

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: August 2, 2019

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 \$725,586.76 for a new total of \$1,110,661.76, extending the term by five years for a new end date of 6/30/2025 and adding license count of the Smart 911 licenses used by 911 dispatchers; citywide (TECHS-201520827)

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: Shelly Lesnansky	Name: Joe Saporito
Email: shelly.lesnansky@denvergov.org	Email: joseph.saporito@denvergov.org

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

This amendment will allow Denver 911 to continue to use the Smart911 software. This software allows access to a secure national database of Smart911 citizen profiles. This amendment is to add licenses, extend the term and increase the contract amount. The Smart911 software allows members of the community to register and provide information about themselves, their family members, their homes and workplaces, medical conditions, and other pertinent information. Smart911 will provide call takers, dispatchers and first responders with additional critical caller data about subscribed callers in order to speed response times and improve response effectiveness. Includes integration of the Smart911 service into the Public Safety Answering Points, configuration of the hosted Smart911 service, access to the Smart911 First responder/dispatcher portal and installation of the Smart911 client on selected workstations. Denver911 plans to use this type of technology indefinitely as it provides the Smart911 module, a chat feature that is used heavily, RapidSOS location accuracy on telephone calls, facilities module and industry innovation in rolling out video streaming to 911 call centers.

Denver911 has increased the number of Rave 911 Backup licenses from 12 to 22 and increased the number of Rave 911 Annual licenses from 23 to 40. There is also a contingency for growth as Denver911 estimates a growth of positions throughout the life of the contract. These items along with the extended term are the reason for the increase of the contract amount.

For this software application, the contract duration will exceed Executive Order 8's recommendation of rebidding every three to five years. Per Executive Order 8: "*Agencies should limit the duration of contracts to three to five years at which time a new solicitation should be initiated absent special circumstances.*" The special circumstances that would provide for a justification to deviate from this policy are as follows:

- Situations where standardization of equipment or continuity of service is required;
- Situations where competition does not exist;
- Situations where economic factors make it unfavorable for the city to re-bid a contract.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR19 0896

Date Entered: _____

Continuity of Service:

For the Rave Wireless contract, the application has been configured specifically for the City of Denver and is easily accessed by citizens. City employees have been trained and are efficient with this application so the continual use of this application will allow City personnel to provide continuity in its internal business functions as well external services available to citizens.

The original contract also contained a broad public awareness campaign to ensure citizen adoption. Examples include: inclusion of registration links on community web sites; inclusion of registration reminders in written communications with citizens; email marketing campaigns; and distribution of registration information through community channels such as schools, elderly centers, hearing disabled communities and libraries.

Competition does not exist:

As the City already has purchased, implemented, has been trained on and intends on using the Smart911 software application for several years, continual support from Rave Wireless is needed to ensure the application is functioning at its maximum capacity. This is a service that should come from Rave Wireless so an opportunity for competition does not exist. Rave is the vendor that owns Smart911, and partners with another vendor called RapidSOS to provide improved location accuracy and at times detailed data exchange for wireless callers using car services. This feature also allows 911 to initiate texts or chats with citizens in the City and County of Denver. This is a functionality exclusive to this vendor and application. This vendor is also leading industry innovation in streaming video into 911 call centers and facility alerts like schools, venues, businesses, etc.

Economic factors make it unfavorable for the City to re-bid a contract:

To fully implement this software application, there were multiple phases that the City and Supplier went through which were investments for both the City and Supplier. These include negotiating a Statement of Work, negotiating a contract, analysis of 911's current situation, planning for the new system, designing the new system to meet 911's objectives, implementing the new system, configuring (fine tuning) the new system, testing the new system and training employees on the new system. This is a resource and time consuming process. For the City to re-bid this every three to five years would mean the opportunity for any type of return on our investment would be minimized and the City would be in a perpetual cycle of bidding, implementing, retraining and decommissioning of previous applications. This would result in an unnecessary negative financial impact and a decrease in the consistency of services for the citizens of Denver.

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****

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: TECHS - 201520827

Location: Citywide

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

- Original contract: 6/30/2015 - 6/30/2020; Contract Amount: \$385,075
- First Amendment: New Term 6/30/2015 - 6/30/2025; Amendment Amount: \$725,586.76; New Contract Amount: \$1,110,661.76

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

Current term: 6/30/2015 - 6/30/2020 Proposed term: 6/30/2015 - 6/30/2025 Duration: 10 years

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

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<i>Current Contract Amount (A)</i>	<i>Additional Funds (B)</i>	<i>Total Contract Amount (A+B)</i>
\$385,075	\$725,586.76	\$1,110,661.76

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
6/30/2015 - 6/30/2020	Five Years	6/30/2025

Scope of work:

Rave Wireless will provide Smart911 software licenses and technical support for these licenses.

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 (Via this contract) No

Source of funds: 3501100 / 56540 Safety Administration Emergency Communications

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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