

Mayor and Council Communication

DATE: 03/10/26

M&C FILE NUMBER: M&C 26-0162

LOG NAME: 13P RFP 26-0006 FALSE ALARM MANAGEMENT SYSTEM JH DSD

SUBJECT

(ALL) Authorize Execution of an Agreement with PMAM Corporation for False Alarm Management System Services and Software for a Fifteen Percent Commission with an Initial One-Year Term and Authorize Four One-Year Renewal Options for the Development Services Department

RECOMMENDATION:

It is recommended that the City Council authorize the execution of a revenue generating agreement with PMAM Corporation for false alarm management system services and software for an initial one-year term and authorize four one-year renewal options for the Development Services Department.

DISCUSSION:

The purpose of this Mayor and Council Communication (M&C) is to authorize a revenue generating agreement with PMAM Corporation for false alarm management system services and software. The vendor will manage the City's alarm program as outlined in Chapter 12 of the City Code (§12-2), provide education and outreach to reduce the occurrence of false alarm events, and increase compliance with the City's permit ordinance. The vendor is compensated by retaining a percentage of the permit and false alarm fees collected; a 15% retainage by the vendor is estimated at \$336,509.50 annually.

The Development Services Department approached the Purchasing Division to secure an agreement for false alarm management system services. To procure these services, Purchasing issued Request for Proposal (RFP) 26-0006, which outlined detailed requirements, including data security, transparent documentation, integration into the City's Computer Aided Dispatch (CAD), and accessible support for City staff and residents.

The RFP was advertised in the *Fort Worth Star-Telegram* on Oct. 22, 2025, Oct. 29, 2025, Nov. 5, 2025, Nov. 12, 2025, and Nov. 19, 2025. The City received five (5) responses.

FSH Technologies failed to submit the documentation required under the bid specifications. As a result, the bid was determined to be non-responsive and was not considered for award.

An evaluation panel consisting of representatives of the Development Services, Police, Information Technology Services, and Emergency Management and Communications Departments reviewed and scored the submittals using Best Value criteria.

The individual scores were averaged for each of the criteria and the final scores are listed in the table below.

Proposer	Evaluation Factor				Total	Rank
	A	B	C	D		
PMAM Corporation	24.4	31.1	11.7	10	77.2	1
Alarm Program Systems, LLC	22.2	31.4	11.7	10.34	75.64	2
Phoenix Group Information Systems	20	27.8	10.5	15	73.3	3
CentralSquare Technologies	17	20.4	8.4	10	55.8	4

BEST VALUE CRITERIA:

- A. Technical Expertise (technical capacity, transition/implementation plan)
- B. Communication and Client Support (reporting and data accessibility, education and outreach, responsiveness and proactivity)
- C. Organizational Capacity/Experience
- D. Compensation Model (percentage split of revenue)

After evaluation, the panel concluded that PMAM Corporation presented the best value to the City. Therefore, the panel recommends that Council authorize an agreement with PMAM Corporation. No guarantee was made that a specific amount of revenue would be generated. Staff certifies that the recommended vendor's proposal meets specifications.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

AGREEMENT TERMS: Upon City Council approval this agreement shall begin upon execution and expire one-year from that date.

RENEWAL TERMS: This agreement may be renewed for up to four (4) additional one-year terms. This action does not require specific City Council approval provided the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

SMALL BUSINESS – A Small Business subcontracting goal is not assigned to this contract because a waiver has been approved by the department's Assistant City Manager, in accordance with the City's Small Business Ordinance, Chapter 21 of the City Code. The waiver was granted due to there being certified no small businesses listed.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the above recommendation and execution of the agreement, funds will be deposited into the General Fund. The Development Services Department (and Financial Management Services) is responsible for the collection and deposit of funds due to the City.

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