



## Staff Reports

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**File #:** 1691-2018, **Version:** 1

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**To:** Honorable Mayor and Members of City Council

**From:** Robert Plummer, Police Chief

**Prepared By:** Gus Ulloth, Communications Manager  
Scott Nielsen, Information Technology Manager

**TITLE:**

West VIPER 911 Emergency Telephone System Equipment, Software, Licensing, and Services

**RECOMMENDED ACTION:**

Authorize the Police Chief, on behalf of the City, to execute an agreement with West Safety Solutions Corp., for a five-year license to receive equipment, software, and services for the installation of a nineteen (19) position VIPER 911 telephone system, in an amount not to exceed \$808,785, and to implement amendments to this agreement not to exceed \$50,000.

**DISCUSSION:**

The current West VIPER 911 telephone system became operation in the year 2010 and is entering the 9<sup>th</sup> year of service. Maintaining the system is resource intensive and technical resources are limited due to its age of the hardware and software version currently in operation. The VIPER 911 telephone system is the vital lifesaving link between Dispatch and the public.

In 2018, a technical review of companies who best met the City's needs began. West VIPER and Motorola Call Works were invited to do onsite demonstrations. After these demonstrations, it was determined that West Safety Solutions Corp. would deliver the City with the most operational equipment, software, licensing and services. Replacing the 911 telephone system is necessary to accomplish before it starts to become unreliable. The updated version of West VIPER 911 telephone system will require less staff to maintain a reliable standard; allowing staff to accomplish other required system projects. Services from West include project management, system staging, equipment installation, testing, cutover, ongoing support and operator training.

**FINANCIAL IMPACTS:**

Based on the best-value solution, an Agreement with West is recommended. Funding for this project is budgeted in 49610 (non-recurring IT) for the one-time costs and 42151 (PD Dispatch) for the ongoing costs, as outlined below. The budget for one time and first year costs of the project was included in the adopted budget for FY 2018/19. A budget request will be submitted in the biannual budget process in anticipation of the annual cost of VIPER as a Service.

\$48,505 VIPER as a Service Non-Reoccurring Expenses  
(one-time 49610 non-recurring IT)

\$152,056 Annual VIPER as a Service, Software Maintenance & Technical Support (FY2019 49610 non-recurring)

\$152,056 Annual VIPER as a Service, Software Maintenance & Technical Support (FY2020 42151 PD Dispatch)

\$152,056 Annual VIPER as a Service, Software Maintenance & Technical Support (FY2021 42151 PD Dispatch)

\$152,056 Annual VIPER as a Service, Software Maintenance & Technical Support (FY2022 42151 PD Dispatch)

\$152,056 Annual VIPER as a Service, Software Maintenance & Technical Support (FY2023 42151 PD Dispatch)

\$808,785 TOTAL Expenditures

Amendments to this agreement, not to exceed \$50,000, may be used for additional implementation services, custom software configuration and integration with other Public Safety information systems.

**CEQA:**

The Police Chief has determined that the Recommended Action described in this agenda report is not subject to CEQA, pursuant to CEQA Guidelines Section 15060(c).

**DOCUMENTS ATTACHED:**

ATCH 1: West Agreement

**NOTIFICATION:**

None