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**Liz Stefanics**  
Commissioner, District 5

**Katherine Miller**  
County Manager

## MEMORANDUM FOR FILE

DATE: September 23, 2015

TO: File

FROM: Bill Taylor, Procurement Manager *BT*

RE: Sole Source Determination per Section 13-1-126 NMSA 1978 to Purchase RAVE Smart911 Database Services for the Santa Fe County Regional Emergency Communications Center.

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### **BACKGROUND:**

The Santa Fe Regional Emergency Communications Center has existed since 2002 as the result of a "Joint Powers Agreement" between the City of Santa Fe and Santa Fe County. The RECC receives all police, fire, medical and animal control Emergency 911 calls and non-emergency calls for the City of Santa Fe and Santa Fe County and dispatches the appropriate agency to the location as needed. The Center operates on a 24-hour/7 day a week schedule.

The RECC Mission is to:

- Provide the most effective emergency communications possible for the citizens and visitors of the Santa Fe area of New Mexico.
- Provide public safety field personnel with professional communication services with emphasis on safety, accuracy and cooperation.
- Maintain professional standards, which allow the RECC to attract, train and retain the best-qualified employees for the essential service that it provides.
- Provide good jobs to competent people.
- Establish a relevant and effective training program.
- Assist other public safety and service agencies whenever possible.
- Be innovative in providing our services.

### **ISSUE:**

In an effort to achieve the most effective emergency communications, RECC is requesting to purchase license and services for the RAVE Smart 911 implementation. Smart911 is a free service to the public that is used by public safety agencies across the country to enhance communication and response for the residents of their communities. It is used by 9-1-1 agencies to quickly send first responders more detailed caller and scene information as they are responding to emergencies.

Although Smart911 is distributed by many resellers nationally, Rave Mobile Safety is the actual, and only, vendor in the industry that is able to offer the breadth of services and support that we require in providing excellent emergency response services to our community. Smart911 is the only service available that assists the residents of our community in providing this detailed and specific personal information directly to our operators, who then pass it on to our first responders. In addition, Rave Mobile Safety is the only vendor that is able to offer direct installation and 24x7x365 support of the Smart911 application.

The technology offered by Rave Mobile Safety in the provision of these services is unique and patented, further establishing this company as the only vendor capable of providing these services to our center and our community.

**DETERMINATION:**

Based on a good faith effort, Rave Mobile Safety is the only reseller of Smart911 that can provide the unique database information required by the Regional Emergency Communication Center.

Therefore it is the determination of this office that it would be in the best interest of Santa Fe County RECC to procure the database services from RAVE Mobile Safety, pursuant to 13-1-126 NMSA 1978.

**Contract Information:**

Vendor: RAVE Wireless Inc. dba RAVE Mobile Safety  
50 Speen Street, Suite 301  
Framingham, MA 01701

License & Services (3 year agreement) \$ 112,000.00

Delivery: Qty of 8 Smart911 Annual Licenses  
Qty of 6 Smart911 Backup Licenses  
Remote Set-up