

AGENDA
ITEM

14



CITY COUNCIL
AGENDA STAFF REPORT

DATE: September 3rd, 2025

TO: Mayor and City Council

APPROVED BY: Benjamin Martinez, City Manager *Bm*

REVIEWED BY: Karla Chaparro, Finance Director *KC*

PREPARED BY: Juan Contreras, Fire Chief *JAC*

SUBJECT: Approval of Fire Department Dispatch Modernization and Station Alerting System Upgrade AVD Automated Voice Dispatch (AVD) project for FY 2025–2026 in the amount of \$51,340.44 which include which includes equipment, software licenses, installation, training, and initial support.

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Recommendation:

Staff recommends that the City Council authorize the purchase and implementation of the Fire Department Dispatch Modernization and Station Alerting System Upgrade for FY 2025–2026 in the amount of \$51,340.44, which includes equipment, software licenses, installation, training, and one year of toll-free technical support valued at \$5,166.60 which is included in the quote.

This purchase qualifies as a sole source procurement under the City’s purchasing policy, as the Fire Department has previously contracted with Westnet Public Safety Services for installation of the department’s Heart Saver paging system, and the proposed upgrades require compatibility and integration with that system.

Background:

The Calexico Fire Department currently relies on a legacy dispatch and alerting infrastructure that lacks automated integration, modern mobility, and real-time GIS functionality. These limitations hinder emergency response times, require excessive dispatcher oversight, and reduce operational efficiency.

To address these challenges, staff have reviewed three proposals for a fully integrated upgrade, including:

- CAD-to-Westnet automated paging interface (ProPhoenix)
- Automated Voice Dispatch (AVD) system with support and training (Westnet).

Scope of Work and Inclusions:

- Supply and installation of one (1) First-In AVD system and Word Editor.
- Installation, commissioning, and system testing.
- End-user training and one year of toll-free technical support.
- Project coordination and applicable installation supplies.

Discussion and Analysis:

First-In AVD System (Westnet) – \$51,340.44

This purchase includes installation and one year of support for an upgraded Automated Voice Dispatch (AVD) system. The system will enhance alerting capabilities with real-time station notification and word editor functions for dispatch customization. Pricing includes equipment, installation, training, and support.

Modernizing dispatch operations is essential to meeting industry standards, reducing response times, and supporting first responders with critical real-time information in the field. These tools will enhance operational coordination, improve accountability, and streamline the workflow from dispatch to incident reporting.

Summary of Quote – First-In Alerting Platform AVD Upgrade for Calexico Fire Department Dispatch

The Calexico Fire Department received a formal quote from Westnet Public Safety Services (Quote ID: Q-10521-Y3D9, dated August 15, 2025, and valid through November 14, 2025) in the amount of \$51,340.44 for the procurement and installation of a First-In Automated Voice Dispatch (AVD) System.

Conclusion:

This project represents a critical investment in emergency response infrastructure. Upgrading the dispatch and alerting systems will support the Fire Department’s mission to deliver prompt, efficient, and effective service to the residents of Calexico.

Fiscal Impact:

The total project cost is \$51,340.44 which includes equipment, software licenses, installation, training, and initial support. Purchase will be funded by the City’s Local Capital Projects fund. The account number for the Automated Voice Dispatch is: 411-91-922-56000-012. The Budget is \$52,000.00. The Department will coordinate with the County of Imperial to secure FY 2026–2027 funding to cover or offset annual maintenance and support costs.

Coordinated With:

City Manager - Benjamin Martinez
Fire Chief - Juan Contreras
Finance Director - Karla Chaparro

Attachments:

1. Westnet Quote – Calexico Fire Department Dispatch First-In Alerting Platform AVD Upgrade

ATTACHMENT NO. 1



WESTNET

15542 Chemical Lane
Huntington Beach, CA 92649
Phone: 714-548-3500 Fax: 714-901-5610
www.FirstInAlerting.com



Quote: Calexico Fire Department Dispatch First-In Alerting Platform AVD Upgrade Revised

To: Josh Paddock

From: Rick Sanft

760-705-7322

Summary

Total Amount: **\$51,340.44** Quote ID: Q-10521-Y3D9 Revision: 1

Shipping Method: Ground Date: 8/15/2025

Payment Terms: Net 30 Effective To: 11/14/2025

Description: This quote is for Calexico Fire Department Dispatch First-In Alerting Platform AVD Upgrade Revised including installation and one year of technical support.

Clarifying Comments: This quote is based upon installation occurring in 1 trip. If the stations or dispatch are not ready and additional trips are required, the customer agrees to pay additional fees. The customer is responsible for all network connectivity between dispatch and station, as well as the CAD interface if network activation is desired. The customer is to provide VPN access to Westnet for remote adjustments and support.

The quote includes prevailing wage rates. The Customer is responsible for the difference in sales and use tax if applicable. If tax-exempt, please email the tax-exempt form to accounting@westnetpublicsafety.com. Payment terms are net 30 with payment milestones. The quote does not include permits or bonds. The quote includes Sourcwell discount pricing under contract #042021-WNT.

Shipping Information

Ship To:

Bill To:

Details

Product ID	Product	QTY	Price	Sub Total
FIAP-AVD	First-In Automated Voice Dispatch System	1.00	\$27,075.00	\$27,075.00
FIAP-AVD-EDT	First-In Automated Voice Dispatch Word Editor	1.00	\$3,344.95	\$3,344.95

NOTES:

- In the event that taxes, other than sales tax apply to the purchase of this equipment, said taxes will be paid by the customer.
- Quote is based on a properly working and installed CAD, radio system(s), station radio(s) and does not include costs for repair or modifications of the CAD, radio system(s), or station radio(s).
- Any equipment drawings included with this quote are for quoting purposes only and are not to be used as working drawings unless such drawings are labeled "Installation Drawings". See attached Limited Warranty.

Equipment Total	\$30,419.95
Install Supplies	\$45.00
Total Tax (8.250 %)	\$2,513.36
Shipping and Handling	\$800.53
Station Equipment Install	\$0.00
FIAP Install, Commissioning, and Testing	\$8,695.00
FIAP Training	\$2,960.00
One Year Toll Free Technical Support	\$5,166.60
Project Coordination	\$740.00
Total Amount	\$51,340.44

Manufacturer's warranties apply on all parts. First-In warranty is provided by Westnet and consists of one-year parts and labor. Warranty does not apply to damage resulting from outside agencies or extraneous circumstances. Installation labor for any other items is ninety days. This quote is based on the reasonable assumption that the fire station is prepared to accept the above listed parts and that any existing equipment involved with the fire station alarm be in good working order or that it will be prior to commencement of the First-In installation. Westnet has made reasonable attempts to verify that conditions are satisfactory such that installation may occur. However, should an occurrence arise where further parts, labor and/or engineering are required, the customer may be billed at the Purchase Order rate. Any additional parts, labor and/or engineering exceeding \$250 will have prior approval, unless otherwise specified by the customer prior to commencement.

If payment is not received by 30 (thirty) days from the date of invoice, a late charge of 1.5% per month of the unpaid balance will be charged to that particular invoice.