




ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

August 11, 2021

To: Terrence D. McCracken, Secretary to the Authority

From: Michael J. Quinn, Senior Distribution Engineer 

Subject: Staff Item – Request for Proposal for Mass Notification System
Project No. 202000212

In order to make the process of notifying ECWA customers of situations within the distribution system as well as to disseminate other important information directly to all or a select group of customers, a request for proposals (RFP) was issued on April 5, 2021 for the procurement of a Mass Notification System. In general, the project includes the procurement of a computer software system that will allow the Authority to easily provide notification to customers, emergency service agencies, etc. regarding emergency situations including watermain breaks, facility failure and other incidents that may impact the effective and efficient delivery of water. The system will also allow for focused notifications of planned outages as well as system wide notification and dissemination of more routine information such as water quality reports.

This project will involve the procurement of the system, integration with other Authority systems and functions (GIS, Dispatch, etc.), assistance with implementation, training and ongoing maintenance and system upgrades.

The RFP was issued to the following firms:

- Onsolve (CodeRed)
- GeoDecisions (Notify)
- Asher Group (Hyper-Reach); and
- Regroup Mass Notification.

In addition, a fifth firm, HQE Systems Inc. obtained the RFP from the ECWA Website. Proposals were received on April 30th from Onsolve, GeoDecisions and Asher Group.

The proposals were reviewed and discussed among a committee of Engineering, Line Maintenance, Information Technology (IT) and Mapping and Records Department staff. Experience, staffing, scope, and project approach were considered. It was determined that each firm possessed relevant qualifications to perform the work proposed. However, based on the review and evaluation of the proposals, it is the committee's recommendation that an agreement be negotiated with OnSolve for the implementation of the CodeRed platform.

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While each firm provided a thorough and detailed project understanding and technical approach for the project and their projected levels of effort (manhours, and fees) are competitive and reasonable for the work being proposed, the committee feels that the CodeRed system best meets the needs of the ECWA and will better integrate into the existing IT systems and in particular the GIS system which is a key component in the successful implementation of the technology. Finally, the CodeRed platform is the most widely used system of this type in the County and as such will likely be supported and improved upon more regularly.

The Engineering and IT Departments will move forward with negotiations with OnSolve for the implementation of the CodeRed mass notification system.

Budget Information:

This will be an O&M expenditure.

Unit: 6030 Public Information

- Item 60 Special Services

Unit: 2010 Line Maintenance

- Item 19 Payments to Contractors – Other

Unit: 2502 Construction

- Payments to Contractors - Other

MJQ:jmf

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