



Office of the City Manager

CONSENT CALENDAR  
October 15, 2024

To: Honorable Mayor and Members of the City Council  
From: Paul Buddenhagen, City Manager  
Submitted by: David Sprague, Fire Chief  
Subject: Contract: Mission Critical Partners for Emergency Communications Consulting Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a piggyback contract and any amendments with Mission Critical Partners, LLC, using the California Multiple Award Schedules (CMAS) contract No. 3-13-70-3020A in an amount not to exceed \$300,000 for the enhancement of mission-critical communications systems from November 1, 2024, through May 30, 2026, with two (2), two (2) year options to extend.

FISCAL IMPACTS OF RECOMMENDATION

The term of this contract is from November 1, 2024, to May 30, 2026 with an option to extend the term for two (2) additional two (2) year terms for a total term of six (6) years. Funding is available in, but not limited to, Measure FF and will not exceed \$300,000.

CURRENT SITUATION AND ITS EFFECTS

On May 31, 2021, the California Department of General Services issued CMAS Agreement No. 3-13-70-3020A to procure "Information Technology and Communication Risk Management and Consulting Services." The CMAS Agreement, established through a formal RFP process by the California Department of General Services, is based on the federal GSA Schedule and satisfies the City of Berkeley's competitive bid requirements. This agreement with Mission Critical Partners, LLC (MCP) began on June 1, 2021, and will end on May 30, 2026.

BACKGROUND

The City of Berkeley maintains comprehensive 24/7 dispatch services for police, fire, and emergency medical services (EMS). Currently, both fire and EMS units respond to urgent calls for service—designated as code 3—utilizing lights and sirens for rapid response. Each EMS incident mandates the deployment of both a suppression company and a paramedic ambulance. The strategic positioning of suppression companies throughout the city ensures minimized response times, allowing these units to provide initial lifesaving interventions upon arrival.

Despite these robust services, the City does not engage in in-house prioritized or Emergency Medical Dispatching (EMD). Prioritized dispatching enables fire departments to effectively triage service calls through standardized questioning and categorization, ensuring appropriate resource allocation—thereby not all incidents require simultaneous code 3 responses from both fire engines and ambulances. EMD equips dispatchers with the necessary training and technological support to offer critical, pre-arrival medical instructions for a range of emergencies, including cardiac arrests, allergic reactions, drownings, stabbings, gunshot injuries, and severe bleeding, while emergency units are enroute.

The Department currently faces challenges with outdated communication tools, which are insufficient to meet the escalating demands of modern public safety operations. The City's Emergency Communications Center (ECC) is unable to integrate alternative response units into its operational framework without substantial enhancements. In response to these challenges, the Fire Department engaged Federal Engineering in 2021 for a comprehensive needs assessment and contracted with Mission Critical Partners in 2023 to conduct a staffing validation study. The findings from these engagements underscore the necessity for upgrading the ECC's spatial configurations, infrastructure, training, and technology. Furthermore, Mission Critical Partners, LLC brings a diverse array of resources critical for enhancing recruitment, retention consulting, and continuous support.

The forthcoming contract with Mission Critical Partners, LLC is poised to substantially upgrade our emergency communications infrastructure, thereby fortifying the efficiency and effectiveness of the City's emergency response capabilities.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no significant environmental impacts associated with the adoption of this recommendation. Enhanced communication systems are expected to improve operational efficiency and reduce carbon footprint through more effective response coordination.

#### RATIONALE FOR RECOMMENDATION

Utilizing the CMAS contract with Mission Critical Partners, LLC enables the City to leverage state-negotiated terms and pricing, ensuring cost-effectiveness and compliance with procurement regulations. The key services provided will help upgrade our communication systems to ensure they are robust, secure, and capable of handling the complexities of modern public safety operations.

#### CONTACT PERSON

David Sprague, Fire Chief, (510) 981-3473

Attachments:  
1: Resolutions

RESOLUTION NO. ##,###-N.S.

CONTRACT: MISSION CRITICAL PARTNERS FOR EMERGENCY COMMUNICATIONS  
CONSULTING SERVICES

WHEREAS, the City of Berkeley provides essential 24/7 dispatch services for police, fire, and emergency medical services (EMS) and is committed to ensuring rapid and efficient emergency response capabilities; and

WHEREAS, the existing dispatch infrastructure requires significant enhancements to integrate advanced communication tools and alternative response units, as identified by comprehensive assessments conducted by Federal Engineering in 2021, Mission Critical Partners and CityGate in 2023; and

WHEREAS, the City of Berkeley's Emergency Communications Center (ECC) lacks the modernized tools necessary to support the increasing demands of public safety operations, hindering effective emergency response adaptations; and

WHEREAS, Mission Critical Partners, LLC possesses a broad spectrum of resources necessary for implementing substantial improvements in ECC space configurations, technological infrastructure, training, recruitment, retention strategies, and ongoing operational support; and

WHEREAS, the California Department of General Services issued CMAS Agreement No. 3-13-70-3020A on May 31, 2021, for the procurement of "Information Technology and Communication Risk Management and Consulting Services," which was established through a formal competitive bid process and satisfies the City of Berkeley's procurement requirements; and

WHEREAS, the CMAS Agreement with Mission Critical Partners, LLC allows the City to leverage state-negotiated terms and pricing, ensuring cost-effectiveness and adherence to statutory procurement regulations;

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract and any amendments with Mission Critical Partners, LLC using the California Multiple Award Schedules (CMAS) contract No. 3-13-70-3020A in an amount not to exceed \$300,000 for the enhancement of mission-critical communications systems from November 1, 2024, through May 30, 2026, with two (2), two (2) year options to extend