



The City of
OKLAHOMA CITY

POLICE DEPARTMENT

Ron C. Bacý

Chief of Police

MEMORANDUM

TO: Sharmanlyne Vickers, Purchasing Agent
Procurement Services Division, Finance Department

FROM: Ron C. Bacý, Chief of Police
Oklahoma City Police Department

sc

Acting Chief Jason Clifton, 10/17/2024

DATE: October 15, 2024

SUBJECT: Sole Source – 911 AutoDirect Service

Currently, a 911 call taker is committed to answer non-emergency calls including request for animal welfare even if there is no threat to public safety. The Oklahoma City Police Department is needing a service that can allow residents reporting non-emergency issues to interact with an AI assistant so all information can be input into our CAD system with little to no interaction with 911 personnel. The AI assistant will be programmed to respond based on the specific request, so the caller is directed to the appropriate resources. As this system is integrated, 911 staff will then be permitted to commit more time for emergency calls and public safety resource management.

TTEC Governmental Solutions, LLC. is a Sole Source vendor providing a 911 AutoDirect Service that represents a significant innovation in emergency communication management, integrating proprietary technology with Amazon/AWS components to create a solution far superior to its individual parts.

The total estimated cost for TTEC Governmental Solutions, LLC. to provide Professional Services to evaluate, implement Amazon Connect, and/or act as a reseller of Amazon Web Services is \$139,800.

Funding:

EMER MGMT E-911-CMTD – 911 Communications – Maintenance and Operations – IT
Systems/Software (1691-4200620-11054-54164001)



Kelley Jacob

713.554.9061

kelly.jacob@ttecdigital.com

ttecdigital.com



To:

Jonathan Love

715 Robert S Kerr

Oklahoma City, OK 73102

Dear Mr. Love,

On behalf of TTEC Digital, we are presenting our “911 AutoDirect Service” for sole source consideration by the Oklahoma City 911 Communications Center. This application represents a significant innovation in emergency communication management, integrating proprietary technology with Amazon/AWS components to create a solution far superior to its individual parts.

Innovative Integration and Proprietary Technology: The 911 AutoDirect Service synergizes out-of-the-box (OOTB) AWS components with our custom-developed code. This unique amalgamation simplifies deployment and management, offering a level of efficiency and effectiveness not achievable with standalone AWS elements.

Customized for Enhanced 911 Services: Our custom code is crucial for managing interactions with AWS Chime and Lex, enabling functionalities vital for effective 911 service operations. Without this integration, the deployment of native AWS components for immediate, out-of-the-box utility would not be feasible.

TTEC Digital’s Specialized Expertise: Our team’s profound expertise in developing and implementing public sector solutions assures that the 911 AutoDirect Service is not just a technological advancement, but a practical, user-friendly, and reliable tool for 911 centers.



Unmatched Capability and Functionality: The market lacks alternatives that can seamlessly integrate these technologies while ensuring the reliability and customization that the 911 AutoDirect Service offers. This positions our solution as the only viable option for the Oklahoma City 911 Communication Center's specific needs.

We are eager to demonstrate how the 911 AutoDirect Service can revolutionize the Oklahoma City 911 Communications Center's non-emergency call handling. Our commitment extends beyond implementation to ongoing support and service, ensuring the system's continuous efficiency and effectiveness.

Regards,



Recoverable Signature

X Kelley J. Jacob

Signed by: 39f8952e-85ae-4567-a07e-d59cb3a879ed

Kelley Jacob

VP – TTEC Digital Public Sector



Kelley Jacob

713.554.9061

kelly.jacob@ttecdigital.com

ttecdigital.com



To:

Jonathan Love

715 Robert S Kerr

Oklahoma City, OK 73102

Dear Mr. Love,

On behalf of TTEC Digital, we are presenting our “911 AutoDirect Service” for sole source consideration by the Oklahoma City 911 Communications Center. This application represents a significant innovation in emergency communication management, integrating proprietary technology with Amazon/AWS components to create a solution far superior to its individual parts.

Innovative Integration and Proprietary Technology: The 911 AutoDirect Service synergizes out-of-the-box (OOTB) AWS components with our custom-developed code. This unique amalgamation simplifies deployment and management, offering a level of efficiency and effectiveness not achievable with standalone AWS elements.

Customized for Enhanced 911 Services: Our custom code is crucial for managing interactions with AWS Chime and Lex, enabling functionalities vital for effective 911 service operations. Without this integration, the deployment of native AWS components for immediate, out-of-the-box utility would not be feasible.

TTEC Digital’s Specialized Expertise: Our team’s profound expertise in developing and implementing public sector solutions assures that the 911 AutoDirect Service is not just a technological advancement, but a practical, user-friendly, and reliable tool for 911 centers.



Unmatched Capability and Functionality: The market lacks alternatives that can seamlessly integrate these technologies while ensuring the reliability and customization that the 911 AutoDirect Service offers. This positions our solution as the only viable option for the Oklahoma City 911 Communication Center's specific needs.

We are eager to demonstrate how the 911 AutoDirect Service can revolutionize the Oklahoma City 911 Communications Center's non-emergency call handling. Our commitment extends beyond implementation to ongoing support and service, ensuring the system's continuous efficiency and effectiveness.

Regards,



Recoverable Signature

X Kelley J. Jacob

Signed by: 39f8952e-85ae-4567-a07e-d59cb3a879ed

Kelley Jacob

VP – TTEC Digital Public Sector