



Legislation Text

File #: 17-0276, **Version:** 1

Consider and take action on a resolution authorizing a three-year agreement with SwiftReach (through SHI BuyBoard Contract 498-15) for a mass notification system in an amount not to exceed \$96,916 (Interim Director of Communications)

Approval of this item will authorize a three-year agreement with SwiftReach (through SHI BuyBoard Contract 498-15) for a mass notification system in an amount not to exceed \$96,916.

The Swift911/Swiftreach system alerts citizens of emergencies and public service announcements via phone, email, social media and text message. The system is also used by Municipal Court staff to send court date reminders, outstanding payment notifications and warrant information. The Communication Office uses the system for public communication but is also used for internal messaging when a disaster happens; the Emergency Manager can put a call out to all key staff and the system will automatically create a call back conference space for situational briefing.

In addition, Swift911 offers enhanced inbound call handling features during an emergency which allows staff to focus on recovery.

In 2014 the City renewed a contract for a similar service with Blackboard Connect. Annual costs for Blackboard Connect were \$49,492.10 for a total of \$148,476.30 over 3 years. One-time set-up, Swift911 and Swiftreach will cost \$48,958 during the first year. The following years will be charged at \$23,979 per year for a total of \$96,916. This will result in a savings of \$51,560.30 for the three year period. SHI Government Solutions will migrate numbers from Blackboard Connect, interface with Municipal Court's computer system and offer weather monitoring options. Swift911 will begin the process of setup and training July 1, 2017, with billing beginning October 1, 2017.

This procurement, through BuyBoard, conforms with State bidding requirements.

CONTRACT ORIGINATION:

This agreement was created by the vendor and approved by the Deputy City Attorney.

Attachments:

1. Data Sheet
2. Proposed Resolution
4. Exhibit A - SwiftReach Service Agreement
3. SHI Quote

FUNDING

{ X } This item will be budgeted in FY18 in Communications contractual services account 1600000-53490