THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: September 12, 2023

Subject: After Hours/Emergency Answering Services

Staff Resource(s): David Melton, Water Resources Director; Elise Ayers, Revenue Manager

Action Requested: Adoption of a resolution authorizing the City Manager to execute a contract with Daupler for an initial three year term with the option for two one-year renewals, for after hours/emergency answering services.

Background:

- The Water Resources Department requires after hours, weekend, and holiday answering services.
- The service must also be able to interpret and dispatch incoming calls to the proper emergency responder (i.e. Meter Service or Maintenance Calls).
- On June 1, 2023, Water Resources posted RFP298-AnsweringSvcFY23.
- Water Resources received six responsive proposals.
- Staff scored the proposals using a city approved matrix and selected Daupler as the highest-rated proposal.
- The initial contract amount will be $90,000 with a total not to exceed contract amount of $150,000 for the five year term.

Vendor Outreach Efforts:

- Staff performed outreach to minority and women owned businesses through solicitation processes which include posting on the State's Interactive Purchasing System and requiring prime contractors to reach out to Minority & Women-Owned Business Enterprise (MWBE) service providers for subcontracted services.
- A HUB search was also conducted.
- One MWBE vendor responded but their proposal was non-responsive.
- The selected vendor will self-perform all services.

Council Goal(s):

- Improve/Expand Core Services

Committee(s):

- None

Pro(s):

- Adoption of this Resolution will provide continuous, 24/7 responsive services to the community.

Con(s):

- N/A

Fiscal Impact:

- Funding for the first year of this contract is available in the Water Resources Department operating budget.
- Future years will be planned for during the annual budget development process.

Suggested Motion:

- Motion authorizing the City Manager to contract with Daupler for an initial three year term with the option for two one-year renewals for after hours/emergency answering services.

Attachment:

- Resolution

RESOLUTION NO. 23-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A NOT-TO-EXCEED GENERAL SERVICES CONTRACT WITH DAUPLER FOR THREE YEARS WITH THE OPTION FOR TWO ONE-YEAR RENEWALS FOR AFTER HOURS/EMERGENCY ANSWERING SERVICES

WHEREAS, the City of Asheville has authority pursuant to Article 3 of Chapter 160A of the North Carolina General Statutes to enter into contracts for services with other entities; and

WHEREAS, the City of Asheville issued a Request for Proposals and deemed the proposal submitted by Daupler as the highest-rated proposal;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to enter into a contract for On-Call Answering/Emergency answering services with Daupler for an initial three year term with the option for two one-year renewals. The contract amount for the initial three-year term will be $90,000 with a total not-to-exceed contract amount of $150,000 for the five-year term.

Read, approved and adopted this the 12th day of September, 2023.

_____ _____

City Clerk Mayor

Approved as to form:

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City Attorney