

 <p style="text-align: center;"><b>Council Communication</b> Office of the City Manager</p>	<b>Date:</b> January 13, 2014
	<b>Agenda Item No.</b> EX. 1 <b>Roll Call No.</b> <u>14-0093</u> <b>Communication No.</b> <u>14-017</u> <b>Submitted by:</b> <b>Judy A. Bradshaw, Chief of Police</b>

**AGENDA HEADING:**

Approval for the City Manager or his designee to sign contract with Century Link for the recently Council approved purchase, installation and maintenance of an Intrado VIPER Call Routing System to be used by the Police Department.

**SYNOPSIS:**

Recommend approval of the City Manager or his designee to sign the contract with Century Link on behalf of the City and the City Clerk is directed to attest to his signature. Council approved the purchase, installation and maintenance of an Intrado VIPER Call Routing System on December 9, 2013. 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: NONE**

Amount: N/A

Funding Source: N/A

**ADDITIONAL INFORMATION:**

At the December 9, 2013 City Council meeting by Roll Call No. 13-1907, Council approved the purchase of the VIPER Call Routing system for use by the Police Department. However, the Roll Call did not direct the City Manager or his designee to sign the contract. This action will authorize the City Manager or his designee to sign said contract so the contract can be executed.

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):**

Date: December 9, 2013

Roll Call Number: [13-1907](#)

Action: Bids from the following:

- (A) [Century](#) Link (Glen F. Post III, President) for a call routing system upgrade for use by the Police Department, \$330,746.44. (Three bids mailed, two received). ([Council Communication No. 13-586](#)) Moved by Hensley to adopt. Motion Carried 7-0.

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

#### **ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE**

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