



*City of Arts & Innovation*

# City Council Memorandum

**TO: HONORABLE MAYOR AND CITY COUNCIL** **DATE: JUNE 14, 2016**

**FROM: INNOVATION AND TECHNOLOGY DEPARTMENT** **WARDS: ALL**

**SUBJECT: REPLACEMENT OF THE CITY'S EMERGENCY NOTIFICATION SYSTEM AND  
ISSUANCE OF PURCHASE ORDER TO MALLORY SAFETY AND SUPPLY,  
LLC, FOR THE EVERBRIDGE CRITICAL COMMUNICATIONS SYSTEM IN AN  
AMOUNT NOT TO EXCEED \$79,550**

## **ISSUES:**

The issues for City Council consideration are 1) approval of a Core Platform Service Agreement with Everbridge, Inc., and 2) approve the issuance of a purchase order to Mallory Safety and Supply, LLC, a third-party vendor, for the purchase of the Everbridge Critical Communications System in an amount not to exceed Seventy-Nine Thousand Five Hundred Fifty Dollars (\$79,550).

## **RECOMMENDATIONS:**

That the City Council:

1. Approve the Core Platform Service Agreement with Everbridge, Inc.; and
2. Approve the issuance of a purchase order to Mallory Safety and Supply, LLC, in an amount not to exceed Seventy-Nine Thousand Five Hundred Fifty Dollars (\$79,550) for the purchase of the Everbridge Critical Communications System.

## **BACKGROUND:**

In 2008 Riverside Public Utilities (RPU) and other departments including Police, Emergency Operations Center (EOC) and Public Works (PW) purchased the Reverse 911 system. Reverse 911 provides agencies with the ability to send mass-notification phone calls to residents in the event of an emergency. Fortunately Riverside has not yet had to make use of the system's full capabilities but Police Dispatch uses it for team activations and at times for some smaller public emergencies. The current vendor has advised that they will no longer support the current system past July 31, 2016. RPU, Police, Fire, EOC, PW and Innovation and Technology departments have been evaluating potential replacement systems including those that a vendor hosts. These newer systems under evaluation work much better than our current system and provide much more functionality. Utilizing a vendor-hosted system will eliminate the numerous hardware issues the City has experienced on the current system.

A team consisting of representatives from the departments listed above have evaluated several

systems via vendor demonstrations, research, and recommendations by other agencies. Based on these criteria, the team decided not to issue a formal bid or RFP and determined that the Everbridge, Inc., Critical Communications System solution was the best option.

The City will purchase the system via a third-party reseller, Mallory Safety and Supply, LLC, to utilize more favorable government contract pricing via the US Communities Contract, Contract #: 4400001839 reference Purchasing Resolution 22576 Section 201(f).

The Everbridge, Inc., Critical Communications System solution includes unlimited minutes of outbound calls, unlimited user accounts, the ability to use the system for non-emergency purposes, and the ability to integrate with the City's geographic information system (GIS) and other systems such as the customer information system (CIS). This new system will provide the ability to easily and quickly contact all City employees in the event of an emergency. The team also foresees the ability for many more of the City's departments to take advantage of the features available in the system.

The Police, Fire, Public Utilities, Public Works, and Innovation and Technology Departments recommend the City Council approve the issuance of a purchase order to Mallory Safety and Supply, LLC, in an amount not to exceed \$79,550 and approve the Core Platform Service Agreement with Everbridge, Inc., for a new emergency notification solution for the City. The project will be completed by August 1, 2016.

The City's Purchasing Manager concurs with the recommendations in this report.

#### **FISCAL IMPACT:**

The total cost for the first year of the emergency notification system is \$79,550. This includes a one-time implementation cost of \$10,500 and annual costs of \$69,050. The one-time implementation cost will be paid in fiscal year 2015-2016 and the annual cost funds will come from the Innovation and Technology software maintenance account for fiscal year 2016-2017. Sufficient funding is available in the Innovation and Technology software maintenance account 2415000-424310 for the annual costs of \$69,500 and in the following accounts of each participating department for the one-time implementation costs: Police Department 3110000-421000 (\$2,100); Fire Department 3500000-425700 (\$2,100); Public Works Department 4110000 – 425700 (\$700), 4125000 – 425700 (\$700), and 4130000 – 425700 (\$700); Innovation and Technology Department 2400000 – 425700 (\$2,100); and Public Utilities 600000 - 425700 (\$2,100).

The cost summary formula percentage initially is based on an equal shared use by RPU, Public Works, Police, Fire, and Innovation and Technology departments. The City will evaluate use by each department after the first year to develop an allocation formula based on the actual use.

Prepared by:	Lea Deesing, Chief Innovation Officer
Certified as to	
availability of funds:	Scott G. Miller, Interim Finance Director/Treasurer
Approved by:	Al Zelinka, FAICP, Assistant City Manager
Approved as to form:	Gary G. Geuss, City Attorney

Attachments:           Everbridge Core Platform Services Agreement