


COUNCIL COMMUNICATION

 CITY OF DES MOINES OFFICE OF THE CITY MANAGER	Number:	24-355	Meeting:	September 16, 2024
	Agenda Item:	64	Roll Call:	24-1272
	Submitted by:	Dana Wingert, Chief of Police		

AGENDA HEADING:

Approval to purchase call-taking and processing equipment for Iowa 911 Shared Services using the Iowa Homeland Security and Emergency Management Contract No. 58320220701 with Zetron Inc. (1204 134th Court, NE, Suite 201, Redmond, WA 98052, Scott French, Executive General Manager and President).

SYNOPSIS:

The Police Department recommends the approval of purchasing call processing equipment from Zetron using the Iowa Department of Homeland Security and Emergency Management negotiated contract (No. 58320220701). Call processing equipment is specifically designed to receive, record, collect data, and process 911 communications. This information is instrumental in providing an accurate location of the emergency. The purchase of new and technologically advanced equipment will ensure the City's Emergency Communication Center has the capacity and capabilities needed to stay current and prepare for future communication trends.

The current 911 phone system and call processing equipment in the Emergency Communication Center is approaching the end of supported life. The manufacturer will no longer offer product development or repair patches for our current equipment. The purchase of new call processing equipment will also allow the Communication Center to connect to the statewide shared call processing services. The State of Iowa will purchase centralized call processing equipment/service and then offer each Emergency Communication Center the opportunity to share the equipment/service for an annual cost. A comparison was completed to determine the most cost-effective way to upgrade the current call processing equipment. It was determined that joining the State of Iowa's shared services program was the most beneficial option.

FISCAL IMPACT:

Amount: The City's share \$141,332.60

Includes upfront costs \$57,429.25 and five (5)-year maintenance at \$16,780.67 per year.

(The State's share of the cost {\$641,885.88} will be invoiced to and processed by the State.)

Funding Source: 911 Surcharge Funds, Fiscal Year (FY) 2024-2025 Adopted Budget, Page 212

ADDITIONAL INFORMATION:

- In September 2019, the City purchased the VIPER call routing system manufactured by Intrado, Inc. through CenturyLink. The call routing system is a key element in the processing of calls to 911. The Police Department recently received notice from Intrado that this system will soon reach the end of supported life. The Department began researching options to upgrade or replace the VIPER.
- The first option was to upgrade the VIPER and the 13 dispatch workstations to the latest 7.0 version offered by Intrado at a cost of \$886,808 which included a five (5)-year maintenance package. The second option was to join the Iowa Homeland Security and Emergency Management shared services program. This option included the State of Iowa offering statewide Emergency Communication Centers the opportunity to utilize their negotiated contract with Zetron to purchase call processing equipment. The State uses 911 Surcharge funds to purchase the shared services. This option provided a lower cost to the City (\$141,332.60) and replaces the Viper while upgrading the call taking/processing equipment.
- The majority of the 112 Emergency Communication Centers in Iowa currently participate in the statewide shared services. The Department contacted two (2) of the participants for their insight on the State shared services. Both stated they were satisfied with the equipment and Zetron as a company. The system has the capacity to address each entity's call volume and offers features needed to provide quality service to their communities. There are additional shared services offered by the State of Iowa, that can be investigated later, that may prove to be beneficial to the Public Safety Communication Center.
- The third option is to create a Request for Proposal (RFP) to replace the Viper and the call processing equipment at the 13 dispatch workstations. This would eliminate the cost sharing with the State and could result in a cost close to or exceeding Option 1 of the upgrade of the existing equipment.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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