

**CITY COUNCIL
COMMUNICATION:**

02-558

AGENDA:

NOVEMBER 4, 2002

SUBJECT:

NEW MAINTENANCE
AGREEMENT WITH
QWEST
COMMUNICATIONS

TYPE:

RESOLUTION
ORDINANCE
RECEIVE/FILE

SUBMITTED BY:

WILLIAM H. MOULDER
CHIEF OF POLICE

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

SYNOPSIS —

The Enhanced 911 (E-911) equipment in the Police and Fire Communications Center is responsible for receiving police and fire emergency calls from the citizens of Des Moines. The equipment was purchased in March 1994 and new wireless equipment has been added. If this equipment does not function properly, 911 calls from citizens needing emergency care and support will not be received at the communication center.

The latest maintenance contract on this equipment expires November 3, 2002. The new contract requiring Council approval will expire November 3, 2003.

FISCAL IMPACT —

The annual fee for a new maintenance contract is \$18,519.61. This will be funded out of the Police Department Operating Budget.

RECOMMENDATION —

Approval for the Mayor to sign the new maintenance agreement to run from November 4, 2002 to November 3, 2003.

BACKGROUND —

In March 1994, by Roll Call No. 94-953, the City Council approved the purchase of new E-911 telephone equipment from U.S. West Communications, which is now QWEST Communications. In addition, a maintenance contract was also purchased for six years after the warranty expired on the equipment. The six-year maintenance agreement expired November 4, 2001. The City Council approved, by Roll Call No. 02-1033, a new annual maintenance agreement on April 22, 2002, for the time period November 4, 2001 to November 3, 2002. This latest agreement is about to expire and QWEST Communications is offering the City a new maintenance agreement at the same price as last year.