


## COUNCIL COMMUNICATION

	Number:	<b>21-461</b>	Meeting:	<b>November 1, 2021</b>
	Agenda Item:	<b>34</b>	Roll Call:	<b>21-1668</b>
	Submitted by:	<b>Dana Wingert, Chief of Police</b>		

### AGENDA HEADING:

Approval for City Manager to annually accept and renew the software maintenance and support agreement for the VIPER call routing system from Lumen Technologies, Inc. (a company under CenturyLink), 100 CenturyLink Dr., Monroe, LA, 71203 Jeffery Storey, 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 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 software maintenance and support agreement to ensure a priority service technician service to address any equipment issues and the remote installation of software upgrades to reduce operational interruptions.

The Procurement Administrator has determined that such software and support is available from Lumen, a CenturyLink company, through the CenturyLink Master Agreement, Public Safety Version June 13, 2019.

### FISCAL IMPACT:

Amount: \$60,469.74

Funding Source: 911 Surcharge Funds, Page 193 of the Fiscal Year (FY) 2022 Adopted 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 software maintenance and support included.

- In 2019, the 911 Emergency Dispatch center was reconfigured to add three (3) workstations in anticipation of the Radio Replacement Project. This required expanding the VIPER call routing system to these three (3) new workstations. The software maintenance and support for the expanded workstations was included in the purchase contract.
- The purchase requested is coverage from December 2021 through December 2022.
- Request authorization for the City Manager or his designee to execute the annual agreement in future years until the CenturyLink Master Agreement terminates or the VIPER equipment and/or software reaches the end of supported life.

**PREVIOUS COUNCIL ACTION(S):**

Date: March 8, 2021

Roll Call Number: [21-0402](#)

Action: [Purchase](#) of annual software maintenance and support for the VIPER call routing system from Qwest Corporation d/b/a/ CenturyLink (Jeffery Storey, President and Chief Executive Officer). [\(Council Communication No. 21-099\)](#) Moved by Voss to adopt. Motion Carried 6-1. Absent: Gatto.

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

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

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

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