

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: 12/13/2024

Please mark one: Bill Request or Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

Yes No

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 ConvergeOne, Inc. for the purchase of software licensing, implementation, and ongoing support of the Carbyne Apex 911 telephony system supporting Denver 911 through The Interlocal Purchasing System cooperative.

3. **Requesting Agency:** Technology Services

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Gary Pasicznyk	Name: Josh Matthews
Email: gary.pasicznyk@denvergov.org	Email: josh.matthews@denvergov.org

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

Denver 911 seeks a new emergency telephony platform with enhanced features due to the current increased call volume and slower call answering times. These features include but are not limited to language translation resources, text-to-911 resources, video into the PSAP, and improved redundancy and disaster recovery.

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****

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

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 (including any dba's): ConvergeOne, Inc.

Contract control number (legacy and new): TECHS-202476995-00

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):

1/1/2025 – 1/1/2030; Duration: 5 years

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>
n/a	n/a	\$10,724,438.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
n/a	n/a	n/a

Scope of work:

The 911 Telephony Carbyne APEX project will deliver a fully managed, Carbyne APEX NexGen911 call management solution to unify the flow of audio and data (video, chat, and map) into a single platform. The APEX system will also consolidate the existing technology and provide additional functionality including:

- Text-to-911
- Text translation
- Video communication
- Improved location of mobile callers
- AI tools that improve call answer times

Specifically, the scope of this project will deliver a solution that:

- Uses Next Generation 911 (NG911) technology for locating 911 callers on mobile devices, where ancillary data is available including medical history, allergies, mental health needs, etc.
- Video capabilities to allow callers to stream video into 911 or responding public safety personnel.
- Text-to-911 capability to allow residents to text 911 without the need of an over-the-top solution, and that treats text conversations as 911 calls in terms of priority.
- Outgoing text capability including the ability to send a link to a caller's phone, and through clicking that link, share the caller's location with 911.
- Advanced mapping and breadcrumb tracking for 911 callers' location.
- Language translation tools that meet the US Department of Justice's mandates including:
 - Language translation via text and speech-to-text.

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- Automatic Language translation via voice without first having to connect a translator.
- Cloud-native architecture requiring little to no hardware replacement.
- Provides Denver with a fully managed, turnkey solution operated and maintained by ConvergeOne, Inc.

Was this contractor selected by competitive process? No **If not, why not?** Cooperative Purchase

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

Source of funds: 911 Special Revenue Fund

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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