Installation Agreement and Temporary Utility Services Concession – Smart City Contract(s) EV4009 & EV4010

Ordinance: 250654

08/19/2025

Transportation, Infrastructure, and Operations Committee

Procurement Process

- Solicitation Waiver
- Approval to exceed $400,000.00 on contract EV4010 annually
- Approval to execute an agreement to install network upgrades on contract EV4009
- MWBE goals are waived per CREO on both contracts EV4010 and EV4009

Smart City Networks

Smart City Networks is the nation's leading provider of utilities, technology, and telecommunications services for convention centers and hospitality venues. With over 40 years of proven expertise, Smart City delivers tailored, reliable solutions that power seamless connectivity and operational excellence. Smart City currently operates in more than 50 convention and meeting facilities across

Impacts

- Smart City has a proven history of strong performance over the initial five-year contract term, consistently meeting and exceeding revenue goals for the City.
- This seven-year contract with Smarty City solidifies a partnership between the City and this industry leader, ensuring continued collaboration and excellence in service delivery.
    - Exceptional Customer Service Scores
        - 4.84 Average Customer Service Survey Score out of 5.
        - 4.64 Average Customer Service Survey Score for all vendors out of 5.
    - Revenue Performance
        - $1.1 million in average annual commissions to the City from July 2020 through July 2025.
    - Continued voluntary marketing contributions

Impacts (continued)

- The investment of $2.3 million in an upgraded Wi-Fi infrastructure for the Convention and Entertainment Facilities Department's exhibitor network enhances connectivity and the overall user experience.
  - This upgrade will position the Department at the forefront of network capabilities, setting a benchmark for excellence in connectivity that will be recognized nationwide amongst our peer venues.
  - This upgrade will empower VisitKC and the Convention and Entertainment Facilities Department to effectively market, attract, and secure future convention groups with high-tech service needs.
  - Smart City's investment will free up $2.3 million in current general obligation bond funds, allowing the savings to be redirected towards covering rising costs of other bond projects and further supporting

Questions?