

 <p style="text-align: center;"><b>Council Communication</b> Office of the City Manager</p>	<b>Date:</b>	December 9, 2013
	<b>Agenda Item No.</b>	<b>35A</b>
	<b>Roll Call No.</b>	<b><u>13-1907</u></b>
	<b>Communication No.</b>	<b><u>13-586</u></b>
	<b>Submitted by:</b>	<b>Judy A. Bradshaw, Chief of Police</b>

**AGENDA HEADING:**

The Police Department seeks approval for the purchase, installation, and maintenance of an Intrado VIPER Call Routing System from Century Link, 4201 Kingman Boulevard, Des Moines, Iowa 50311.

**SYNOPSIS:**

Recommend approval of the purchase, installation and maintenance of an Intrado VIPER Call Routing System. This system will replace equipment that has reached the end of its serviceable life. The equipment is a vital part of the 911 emergency dispatch centers capability to receive and disseminate emergency communications.

**FISCAL IMPACT:**

Amount: Fiscal Year (FY) 2014 expense will be \$276,878.73, the contract also incorporates four (4) additional years of maintenance for a total expense of \$53,867.71 billed at set amounts per year.

Funding Source: E911 Surcharge Funding, located on page 206 of the Recommended Budget Department Detail 2014.

**ADDITIONAL INFORMATION:**

The Des Moines Police Department and the Polk County Sheriff’s Office each operate a 911 emergency dispatch center. Each dispatch center currently utilizes the Life Line 100 system for receiving and routing the emergency 911 calls to dispatchers. The manufacturer of this equipment has announced the Life Line 100 has become obsolete and they will no longer produce parts for repairs. This equipment is vital to the operation of the dispatch centers and cannot be out of service for any length of time for either government entity. In response to the manufacturer’s notification, the Police Department and the Polk County Sheriff’s office have collaborated efforts to research possible replacement systems that would be compatible with the specific telephone equipment presently utilized in both dispatch centers. It was determined that the Positron VIPER system, manufactured by Intrado, is compatible and capable of replacing both Life Line 100 systems.

The bid process was initiated by the City Procurement office for the purchase of the Positron VIPER system with only two (2) companies submitting proposals, Racom and Century Link. The proposals were reviewed by the Police Department and the Polk County Sheriff’s Office. Century Link was chosen as the lowest compliant bidder. The two (2) government agencies originally investigated the opportunity to purchase one (1) system with the ability to share the resources and reduce costs;

however; due to unique connectivity situations with the State of Iowa E911 equipment, both entities are pursuing separate purchases of the VIPER system.

Century Link has submitted a preliminary contract which is being reviewed by the City Legal Department. The Police Department requests permission for the City Manager, or his designee, to enter into a contract for the purchase of equipment, the installation, and the annual maintenance agreement with Century Link. Upon approval of this contract, the installation timeline will begin immediately with a forecasted completion date of March 30, 2014. The contract also incorporates maintenance coverage for four (4) additional years after the first year warranty period. This will ensure service and repair to the equipment to be available anytime for a total of five (5) years. Additional years will be negotiated at the appropriate renewal period.

The Polk County Sheriff's Office will be purchasing an independent Positron VIPER system which will allow the two (2) VIPER systems to serve as redundant systems for one another. If maintenance is required or an equipment malfunction occurs with one of the systems, the other system is capable of providing uninterrupted service for both dispatch centers.

**PREVIOUS COUNCIL ACTION(S): NONE**

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE**

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