

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: 12/7/2022

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.)

Amends a contract with Rave Wireless, Inc. by adding \$200,900 to add the Rave Alert Internal messaging service; no change in contract term

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: Laura Dunwoody	Name: Joe Saporito
Email: laura.dunwoody@denvergov.org	Email: joseph.saporito@denvergov.org

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

Denver Marketing and Media Services is requesting approval on an amendment to the City's contract with Rave Wireless. The purpose of the amendment is to implement an internal SMS service. The City currently has a contract with Rave for an emergency external messaging service utilized by 911 to deliver emergency messages to Denver residents. The City has identified a need to send internal non-emergency messages. Rave Mobile's internal messaging services meets the City's need and will be used to send SMS to City employees on their mobile devices for any non-emergency related communications. This will be an enterprise-wide solution that all agencies have access to and can manage sending out agency wide or department specific messages. By providing a way to send agency or department specific communications via SMS, more City Employees will have access to receive information conveniently via mobile devices.

Additional Background:

Rave will provide each agency with the ability to SMS text their employees and only their employees.

TS MarTech Administrators will be able to text all or a portion of CCD employees.

This is critical for any agency with field workers, such as DOTI and Parks & Rec, who have a high % of employees working away from computer screen/email. DHS has field employees who check email with less frequency than an inhouse employee. Text/SMS gives the city a way to get messages to appropriate employees quickly, with an opportunity for them to respond quickly from their mobile device.

Rave does not duplicate the SMS/Text tool Everbridge. Everbridge use is limited to emergency situations. Rave is for non-emergency use only.

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Resolution/Bill Number: _____

Date Entered: _____

A couple of use cases:

The ability to solicit overtime from field employees as the needs arise, knowing they will see the message in minutes, not hours/days.

The Safety/MO/HOST orgs can divert focus of PEH encampment associated workers to immediate needs locations.

In short, every Manager will have the ability to get a message to an employee's mobile device in seconds.

Email as a communication tool is considered slow and, in some ways, outdated. Rave will that engagement between Agencies and their employees to a new, faster, more effective level.

Reporting will be available to all agencies so they can measure the frequency and effectiveness of their Rave use.

Employees can opt out, but managers will see that activity on a report and make appropriate decisions.

6. **City Attorney assigned to this request (if applicable):** Andrew Riester

7. **City Council District:** N/A - Citywide

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

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: Rave Wireless, Inc.

Contract control number: Original TECHS-201520827-00
This amendment TECHS-202265785-02

Location: Citywide

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

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

Current Term: 6/30/2015 - 6/30/2025 No requested change in term

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

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$1,110,661.76	\$200,900.00	\$1,311,561.76

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
6/30/2015 - 6/30/2025	N/A	N/A

Scope of work:

Vendor will provide implementation and training on the Rave Alert internal messaging application.

Was this contractor selected by competitive process? No **If not, why not?** Professional Preference

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

Source of funds: Technology Services 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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