

RESOLUTION AUTHORIZING THE CITY MANAGER TO APPROVE A CONTRACT IN
THE AMOUNT OF \$600,000 WITH DAUPLER, INC FOR SUPPLEMENTAL DISPATCH
SERVICE WITH RESPONSE MANAGEMENT SOFTWARE

WHEREAS, on January 2, 2026, Water Resources issued a Request for Proposal (RFP) seeking vendor responses in order to provide supplemental dispatch service including response management software to support City of Greensboro Water Resources dispatchers and customers;

WHEREAS, 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;

WHEREAS, the supplemental support provides staff augmentation for the department to enhance customer response and service communications (in English and Spanish) during third shift, weekends, and holidays;

WHEREAS, Daupler, Inc. was selected through a Request for Proposal process to provide the communications and work order management support program based on best overall value as determined by a scoring matrix;

WHEREAS, the City authorizes the City Manager to approve a three-year contract with Daupler, Inc. with the option for contract renewal; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That the City Manager is authorized to enter into and approve a three-year contract with Daupler, Inc. in the amount of \$ 600,000 for supplemental dispatch service with response management software to support the Water Resources department and utility customers.