


COUNCIL COMMUNICATION

	Number:	19-263	Meeting:	June 3, 2019
	Agenda Item:	44A	Roll Call:	19-0906
	Submitted by:	Dana Wingert, Chief of Police		

AGENDA HEADING:

Approval to purchase software updates and services from CenturyLink, 4201 Kingman Boulevard, Des Moines, IA 50311 (Jeff Storey, President and Chief Executive Officer), for use in the Police and Fire Emergency Dispatch Center related to the public safety radio system upgrade.

SYNOPSIS:

This purchase is a software upgrade to the VIPER 911 call answering system. The VIPER system directs incoming calls to the next available dispatcher workstation and integrates call data to the computer system. The VIPER was purchased in 2013, and this is the first significant upgrade to this system.

This purchase from CenturyLink accomplishes two (2) goals:

- Upgrades existing software in the present 10 dispatch workstations to the most current available version. The software is proprietary from CenturyLink and is used to route phone calls to the dispatch workstations. The new software will allow for greater efficiencies in operations and call data collection. The current software will no longer be supported in the upcoming year.
- Upgrading the software will allow for the connection of three (3) additional workstations. This will allow for a dedicated workstation for training, allow for Polk County Sherriff's Office to dispatch in an emergency, and allow for additional dispatchers to work special events.

FISCAL IMPACT:

Amount: \$196,297.95

- \$130,422.64 for the software upgrade to the 10 current workstations
- \$65,875.31 for purchase of software for the three (3) new positions

Funding Source: Capital Improvement Program 2019-2020/ 2024-2025; Miscellaneous Improvements number 13; Public Safety Communication System Upgrade

ADDITIONAL INFORMATION:

- Each workstation in the Police and Fire Dispatch Center contains a radio and a telephone console connected to two (2) touch screen monitors. There are several other pieces of equipment also connected to each console such as a call routing system (VIPER), a call recording system and the Computer Aided Dispatch System (CAD). Each component of the communication system has a software element which needs to be upgraded periodically to ensure optimal operation and functionality. The current migration to a P25 radio system, required the purchase and installation of new radio consoles at each dispatch work station. This coupled with upgrades to various software programs associated with the CAD, has made it necessary to upgrade the current telephone consoles to allow all the systems to communicate efficiently and effectively.
- While planning for the migration to the new radio consoles, the decision was made to reconfigure the Dispatch Center to allow for additional workstations to accommodate for future growth. Each additional station will require the purchase of a telephone console with the same operation and functionality as the existing consoles.
- The procurement administrator has found and declared in writing that the procurement of the necessary software to make the upgrades to the emergency communication system, herein described, are of such a nature that they are the only goods and/or services, which will fit and comply with the required use, or are an integral part of a total system so as to be uniquely compatible with existing City need, materials or equipment to be cost effective.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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