

## Legislation Text

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**File #:** 14-1167, **Version:** 1

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### Contract Amendment for the Unified Connection System Upgrade and Related Purchases **(Citywide)**

The Utilities Control Center (UCC) answers approximately 57,000 emergency calls per year from citizens for City utilities, including natural gas emergencies, water main breaks, electrical outages, sewer overflows, and traffic signal outages. A single emergency can result in a large volume of simultaneous calls.

The UCC staff currently uses the Unify OpenStage phone system used by most City staff. This system, originally approved by City Council in May 2010, is not set up to handle large volumes of simultaneous phone calls, nor does it include dispatching features. The proposed upgrade will greatly improve the UCC's ability to handle large volumes of simultaneous calls and provide the dispatching capabilities needed to better communicate with the field personnel, improving customer service and emergency response.

An evaluation committee representing Water Resources, Energy Resources, Information Technology and Purchasing reviewed the upgrade scope and pricing and recommends approval of the contract amendment with Unify, Inc., at \$62,658.64; and related purchases from Gosserco, Inc. (a Mesa business), at \$18,173.94; Insight Public Sector, at \$4,448.53; and Dell, Inc., at \$6,172.63, for the combined total award of \$91,453.74.