**File #:** 21-1404, **Version:** 1

## Contract Request Template (Contracts; IGAs; Leases)

**Date Submitted:** 11-10-21

**Requesting Agency:** Technology Services
**Division:**

**Subject Matter Expert Name:**

| Name: Joe Saporito |
|---|
| Email: joseph.saporito@denvergov.org |

**Item Title & Description:**
*(Do not delete the following instructions)*
*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

**A resolution approving a proposed Agreement between the City and County of Denver and Goserco, Inc. for support and maintenance of the Audiologger and workforce management systems supporting Denver 911.**

Approves a contract with Goserco, Inc. for $1,200,000 and through 12-31-26 for support and maintenance of the Audiologger and workforce management systems supporting Denver 911 (TECHS-202160095). The last regularly scheduled Council meeting within the 30-day review period is on 12-20-21. The Committee approved filing this item at its meeting on 11-23-21.

**Affected Council District(s) or citywide?** Citywide

**Contract Control Number:** TECHS-202160095

**Vendor/Contractor Name (including any "DBA"):** Goserco, Inc.

**Type and Scope of services to be performed:**
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.

**Location (if applicable):**

**WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):**

**Are WBE/MBE/DBE goals met (if applicable)?**

**Is the contract new/a renewal/extension or amendment?**

**Was this contractor selected by competitive process or sole source?**

**<span style="color:red">For New contracts</span>**
**Term of initial contract:** 1/1/2022 - 12/31/2026

**Options for Renewal:**
> **How many renewals (i.e. up to 2 renewals)?**
> **Term of any renewals (i.e. 1 year each):**

**Cost of initial contract term:** $1,200,000

**Cost of any renewals:**

**Total contract value council is approving if all renewals exercised:**

**<span style="color:red">For Amendments/Renewals Extensions:</span>**
**Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?**

*If length changing*
**What was the length of the term of the original contract?**

**What is the length of the extension/renewal?**

**What is the revised total term of the contract?**

*If cost changing*
**What was the original value of the entire contract prior to this proposed change?**

**What is the value of the proposed change?**

**What is the new/revised total value including change?**

*If terms changing*
**Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)**