one company, Locution Systems, Incorporated, that offers a human word based automatic voice dispatch system, which has offered the attached sole-source letter. Per the Memo from Chief Reed, the Fire Department has determined that: "Human word based technology is extremely important, particularly in jurisdictions like Coral Gables, where many of the street name pronunciations are similar but have very distinctive inflection and enunciation. The mispronunciation of a street name could very well yield the unfortunate result of sending emergency response crews to the wrong location."

The Fire Department had requested the Procurement Division further research and confirm whether Locution Systems does in fact meet the criteria of a Sole Source provider of the only human voice dispatching system, pursuant to Section 2-770 of the Procurement Code.

During a meeting with Chief Reed, Chief Stolezenberg, and Chief Gibbs, they articulated to me how important the human voice dispatching system is over the computer generated voice system relative response times.

In performing due diligence, I researched various CAD systems for fire station dispatching and alerting systems, to include web searches and listening to various computer-generated samples of non-human dispatching systems. I also spoke to the President of Locution Systems.

My research has resulted in finding no other offering available that has human voice generated dispatch, other than Locution Systems, Inc. The other firms in the industry offer computer-generated voice systems. Additionally, Locution Systems is the only fire station alerting provider that also has focused wall speakers as part of their solution, which contains audio between adjacent zoned dorms with partial-height walls, which are consistent with the configurations in the City's fire stations.

Therefore, it is recommended that you exercise your authority as Chief Procurement Officer under Section 2-770 of the Procurement Code, to determine that after a good faith review of available sources, pursuant to a request from a department head, that the contract by its very nature is not suitable to competitive bids or proposals, as there is only one source for the required supply, service or construction item capable of fulfilling the needs of the City.

c: Walter Reed, Fire Chief
Marc Stolzenberg, Deputy Fire Chief
Hope Gibbs, Division Chief



1626 Cole Blvd., Suite 325
Golden, CO 80401

303 932 0014

FAX 303 384 9014
www.locution.com

October 29, 2012

Coral Gables Fire Department
2815 Salzedo Street
Coral Gables, FL 33134

To whom it may concern:

This is to confirm that Locution Systems, Inc. of Golden, Colorado, is currently the only manufacturer, distributor, retailer or provider of a human-word based automated voice dispatching system. Human-word based automated voice systems provide extremely high announcement precision required by high dispatch speed and accuracy public safety departments.

Locution Systems is also currently the only fire station alerting provider that provides focused wall speakers as part of their product offering, required to properly contain the audio between adjacent zoned dorms for partial-height wall dorm fire stations. City of Coral Gables has partial-height wall dorms within their fire stations.

It is Locution Systems' understanding that no other station alerting system provides the two points listed above, making Locution Systems, Inc. the only Fire Station Alerting provider that can provide a Fire Station Alerting System to meet the immediate needs of the City of Coral Gables.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Glenn Neal', is written over a faint, larger blue ink signature that is partially obscured.

Glenn Neal,
President, Locution Systems, Inc.



October 1, 2012

Coral Gables Fire Department
2815 Salzedo Street
Coral Gables, Florida 33134

1626 Cole Blvd., Suite 325
Golden, CO 80401
303 932 0014
FAX 303 384 9014
www.locution.com

To whom it may concern:

This is to confirm that Locution Systems, Inc. of Golden, Colorado, is currently the only manufacturer, distributor, retailer or provider of an automated voice dispatching system that provides a digitally recorded and complete word and phrase-based human voice automated voice dispatch message that provides capabilities at the levels required for Fire and EMS emergency dispatching. This automated alerting technology has been developed by Locution specifically for alerting and dispatching fire and EMS station personnel. Keys to this technology, shared by no other station alerting system are:

1. the system does not require a multi-second hearing adaptation period to reach understanding of a full dispatch announcement. This is because it is word and phrase-based human voice.
2. the system is the only such system that provides full dispatch announcement understandability to the high level required by Fire/EMS department. This is also due it being word and phrase-based human voice.
3. the system is the only system that provides allowance for 99.99% accuracy. Each street name, incident, and unit name is specifically run through a record/review process at Locution operations with a final review process at the department. Each element can be matched precisely to the required way it needs to be said, including special pronunciations.

All three points above: minimal interpretation lag, very high understandability, high announcement accuracy are required for EMS and Public safety operations in order to prevent the potential for an unacceptable number of location deployments, while still providing very quick turnout times. No other station alerting system provides all three of the above, a requirement for acceptable automated Fire and EMS dispatch operation.

Sincerely,

Glenn Neal,
President, Locution Systems, Inc.