

Business Item

Management Committee



Committee meeting date: August 27, 2025

For the Metropolitan Council: September 10, 2025

Business Item: 2025-203

Next Generation 911 Services, Contract 20P022 - Amendment 2

District(s), member(s):	All
Policy/legal reference:	FM 14-2, Expenditures for the Procurement of Goods, Services, and Real Estate Policy
Staff prepared/presented:	Gretchen White, Chief Information Officer, 651-602-1443 Josh Alswager, Operations Program Manager, Information Services, 651-602-1065
Division/department:	Regional Administration/Information Services

Proposed action

That the Metropolitan Council authorize the Regional Administrator to execute an amendment for contract 20P022 with Independent Emergency Services for maintenance and support that will increase the contract value by \$190,000 for a total contract not to exceed amount of \$552,958.

Background

In May 2019, Metro Transit (MT) acquired a new 911 Dispatch Operations/Phone System under contract 18P236 with Independent Emergency Services, LLC (IES). In January 2021, the Council executed a sole source contract 20P022 with IES, for a not to exceed amount of \$279,216 for next generation 911 maintenance and support of the system. Services under the contract have included: software maintenance services, telephone systems support, software and hardware configuration assistance, and hardware repair.

Amendment 1 was processed in 2024 to add \$83,741 and extend the contract term by one year which ends on November 11, 2025. Information Services is requesting a two-year extension that will allow time for Metro Transit to issue a solicitation to replace the MT Dispatch/911 Phone System and implement a new solution.

Rationale

Council Policy requires amendments exceeding 10% of the original authorized contract value be approved by the Council if the cumulative value exceeds \$500,000. Amendments to contracts that exceed 10% of the original value constitute sole source procurements.

Thrive lens analysis

The Council adopted Imagine 2050 on February 12, 2025, which builds on policy direction in Thrive MSP 2040. Under the Thrive lens, this action advances the outcome of Stewardship and Sustainability by ensuring reliability, resilience, security and cost-effectiveness of the Council's computers, servers and cloud services.

Funding

Funding for this enterprise agreement is included in the Information Services operating budget.

Small business inclusion

This contract was initially procured through a sole source. Therefore, the Office of Equity and Equal Opportunity did not assign a Metropolitan Council Underutilized Business (MCUB) goal.

