



## CITY OF HOUSTON - CITY COUNCIL

Meeting Date: 10/10/2017

ALL

Item Creation Date: 9/14/2017

T26102 - Mass Notification System - ORDINANCE

Agenda Item#: 24.

### **Background:**

**Request for Proposals for S69-T26102 – Approve an ordinance awarding a contract to Everbridge, Inc. for a total amount not to exceed \$645,000.00 for the Mass Notification System for the Office of Emergency Management.**

### **Specific Explanation:**

The Director of the Mayor's Office of the Public Safety and Homeland Security and the Chief Procurement Officer recommend that City Council approve an ordinance awarding a **five (5) year contract with two, one-year options to Everbridge, Inc.** in a total amount not to exceed **\$645,000.00** to provide all services relating to a mass notification system with state-of-the-art communication technologies integrated within a streamlined interface in accordance with the scope of work, terms and conditions specified in the RFP. The Chief Procurement Officer and/or the Director of the Office of Emergency Management may terminate the contract at any time upon 30 days written notice to the contractor.

The scope of work requires Everbridge, Inc. to provide a mass notification system with the flexibility to accommodate subscriber preferences and the refinement to meet unique needs of specific populations. Such related services shall include, but may not be limited to:

1. Web-based application, with remote access and mobile device responsiveness for system users.
2. Secure and encrypted connection and contact encryption, protecting sensitive documents and contact information.
3. System supports high volume (>200,000 contacts) and high frequency notifications.
4. Ability to customize contact groups for targeted messages, based on specific form fields (ex. Zip code, department, organization, building number).
5. The ability to customize messages used on the alert mode (ex. Short message for SMS or Twitter, paragraph format with images for email).
6. Platform integration with FEMA iPAWS.
7. Real-time language translation services for Houston's primary Limited English Proficiency (LEP) populations to include Spanish, Vietnamese, Chinese, Arabic, and French.

The Request for Proposals (RFP) No. S69-T26102 was advertised in accordance with the requirements of the State of Texas bid laws. As a result seven (7) proposals were received from AT&T, CivicPlus, Emergency Communications Network (ECN), Everbridge, Inc., Indigo Beam, Intermedix Corporation, and SwiftReach Networks. The Evaluation Committee (EC) consisted of six (6) members from the Office of Emergency Management, Houston Information Technology Services, Houston Police Department, Human Resources, and the Mayors Office of Public Safety and Homeland Security. The proposals were evaluated based on the following criteria:

1. Responsiveness of Proposal
2. Technical Competence
3. Price Proposal

Everbridge, Inc. received the highest overall score and deemed the best qualified to provide the system as outlined in the RFP.

### **M/WBE Participation:**

This RFP was issued with a zero (0%) percentage goal for M/WBE participation.

### **Pay or Play Program:**

The proposed contract requires compliance with the City's 'Pay or Play' ordinance. In this case, Everbridge, Inc. provides health benefits to eligible employees in compliance with the City policy.

### **Hire Houston First:**

Hire Houston First does not apply to this expenditure because it involves the use of federal funds and is subject to specific procurement rules of the federal government.

**Fiscal Note:**

Funding for this item is included in the FY2018 Adopted Budget. Therefore, no Fiscal Note is required as stated in the Financial Policy Ord. 2014-1078.

  
**Jerry Adams, Chief Procurement Officer**  
**Finance/Strategic Procurement Division**

**Department Approval Authority**

Estimated Spending Authority			
DEPARTMENT	FY2018	OUT YEARS	TOTAL
Mayor's office of Public Safety and Homeland Security	\$145,000.00	\$500,000.00	\$645,000.00

**Amount of Funding:**

**\$645,000.00**

Fed/Local/State Pass-Grant Fund (5030)

**Contact Information:****Contact Information:**

NAME:	DEPARTMENT/DIVISION	PHONE
Brenda Chagoya, Division Manager	FIN/SPD	(832) 393-8723
Regina Spencer, Sr. Procurement Specialist	FIN/SPD	(832) 393-8707
Shelli Carter, Emergency Public Information System Coordinator	OEM	(713) 884-4746

**ATTACHMENTS:****Description**

Form A (Fair Campaign Ordinance)

Form B (Fair Campaign Ordinance)

Delinquent Tax Report

Department Recommendation

Funding Documents (Attachment A)

Draft RCA

**Type**

Backup Material

Backup Material

Backup Material

Backup Material

Backup Material

Signed Cover sheet