THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: October 25, 2022

Subject: Continued Maintenance and Support for the City's Emergency Notification System

Staff Resource(s): Scott Barnwell, IT Services Deputy Chief Information Officer

Action Requested: Adoption of a resolution authorizing the City Manager to amend the general service contract with Everbridge, Inc. for the City's Emergency Notification System.

Background:

- In September 2019, the City adopted a maintenance agreement with Everbridge, Inc. (Resolution No. 19-219).
- In addition to emergency communications, Everbrdige allows the City of Asheville to contact residents via text message, phone message, and/or email with important information (e.g. boil water advisories) based on where they live.
- Residents can also "opt-in" for additional communications through the AVL Alert registration process accessible through the City of Asheville's website.
- Our current contract with Everbridge, Inc. will be up for renewal on November 12, 2022.
- The proposed renegotiated contract has a term of five years with a locked-in rate of $32,544.75 per year. This represents a 5% increase from the previous annual cost of $30,995 and will stay fixed through 2027.
- The proposed agreement for the renegotiated contract is from November 13, 2022 until November 12, 2027; with a total cost to the City of $162,723.75.

Vendor Outreach Efforts:

- Everbridge Inc. has been contracted to support and maintain the City's Emergency Notification System by the City of Asheville since November 2014.
- A competitive Request for Proposals was used in 2014 for the initial contract.
- The selection process involved the North Carolina Purchasing System and the City's website.
- This request is to amend the Service Agreement.

Council Goal(s):

- Improve & Expand Core Services

Committee(s):

- N/A

Pro(s):

- The City has been using Everbridge, Inc. since November 2014, and staff are familiar with its strengths, limitations, and support process.
- Community members receive important information (e.g. water boil advisories, emergency alerts) in a timely manner and through multiple communication channels.
- This agreement will support the City's Emergency Notification System.

Con(s):

- None noted.

Fiscal Impact:

- Funding for the first year of this contract is available in the Fire Department (General Fund) and Water Resources Fund operating budgets.
- Funding for future years will be planned for during the annual budget development process.

Suggested Motion:

- Move to approve a resolution authorizing the City Manager to amend the general service contract with Everbridge, Inc. for the amount of $32,544.75 for the Fiscal Year 2023 plus the same amount in subsequent years for the maximum of (5) five fiscal years with total cost of $162,723.75 with the understanding that funding is project specific and subject to the annual appropriation of funds.

Attachment(s):

- Resolution

RESOLUTION NO. 22-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A GENERAL SERVICES CONTRACT WITH EVERBRIDGE, INC. FOR MAINTENANCE AND SUPPORT TO THE CITY OF ASHEVILLE'S EMERGENCY NOTIFICATION SYSTEM

WHEREAS, the City of Asheville has authority pursuant to Article 2 of Chapter 160 of the North Carolina General Statutes to enter into a contract for services with other entities; and

WHEREAS, the City is in need of maintenance and support of the City's Emergency Notification System, and

WHEREAS, Everbridge, Inc. is the single source vendor to provide the said maintenance and support in the estimated amount of $32,544.75 a year for 5 years with the understanding that funding is project specific and select to annual appropriation of funds; and

WHEREAS, the funding is currently allocated is within Water General Operating / Water Services Fund and the General Fund / Fire Technical Services budget;

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

The City Manager on behalf of the City of Asheville, is hereby authorized to amend the general services contract with Everbridge, Inc., in the amount of $32,544.75 for FY23 with a locked-in rate for $32,544.75 in subsequent (4) fiscal years, for a total contract amount not to exceed $162,723.75 with the understanding that funding is project specific and subject to the annual appropriation of funds. The City Manager is further authorized to execute any amendments to said contract which might arise during the term of the contract up to the budgeted amount.

Read, approved and adopted this the 25th day of October, 2022.

_____ _____

City Clerk Mayor

Approved as to form:

_____

City Attorney