



City of Greensboro

Melvin Municipal
Office Building
300 W. Washington Street
Greensboro, NC 27401

Agenda Report

File Number: 2026-160

Agenda Item# G.13.

Agenda Date: 3/17/2026. **Department:** Water Resources
Meeting Type: Council Meeting **Category:** Consent Agenda

Title: 2026 -160 Resolution Approving a Contract in the Amount of \$600,000 with Daupler, Inc. for Supplemental Dispatch Services with Response Management Software.

Council Priority: Place an 'x' in the box.

- | | |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <input type="checkbox"/> Safest City | <input type="checkbox"/> Most Skilled Workforce |
| <input checked="" type="checkbox"/> Easiest Place to Do Business | <input type="checkbox"/> Most Connected City |
| <input type="checkbox"/> Youth Sports Capital | <input type="checkbox"/> Hub of Recreation and Entertainment |
| <input type="checkbox"/> Abundance of Attainable Housing | <input checked="" type="checkbox"/> Other/Admin <u>Infrastructure Improvement</u> |

Council District: All

Public Hearing: No

Advertising Date/By: N/A

Contact 1 and Phone: Mike Borchers, Ext 2494

Contact 2 and Phone: Virginia Spillman, Ext 3260

PURPOSE:

Water Resources is seeking approval to enter into a three-year contract, to provide supplemental dispatch services for the City of Greensboro Water Resources Department. The service will cover customer service communications during third shift, weekends, and holidays. The contract also includes response management software for dispatch and customer support. City Council approval of the contract is requested.

BACKGROUND:

The City of Greensboro Water Resources Department identified a need for additional supplemental dispatch services to support the department's dispatchers and 24/7/365 response. A Request for Proposals (RFP) was issued by the Water Resources Department on January 2, 2026. One vendor submitted a proposal by the deadline of January 21, 2026. Daupler, Inc. was selected by a cross-departmental panel of reviewers.

The supplemental support provides staff augmentation so the department is well positioned to enhance customer response and service communications (in English and Spanish) during third shift, weekends, and holidays. In addition, the contract includes a work order management software service that supports the dispatcher / customer interaction by maintaining accuracy and reliability with customer calls and service requests.

Vision Statement: "A Community with Endless Economic Opportunities and Exceptional Quality of Life."

BUDGET IMPACT:

The contract totals \$600,000 over a three-year period. The amounts that will be billed each year are as follows: Year 1: \$200,000, Year 2: \$200,000 and Year 3: \$200,000

ACCOUNT NUMBER:

501-70-7071001.5429

RECOMMENDATION / ACTION REQUESTED:

It is recommended that City Council authorize the City Manager to approve a contract with Daupler, Inc. for the purpose of providing supplemental dispatch services in the amount of \$600,000 over three years.