



AGENDA MEMORANDUM

Action Item for the City Council Meeting March 17, 2020

DATE: March 17, 2020

TO: Peter Zaroni, City Manager

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<p>Service Agreement for VIPER Hardware and Software for the 911 System Upgrade and Maintenance for MetroCom</p>

CAPTION:

Resolution authorizing a seven-year service agreement with Intrado Life & Safety Solutions Corp of Longmont, Colorado, in an amount not to exceed \$839,138.04 for the VIPER hardware and software for the 911 system upgrade and maintenance for the Police Department's MetroCom Division, with FY 2020 funding in the amount of \$274,291.81 available through the General Fund.

SUMMARY:

This resolution authorizes a seven-year service agreement for the VIPER hardware and software for the 911 system upgrade and maintenance for MetroCom. All emergency and non-emergency calls are received via the 911 system and automatically displays the caller's phone number and address and trained personnel then send the emergency assistance needed.

BACKGROUND AND FINDINGS:

Every emergency and non-emergency call for service enters through the Police Department's MetroCom Division via the VIPER hardware and software. MetroCom is the public safety call center for the City of Corpus Christi and Nueces County. MetroCom currently utilizes Intrado Life & Safety Solutions Corp's VIPER hardware and software for the 911 system. The VIPER hardware and software receives critical information via the 911 system and automatically displays the caller's phone number and address that facilitates emergency response for first responders. The VIPER hardware and software system includes the 911 emergency call-handling system, Anti-Virus software, Text-to-911, reporting system, and the required maintenance. The City began using the VIPER

system in 2009 and it was upgraded in 2014. The current hardware and software are outdated and require a tech refresh. The 911 system upgrade includes the 911 system switches, 911 server hardware, database storage updates and the license/data transfer to new equipment.

Intrado Life & Safety Solutions Corp is the sole source provider and developer of the VIPER and 911 products that make up the City's MetroCom 911 system.

ALTERNATIVES:

No alternatives have been considered due to Intrado Life & Safety Solutions Corp being the sole source provider and developer of the VIPER and 911 products that make up the City's Metro-Com 911 call-handling system.

FISCAL IMPACT:

The fiscal impact for the Police Department in FY 2020 is \$274,291.81 for hardware and software services of this seven-year service agreement. The remaining \$564,846.23 will be budgeted in future years through the annual budget process.

FUNDING DETAIL:

Fund:	1020	General Fund
Organization/Activity:	11800	MetroCom
Mission Element:	151	RespondToLawEnforcementCalls
Project # (CIP Only):	N/A	
Account:	530000	Professional Services

RECOMMENDATION:

Staff recommends approval of this motion authorizing a seven-year agreement with Intrado Life & Safety Solutions Corp, as presented.

LIST OF SUPPORTING DOCUMENTS:

Resolution
Service Agreement
Price Sheet