



## Legislation Text

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File #: 21-0439, Version: 1

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### **CITY COUNCIL AUTHORITY PROCUREMENT AWARDS**

#### **ACTION REQUESTED:**

Waive the applicable provisions of the Naperville Procurement Code and award Procurement 21-171, Emergency Notification System Renewal, to Everbridge for an amount not to exceed \$61,562.08 and for a one-year term (requires 6 positive votes)

**DEPARTMENT:** City Manager's Office

**SUBMITTED BY:** Linda LaCloche, Director of Communications

#### **BACKGROUND:**

In April 2013, the City Manager approved the award of an Emergency Mass Notification System, to Everbridge, Inc. In 2018, the City Council approved the award of a three-year extension with no option years. Now known publicly as "Naper Notify," the notification system is used to communicate with residents, businesses and City staff for both emergency and routine notifications. The system allows the City to communicate using multiple pathways including phone, SMS text, email, fax and TTY.

Launched in November 2013, Naper Notify has grown to more than 30,000 subscribers. Citizen Survey data would indicate these efforts improved residents' access to City information. Between 2012 and 2016, satisfaction with City efforts to provide information during emergency situations increased 23 percent and satisfaction with City efforts to use social media and emerging technology to keep the public informed increased 12 percent.

#### **DISCUSSION:**

Due to the COVID-19 pandemic, as well as the emergency nature of this service, staff was reluctant to change notification providers. In addition, COVID-19 has changed the landscape for many businesses, involving the mass notification industry. Telecom companies, including Everbridge, have begun charging for each text and phone call that is delivered and received.

Everbridge has agreed to extend the contract with the City for a one-year service term. The Everbridge pricing structure is based on a credit usage model. Due to Naper Notify's popularity and large subscriber base, the system averages close to two million messages sent and received per month; meaning credit usage equates to roughly 24 million per year. The pricing package includes an initial 11 million credits that will last the City nearly six months at a cost of \$41,008. The additional 13 million credits estimated for the remainder of the year will cost an additional \$20,554.08 and will only be used as needed.

The pricing offered by Everbridge for the duration of this award is the GSA government rate.

Approval of the award for 21-171 requires a Waiver of Section 1-9B-4 (Methods of Source Selection) of the Naperville Procurement Code because the recommended process is not one of the enumerated methods under the Code.

The term of the renewal is one year from May 6, 2021 to May 5, 2022, with no options to extend. Staff intends to research vendors and pricing structures in 2021.

**FISCAL IMPACT:**

CIP: N/A

The mass notification system is expensed to the software and hardware maintenance account listed below. A total of \$32,000 is budgeted for the contract in 2021. Staff will monitor this contract in relation to the Communications budget throughout the year to ensure the contract increase does not create a budget overage in 2021. The remainder award will be budgeted appropriately in 2022.

<b>Account Number</b>	<b>Fund Description</b>	<b>Total Budget Amount</b>
11391100-531312	General Fund	\$109,930