

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 11/10/2021

Please mark one: Bill Request or Resolution Request

1. Type of Request:

- Contract/Grant Agreement Intergovernmental Agreement (IGA) Rezoning/Text Amendment
 Dedication/Vacation Appropriation/Supplemental DRMC Change
 Other:

2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Approves a contract with Goserco, Inc. for \$1,200,000 and for five years for support and maintenance of the Audiologger and Workforce Management systems supporting Denver 911

3. Requesting Agency: Technology Services

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Jacob Woodard	Name: Joe Saporito
Email: Jacob.woodard@denvergov.org	Email: joseph.saporito@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

The Audiologger and Workforce Management systems were purchased to enable Denver911 to have an audio/screen recording application that will have a high level of reliability and scalability needed for a system as critical as 911. The Audiologger system records all 911 calls, administrative phones used at Denver 911 and talk groups used with the City P25 radio system. All calls are required to be recorded. The Workforce Management platform allows Denver 911 personnel to effectively schedule resources for their varying shifts and duties.

Through this contract, the City of Denver will be able to purchase ongoing, vendor provided system support and maintenance as well as have the ability to upgrade and update its critical infrastructure to support the demand of 911 and all expectations of uptime, reliability and redundancy. Both Workforce Management and Audiologger assist 911 Operations where Workforce Management provides scheduling support and Audiologger allows multiple users, who have the appropriate access, to retrieve audio as needed for their investigations.

There are currently over 1,000 users of these software/hardware systems that come from multiple agencies including Denver911 Operations, Technology Services, Electronic Engineering Bureau, Denver Police Department, Denver Health and Hospital Authority, Safety, Denver Fire Department, District Attorney and City Attorney's Office for the purposes of public service, investigation, training, and integration.

6. City Attorney assigned to this request (if applicable): Steve Hahn

7. City Council District: N/A - Citywide

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR21 1404

Date Entered: _____

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Standard Expenditure contract exceeding \$500,000

Vendor/Contractor Name: Goserco, Inc.

Contract control number: TECHS-202160095

Location: Citywide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?**

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

1/1/2022 - 12/31/2026 Duration: 5 years

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount (A)</i>	<i>Additional Funds (B)</i>	<i>Total Contract Amount (A+B)</i>
N/A	N/A	\$1,200,000

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
N/A	N/A	12/31/2026

Scope of work: Vendor will provide support and maintenance as well as Professional Services to ensure the Workforce Management and Audiologger systems are working at their maximum performance.

Was this contractor selected by competitive process? No **If not, why not?** Sole Source

Has this contractor provided these services to the City before? Yes No

Source of funds: 911 Trust Fund / Operational funds

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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