

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Maintenance 911 Vesta Phone System	
FROM: Adam Ward, IT Services Director, Interim	MEETING DATE: 12/4/2023
PUBLIC HEARING: No	ADVERTISED DATE/BY:
ATTACHMENTS: High Point Vesta 911 Maintenance Contract 3 rd Year Recommendation Form Sole Source Request Form	

PURPOSE:

Annual renewal of our maintenance and service contract provided by Mobile Communications America for the City's 911 Vesta Call System.

BACKGROUND:

The City acquired hardware for a new 911 telephony system in late 2020. A contract was entered into with Mobile Communications America in early 2021 to perform the phone system upgrade as well as supplying the maintenance and support for the system post-installation. This contract supports the City's primary 911 Telecommunications Center located at 1730 Westchester Drive as well as a backup center located at City Hall.

BUDGET IMPACT:

The IT Services Department will use existing funds from FY 2023-24 to renew the maintenance and services contract with Mobile Communications America. The total cost to renew is \$109,919.40.

RECOMMENDATION /ACTION REQUESTED:

The Department of IT Services recommends that the vendor Mobile Communications America be awarded the renewal under sole source. We further recommend that City Council approves the contract and that the appropriate City official and/or employee be authorized to execute all necessary documents.





1-800-346-5525



Motorola Authorized Service Station

4800 Reagan Dr.
Charlotte, NC 28206

DATE: 14-Sep-23

CUSTOMER/AGREEMENT NUMBER

OFFICE USE ONLY
SERVICE MGT APPROVAL
FIN
LO
PR

CUSTOMER NAME: City of High Point

SERVICE LOCATION

ATTN: Steve Lingerfelt

CUSTOMER #:

BILLING ADDRESS: 211 S. Hamilton St, Room 103

Dept.

CITY / STATE / ZIP: High Point NC 27260

CUSTOMER CONTACT: Steve Lingerfelt

CUSTOMER PHONE #'s: 336-883-3286

Fax # - 336-822-7000

CONTRACT START DATE: 10/20/2023

AUTOMATIC RENEWAL: YES NO

EXPIRATION DATE: 10/19/2024

WHEN THIS AGREEMENT IS ACCEPTED BY Mobile Comm. THE EQUIPMENT ON THE CUSTOMER/AGREEMENT ORDER REFERENCED ABOVE WILL BE SERVICED BY Mobile Comm. IN ACCORDANCE WITH THE TERMS AND CONDITIONS PRINTED ON THE REVERSE SIDE. THIS AGREEMENT DOES NOT INCLUDE REPLACEMENT OF ANTENNAS OR BATTERIES, OR SERVICE OF ANY TRANSMISSION LINE, ANTENNA, TOWER OR TOWER LIGHTING UNLESS SUCH WORK IS DESCRIBED BELOW.

Table with columns: QTY, DESCRIPTION & SERIAL NUMBERS, TYPE OF SERVICE (CUSTOMER LOCATION, SERVICE CENTER, 24 Hour EMERG. *), MONTHLY SVC AMOUNT (PER MONTH, EXTENDED). Includes rows for Vesta 911 system, Call Taker Workstations, CommandPost Backup Workstations, Blackbox KVM's, Spectracom NetClock, Vesta Software Support, and Vesta 24x7 Remote Monitoring Service.

SPECIAL INSTRUCTIONS:

For Service Call SERVICE CENTER: Charlotte, NC MCA 4800 Reagan Dr. Charlotte, NC 28206 704 597 5220, Fax 597-5497 Toll Free 1-800-346-5525

NEW AGREEMENT SUPERSEDE AGREEMENT NUMBER(S): 1060

ADDITIONAL TERMS, DEFINITIONS AND CONDITIONS OF THIS SERVICE AGREEMENT ARE PRINTED ON THE REVERSE SIDE.

AUTHORIZED CUSTOMER SIGNATURE/P.O. # TITLE DATE

IS P.O. REQUIRED? YES ATTACHED P.O. #

Bruce Williams 336-324-3627

Fax 888-412-6139 TELEPHONE #

MOBILE COMM. SALES/SERVICE REP (SIGNATURE)

PAYMENT CYCLE:

TAX EXEMPT:

- ANNUALLY
QUARTERLY
MONTHLY
OTHER (SPECIFY IN SPECIAL INSTRUCTIONS)

- YES, ATTACH EXEMPT CERTIFICATE
NO

TAXES
TOTAL \$109,919.40
THE ABOVE SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS, TO BE VERIFIED BY MOBILE COMM>

Financial Services

Purchasing Division



Requisition #

**CITY OF HIGH POINT
SOLE SOURCE JUSTIFICATION FORM**
(For Items Costing \$10,000.00 or More)
Statutory Reference N.C.G.S. 143-129(e)6

Vendor:

Item(s):

Justification:

Mobile Communications of America has supported the City's 911 telephony systems across multiple generations. The most recent system (Vesta) was installed by Mobile Communications of America in 2021. This contract is an extension of the services provided at that time. Their expertise, specialized knowledge, and existing partnership ensure seamless integration, streamlined issue resolution, and ongoing support.

Estimated expenditure for the above item(s):

Accounting Unit and Account(s):

**CHECK ALL ENTRIES BELOW THAT APPLY TO THE PROPOSED PURCHASE.
ATTACH A MEMO CONTAINING JUSTIFICATION AND SUPPORT DOCUMENTATION.**

1. Performance or price competition for a product are not available.
2. A needed product is available from only one source of supply.
3. Standardization or compatibility is the overriding consideration.
4. The parts/equipment are required from this source to permit standardization.
5. None of the above applies. A detailed explanation and justification for this sole source request is contained in attached memo and support documentation.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the material or service described in this sole source justification be authorized as a sole source for the material or service.

Department Head/Authorized Personnel Digitally signed by Adam Ward
Date: 2023.11.08 22:13:30 -05'00'

Department/Division Date

APPROVAL PROCESS

Purchasing Manager

Financial Services Director

City Council (\$30,000 – Up)