DEPARTMENT OF AVIATION
CITY COUNCIL ORDINANCE REQUEST SUMMARY
Voice Paging System Maintenance Support Agreement 3rd amendment

Purpose and Use of Agreements

The purpose of this contract is to provide extended warranty, repair or replacement, preventive maintenance, on-call and on-site emergency 24/7 technical support for all Voice Paging System equipment and software manufactured by IED. In addition, the contract includes updating computer and controllers' operating systems from Windows 7 to Windows 10 and installing vetted monthly cybersecurity updates to the operating system.

This request is for a 3rd amendment to the Voice Paging System Hardware and Software Maintenance Support Agreement between IED Support Services, LLC (IED) and Denver International Airport (DEN). The term of the contract will be extended one year, and the maximum contract liability will be increased by $130,000.

Contract Description

This contract has a term of nine years. This amendment extends the term one year and increases the liability by $130,000

Vendors

IED Support Services, LLC   201102921

DSBO Goals

Goals for this project are N/A per DSBO.

Services Provided

Hardware maintenance, service, warranty, repair and replacement for the term of the contract on all DEN-owned equipment manufactured by Innovative Electronic Designs (IED). This includes and is not limited to all amplifiers, microphone stations, audio controllers, etc. Firmware and software updates, upgrades, and annual licensing for the agreement 24/7/365 one (1) hour remote technical response. AtlasIED technical support personnel must maintain current VPN credentials to access the DEN ECS. WIN7 to WIN10 migration in year one of this plan ECS Network troubleshooting support when needed. On-site inspection (Systems Health Check) by AtlasIED technicians with post visit detailed. Technical Training (two seats) for DEN maintenance technicians. Travel to and from DEN, lodging, meals, and tuition included. Monthly Windows OS Security Updates vetted, tested, and validated by AtlasIED prior to the release. Access to the AtlasIED PRDP message library updates. Priority (overnight if necessary, as determined by AtlasIED) advance replacement.