



City Council Report

Date: March 23, 2026
To: City Council
Through: Michael Kennington, Deputy City Manager/Chief Financial Officer
From: Edward Quedens, Business Services Director
Kristy Garcia, Procurement Administrator
Subject: Use of a Cooperative Contract for the Purchase of Emergency Communications Eventide 911 Solution (Replacement/Upgrade) for the Department of Innovation and Technology **(Citywide)**

Recommendation

Council is requested to approve the award as recommended.

The Department of Innovation and Technology and Procurement Services recommend authorizing the purchase using the Houston-Galveston Area Council (H-GAC) cooperative contract with Gosercos, in an amount not to exceed \$647,200, based on estimated requirements.

Background / Discussion

The current Verint (911) recording system is reaching end-of-life and has experienced ongoing and unresolved performance issues, including garbled or incomplete audio, inconsistent screen captures, and missed line recordings. These problems undermine operational reliability and compromise the accuracy and completeness of critical recordings and backups.

After a thorough review of available systems, Eventide has been identified as the most suitable replacement based on its proven reliability, user-friendly interface, and advanced capabilities, including the Critical Insights package, which will significantly improve our ability to automate quality assurance reviews and streamline public records searches and redactions. The solution for the Mesa Police Dispatch and the Mesa Public Safety Support Department – Call Taking, will replace an end-of-life Verint system while the solution for Mesa Fire and Medical will be an upgrade to their existing Eventide solution. This project will bring all 911 and dispatch recording services onto a homogeneous solution and support. The Arizona Department of Administration serves as the oversight agency for all entities using these systems.

The H-GAC cooperative contract has been competitively solicited and meets the City's procurement requirements. Utilizing the H-GAC contract allows the City to receive competitive rates based on a formally solicited agreement. Leveraging this contract provides access to competitively negotiated pricing, which the City has determined to be fair and reasonable. Conducting a separate solicitation is not expected to yield more favorable pricing.

Purchase Information

Action: Award

Procurement Type: Cooperative Contract Use

Contract Number: 2026007

Contracting Agency/Contract Number: H-GAC/RP07-20

Local Consideration: Policy did not apply to this procurement method

Funding Source: Arizona Department of Administration (Must use in FY 25/26), DoIT

Operating Budget through Lifecycle Fund, and Public Safety Support Lifecycle Fund

AWARD RECOMMENDATION	
Emergency Communications Eventide 911 Solution	
Analytics – Critical Insights Package	\$97,200.00
Professional Services	<u>\$15,000.00</u>
Subtotal	\$112,200.00
Estimated Tax	<u>\$8,067.60</u>
Subtotal	\$120,267.60
Windows Upgrade – Software	\$5,105.60
Professional Services	<u>\$4,500.00</u>
Subtotal	\$9,605.60
Estimated Tax	<u>\$423.77</u>
Subtotal	\$10,029.37
16-Channel Analog PCIe (PCI Express) Card, 16 Ch. Licenses	\$3,900.00
Estimated Tax	<u>\$323.70</u>
Subtotal	\$4,223.70
IP Primary Recorder	\$23,912.00
Recorder Software	\$94,806.50
PD/PSS Secondary Nexlog DX	\$33,180.00
PD/PSS Secondary Recorder Software	\$18,984.00
Mesa Fire Primary Hardware	\$21,812.00
Mesa Fire Primary Software	\$82,858.50
Mesa Fire Secondary Recorder	\$22,738.10
Mesa Fire Secondary Software	\$2,198.00
Motorola Licensing 2026	\$30,848.00
Professional Services	<u>\$24,400.00</u>
Subtotal	\$355,737.10
Estimated Tax	<u>\$27,500.98</u>
Subtotal	\$383,238.08
Subtotal	\$481,442.70
Tax	<u>\$36,316.05</u>
Total	\$517,758.75
Contingency Amount	<u>*\$129,441.25</u>
Total Award Amount	<u>\$647,200.00</u>

*The department has included contingency funding to account for the project's technical complexities. Once implementation begins, the transition of 911 and dispatching services to the new system must proceed without interruption, leaving no opportunity for delays once the project is underway.