

**CITY OF NAPERVILLE
AWARD OF CONTRACT
PROCUREMENT NO. 13-060**

Requesting Department: Information Technology/Fire Department
Procurement Name: Emergency and Staff Notification System
Recommended Vendor: Everbridge
Amount of Award: \$97,510

CIP #EG006

Budgeted Account	301-1610-581.70-90
Budgeted Amount	\$30,000
Budgeted Account	410-3390-533.70-85
Budgeted Amount	\$15,000
Budgeted Account	430-3490-537.70-85
Budgeted Amount	\$15,000

DESCRIPTION

An RFP was issued to procure a contract for an Emergency/Mass Notification system. This system will be used to communicate with our residents and businesses for both emergency and routine notifications. This solution will use multiple pathways to communicate including phone, SMS, email, fax, TTY/TDD, text, and pager.

This system will be used to meet the citizen's expectation for notifications and provide multiple pathways to push information to residents and business during emergencies and disasters. This system will also be used to notify and activate city staff and external partners.

The additional funds required will come from the \$48,000 budgeted in the FY14 IT Replacement Fund.

NOTIFICATION AND RESPONSE

Advertisement Date:	1/10/2013	Notices Sent:	193
Opening Date:	1/31/2013	Planholders:	25
		Bids Received:	7

BID TABULATION

The following proposals were received:

Everbridge, Glendale, CA
Emergency Communications Net, Ormond Beach, FL
First Call Network, Baton Rouge, LA
Unified Messaging System, Oslo, Norway
Parlant Technology, Provo, UT
Federal Signal, University Park, IL
Cassidian Communication, Franklin, TN

An evaluation team consisting of members from CMO, FD, IT, and PD reviewed and scored all proposals. A short list of five firms was established: Everbridge, Emergency

Communications Net (ECN), First Call, Federal Signal and Cassidian. These firms were brought in for interviews and product demonstrations.

The evaluation team then re-scored the short-list, based on the interview process. ECN was not included in Step-2, pricing. After their product demonstration, the team decided that though their Emergency Mass Notification System was acceptable, they did not have a usable staff notification system which was required.

The firms were re-scored after the interviews on the following criteria, with 25 points assigned for each criterion:

- The firms' Emergency Mass Notification System for residents and business
- The firms' Non Emergency Mass Notification System for residents and business
- The firms' Internal Staff Notification capability for Naperville employees and supporting partners
- The firms' information technology solution and security

Below are the final scores, proposed fee and adjusted fee for those firms:

FIRM	3 YR PROPOSED FEE	SCORE	ADJ COST
<i>Everbridge</i>	<i>\$97,510</i>	<i>.95</i>	<i>\$102,642</i>
Federal Signal	\$63,000	.48	\$131,250
First Call	\$82,836	.56	\$147,921
Cassidian	\$115,842	.41	\$282,541

Major functional areas associated with lowered scoring included:

Federal Signal

- Solution does not allow for notifications to follow one contact path for emergency notifications and another for non emergency notifications. This affects both public mass notification and internal staff notifications.
- A separate duplicate contact would need to be created for each user more than doubling the work effort.
- Individuals have no ability to specify how they wish to be notified.
- Does not allow for multiple locations to be identified for each user. The same user would need multiple identical accounts for each location.
- Solution appeared to be difficult to manage contact information.
- Requires seat licensing management.
- Cannot view response information from mobile device. This affects team building from the field.

First Call

- No integration with computer aided dispatch.
- Solution does not allow for notifications to follow one contact path for emergency notifications and another for non emergency notifications. This affects both public mass notification and internal staff notifications.

- Limited ability for end users to specify how they wish to be notified and in what order of devices.
- Some complexities in launching notifications.
- Some difficulties in managing contact information.

Cassidian

- No conference call bridge provided by vendor.
- Solution does not allow for notifications to follow one contact path for emergency notifications and another for non emergency notifications. This affects both public mass notification and internal staff notifications.
- Does not allow for multiple locations to be identified for each user. The same user would need multiple identical accounts for each location.
- Launching notifications appears complex.
- Limited instant reporting feature.
- Older GIS technology (Esri ArcIMS). Requires upload of shapefiles to a File Transfer Protocol (FTP) site.

ATTACHMENTS

1

CIP Page


RECOMMENDATION

Staff recommends the award of RFP 13-060, Emergency and Staff Notification System to Everbridge for a not to exceed amount of \$97,510 for a three year term.

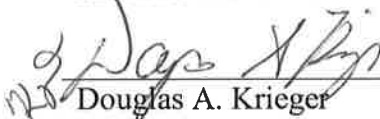
SUBMITTED BY:

 4/5/13
 Larry Gunderson Date
 Chief Information Officer

 4/4/13
 Mark Puknaitis, Chief Date
 Fire Department

 4/9/13
 Michael E. Bevis, CPPO, C.P.M. Date
 Chief Procurement Officer

APPROVED BY:

 4/8/13
 Douglas A. Krieger Date
 City Manager

**CITY OF NAPERVILLE
AWARD OF CONTRACT EXTENSION
PROCUREMENT NO. 13-060**

Requesting Department: Communications
Procurement Name: Emergency and Staff Notification System
Recommended Vendor: Everbridge
Amount of Award: \$30,870.00

DESCRIPTION

RFP 13-060 was issued to procure a contract for an Emergency/Mass Notification system. This system is used to meet the citizen's expectation for notifications and provide multiple pathways to push information to residents and business during emergencies and disasters. This system is also used to notify and activate city staff and external partners.

The City Manager awarded the original contract on April 17, 2013 for a three year period from May 1, 2013 through April 30, 2016 with two one-year extensions. Everbridge has performed well during the original contract period and has agreed to maintain their prices for the first option year. The term of the extension is May 1, 2016 through April 30, 2017, with one additional option year remaining.

FISCAL IMPACT

CIP #: N/A

Emergency and Staff Notification System is expensed to the Support Services line listed in the table. A total of \$48,000 was budgeted. Contract has a zero percent increase and is below the CY2016 budget.

Account Number	Fund Description	Total Budget Amount
010-1313-413.30-29	General Fund	\$138,105

RECOMMENDATION

Staff recommends the Award of Option Year One to 13-060, Emergency and Staff Notification System to Everbridge for a not to exceed amount of \$30,870.

ATTACHMENTS

1 Original Award

SUBMITTED BY:

Linda LaCloche 3/8/16 Rachel Mayer 3/9/16
Linda LaCloche Date Rachel Mayer Date
Manager, Communications Chief Procurement Officer
KAS
3-8-16

APPROVED BY:

Douglas A. Krieger 3/15/16
Douglas A. Krieger Date
City Manager

**CITY OF NAPERVILLE
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PROCUREMENT NO. 13-060**

Requesting Department: Communications
Procurement Name: Emergency and Staff Notification System
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DESCRIPTION

RFP 13-060 was issued to procure a contract for an Emergency/Mass Notification system. This system is used to meet the citizen's expectation for notifications and provide multiple pathways to push information to residents and business during emergencies and disasters. This system is also used to notify and activate city staff and external partners.

The City Manager awarded the original contract on April 17, 2013 for a three year period from May 1, 2013 through April 30, 2016 with two, one-year extensions. The first option year was approved by the City Manager on March 15, 2016. Everbridge has continued to perform well during the first extension and has agreed to maintain their prices for the second option year. The term of the extension is May 1, 2017 through April 30, 2018, with no option years remaining.

FISCAL IMPACT

CIP #: N/A

Emergency and Staff Notification System is expensed to the Support Services account listed below. A total of \$32,000 has been budgeted for this item in CY2017. The requested award of \$30,870 is within the budgeted amount for this expense.

Account Number	Fund Description	Total Budget Amount
010-1313-413.30-29	General Fund	\$99,740

RECOMMENDATION

Staff recommends the Award of Option Year Two to 13-060, Emergency and Staff Notification System, to Everbridge for an amount not to exceed \$30,870.

ATTACHMENTS

- Prior Awards

SUBMITTED BY:

Linda LaCloche 3/7/17 Rachel Mayer 3/8/17
 Linda LaCloche Date Rachel Mayer Date
 Manager, Communications Chief Procurement Officer

LCAS
3/2/17

APPROVED BY:

Doug A. Krieger 3/13/17
 Douglas A. Krieger Date
 City Manager