



Legislation Text

File #: 18-439, Version: 1

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:

Approve the award of Sole Source Procurement 18-144, Smart 9-1-1 Safety Solution Renewal, to Rave Mobile Safety for an amount not to exceed \$150,000 and for a five-year term

DEPARTMENT: Police Department

SUBMITTED BY: Robert Marshall, Chief

BOARD/COMMISSION REVIEW:

N/A

BACKGROUND:

For the past five years, the City of Naperville has offered Smart 9-1-1 services to all residential and business customers as part of the Safer Naper Community contact methods, including Naper Notify, the Medic Program and Smart 9-1-1. Rave Mobile Safety is the sole proprietor of the Smart 9-1-1 technology that is currently being offered throughout DuPage County Public Safety Answering Points.

Smart 9-1-1 technology enables residents to enter information in the online database maintained by Rave Mobile Safety, to be delivered to the Public Safety Answering Point in the event the registered phone number dials 9-1-1. This critical data can include information such as medical conditions and medications, native language, home addresses of mobile callers, disabilities, or children's photos. The service is free to residents and must be verified through the vendor at regular intervals to maintain data integrity. The information is completely confidential, only available to the first responders during a 9-1-1 call and meets the state Premise Alert mandate.

DISCUSSION:

During the current contract term, the Smart 9-1-1 product has experienced no system down time, delivering an average of 112 profiles to the Naperville 9-1-1 center per month. Information from profiles provides valuable pre-arrival direction to both Police and Fire first responders. This software service is used most often by Naperville residents with special needs, children, elderly or others most likely to call 9-1-1.

The annual cost of the service is \$30,000 with a total contract award of \$150,000. The term of this agreement is five years from August 1, 2018 through July 31, 2023.

FISCAL IMPACT:

CIP#: N/A

The cost for Smart 9-1-1 services is budgeted in the internet account listed below. For 2018, \$30,000

is budgeted for this expense. The requested award is within budget.

Account Number	Fund Description	Total Budget Amount
21241100-542412	General Fund	\$ 45,126