


# COUNCIL COMMUNICATION

	Number: <b>21-099</b>	Meeting: <b>March 8, 2021</b>
	Agenda Item: <b>47</b>	Roll Call: <b>21-0402</b>
	Submitted by: <b>Dana Wingert, Chief of Police</b>	

## AGENDA HEADING:

The Police Department seeks approval to purchase the annual maintenance and service agreement for the VIPER call routing system from Qwest Corporation d/b/a/ CenturyLink, 4201 Kingman Boulevard, Des Moines, IA, 50311, Jeffery Storey, President and Chief Executive Officer.

## SYNOPSIS:

The VIPER call routing system is a key element in the receipt of incoming calls to the 911 Emergency Dispatch Center. The system directs incoming calls to any available dispatch workstation and integrates call data to the Computer Aided Dispatch (CAD) equipment. The VIPER system was originally purchased from CenturyLink in 2013 for 10 workstations and expanded to include three (3) additional dispatch workstations with software upgrades in 2019.

The system must operate continually and receive periodic software updates to remain efficient and effective. CenturyLink offers an annual maintenance and service agreement to allow a service technician to be available to address any equipment issues and the remote installation of software upgrades to reduce operational interruptions.

The Police Department recommends the procurement of the maintenance and service agreement covering the dates June 12, 2019 through December 12, 2021 to ensure the most efficient service when contacting the dispatch center.

## FISCAL IMPACT:

Amount: \$101,337

- Coverage from June 2019 through December 2020 - \$34,115
- Coverage from December 2020 through December 2021 - \$67,222

Funding Source: 911 Surcharge funds page 195 in the FY22 Recommended Operating Budget, Department Detail

## ADDITIONAL INFORMATION:

- In 2013 the Police Department requested City Procurement Division to initiate the bid process for the purchase of the Positron VIPER call routing system. Only two (2) companies responded with CenturyLink found to be the lowest compliant bidder.

- The equipment and software were purchased with a total of five (5) years maintenance and service included.
- In 2019, the Emergency Dispatch center was expanded by three (3) workstations as part of the Radio Replacement Project which necessitated additional VIPER call routing software. The maintenance and service for the expanded workstations was included in the purchase contract.
- Due to changes in 2019, Qwest failed to invoice for the maintenance and service agreement of the original equipment and software.
- The purchase requested, includes the coverage that was not invoiced for June 2019 through December 2020 (\$34,115), as well as coverage from December 2020 through December 2021 (\$67,222) to bring coverage up to date.

**PREVIOUS COUNCIL ACTION(S):**

Date: June 3, 2019

Roll Call Number: [19-0906](#)

Action: Approving bids from the following:

- (A) [CenturyLink](#) (Jeff Storey, President and Chief Executive Officer) for non-competitive purchase of VIPER emergency call routing system software upgrade to allow for the expansion of three additional workstations as well as radio upgrades in the Police and Fire Emergency Dispatch Center, \$196,297.95. ([Council Communication](#) No. 19-263) Moved by Gray to adopt. Motion Carried 7-0.

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

The agreement is purchased annually, with a marginal increase in cost per year.

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