



Legislation Text

File #: 22-1644, Version: 1

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 12-19-2022

**Requesting Agency: Technology Services
Division:**

**Subject Matter Expert Name: Laura Dunwoody
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Phone Number:**

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 Second Amendatory Agreement between the City and County of Denver and Rave Wireless, Inc. to train and implement internal SMS text messaging services with city employees for use in non-emergency situations.

Amends a contract with Rave Wireless, Inc. by adding \$200,900 for a new total of \$1,311,561.76 to train and implement internal SMS text messaging services with city employees for use in non-emergency situations, promoting timely, relevant, easily accessible information sharing, especially for employees working in the field. No change to contract duration (TECHS-201520827/ TECHS-202265785-02). The last regularly scheduled Council meeting within the 30-day review period is on 1-23-2023. The Committee approved filing this item at its meeting on 12-20-2022.

Affected Council District(s) or citywide? Citywide

Contract Control Number: TECHS-201520827/ TECHS-202265785-02

Vendor/Contractor Name (including any "DBA"): Rave Wireless, Inc.

Type and Scope of services to be performed:

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.

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.

Location (if applicable): Citywide

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

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

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

Amendment

Was this contractor selected by competitive process or sole source?

Competitive

For New contracts

Term of initial contract:

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:

Cost of any renewals:

Total contract value council is approving if all renewals exercised:

For Amendments/Renewals Extensions:

Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?

Price and scope

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?

\$1,110,661.76

What is the value of the proposed change?

\$200,900.00

What is the new/revised total value including change?

\$1,311,561.76

If terms changing

Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.) Adding a new service