

Request for Information - False Alarm Reduction Services

The State of Delaware, Department of Safety and Homeland Security is interested in receiving information from vendors on False Alarm Reduction Services.

The following are areas of interest:

- no up front investment
- ability to register alarm systems
- ability to import data from CAD for 911 false alarms
- billing and noticing
- citizen assistance
- payment processing and collections
- hearing and appeal support
- online program information access
- public education assistance

This information may be used for planning a request for proposal and needs to be received by **November 13, 2009**.

Those vendors with False Alarm Reduction Services may email their information to **stephanie.young@state.de.us** or mail their information to the following address:

The Department of Safety & Homeland Security
Central Fiscal Office, Attn: S. Young
PO Box 818
Dover, DE 19903-0818