

# Memorandum



CITY OF DALLAS

DATE June 6, 2025

TO Honorable Mayor and Members of the City Council

SUBJECT **Digital Kiosks – June 11, 2025 Agenda Item Update**

On June 11, 2025, the City Council will consider a ten-year service contract, with two five-year renewal options for implementation and maintenance of the City's interactive digital kiosks program, with the recommended vendor being IKE Smart City, LLC. The interactive digital kiosks will generate an estimated net revenue amount of \$67,375,833.

As previously communicated, the Office of Procurement Services, in collaboration with Communications & Customer Experience / 311 and with support from Planning and Development Department and Transportation and Public Works, has completed the solicitation process for selecting a vendor to manage the City's new digital kiosk program. This is in response to the policy guidance staff received from the majority of the City Council during the December 4, 2024, City Council briefing.

Staff proceeded with a competitive solicitation utilizing the following key considerations:

- ✓ Criteria for location selection
- ✓ Privacy and data security protections
- ✓ Pedestrian access and ADA compliance
- ✓ Notification procedures for property owners, residents, and stakeholders
- ✓ Kiosk height
- ✓ Routine cleaning and maintenance requirements

These key considerations and others were directly addressed in the request for proposals (RFP) process. For detailed information on these and other related topics, please refer to the attached FAQ document.

At the June 11, 2025, City Council agenda meeting, staff will bring forward the contract for City Council authorization, enabling the City to proceed with finalizing the terms with the selected vendor. The related license agreements, which are required for the installation and operation of kiosks on the City's public right of way, will return to City Council for separate approval by August 9, 2025, or sooner.

Your input and guidance have been invaluable in this process. As a reminder, City Council Members should continue to refrain from communicating with any prospective vendors during this period until an award has been approved.

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Should you have any questions regarding the solicitation or evaluation process, please contact Juanita Ortiz at [Juanita.Ortiz@dallas.gov](mailto:Juanita.Ortiz@dallas.gov) or for questions regarding the proposed digital kiosk program, unrelated to the procurement, please contact Daisy Fast at [daisy.fast@dallas.gov](mailto:daisy.fast@dallas.gov).

Service First, Now!



Kimberly Bizzor Tolbert  
City Manager

(Attachment)

c:	Tammy Palomino, City Attorney	Alina Ciocan, Assistant City Manager
	Mark Swann, City Auditor	Donzell Gipson, Assistant City Manager
	Billieae Johnson, City Secretary	Robin Bentley, Assistant City Manager
	Preston Robinson, Administrative Judge	Jack Ireland, Chief Financial Officer
	Dominique Artis, Chief of Public Safety	Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
	Dev Rastogi, Assistant City Manager	Directors and Assistant Directors
	M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager	



**What are the criteria for digital kiosk location selection?**

- Kiosk locations shall comply with the siting criteria and design standards requirements outlined in the RFP document, applicable City design guidelines, City ordinances and construction standards including City's Street Design Manual, Chapter 28-61 of City median ordinance and applicable federal and design rules and guidelines governing the placement of electrical and communication guidelines.

**What privacy and data security protections are in place?**

- The vendor does not store, use or sell any personally identifiable information ("PII").

**How is pedestrian access ensured, and ADA compliance met?**

- Pedestrian access is maintained through strict adherence to the location requirements outlined in the RFP, along with the requirement that all final locations must be mutually agreed upon by both the City and the vendor.
- The digital kiosks are 100% ADA compliant and accessible to persons with disabilities. They adhere to the American Disabilities Act of 1990 ("ADA") and other relevant legal requirements.

**What are the notification procedures for property owners, residents, and stakeholders?**

- The vendor must provide formal 45-day notification to neighbors within 200 feet of any proposed kiosk.
- The notice will include a date, time, and location for one or more proposed community meetings to receive verbal feedback and an email address at which stakeholders may provide written comment.
- Such notification will be made and such public meetings held prior to submitting a proposed location for City consideration.
- The Director of CCX / 311 must also be invited to the community meeting(s).
- All written feedback received by vendor, as well as a summary of the verbal feedback received at the stakeholder meeting, must be provided to the City as part of the Site Approval Request.

**What is the kiosk height?**

- Digital kiosks may not exceed nine (9) feet in height.

**What are the cleaning and maintenance requirements?**

- The vendor will conduct regular maintenance and cleaning repairs will be completed at a frequency of five (5) days per week and one (1) weekend day and shall include, but is not limited to, inspections, trash removal, graffiti removal, system testing, cleaning and disinfecting, photocatalytic nanotechnology coating application, paint touch ups, minor repairs and escalation of issues if additional repairs are needed.
- The vendor will provide 24 hour, 7 days a week remote monitoring for outages, intrusion detection, troubleshooting, system overrides, software updates and upgrades, and escalation of issues if onsite support is needed.

**How many digital kiosks will be installed?**

- The City will allow installation of one hundred and fifty (150) kiosks at locations mutually approved by the City and vendor. No more than fifty (50) kiosks may be installed in any one calendar year.

**Does the City have the right to terminate the agreement for non-compliance?**

- Yes, the contract contains a termination clause for non-compliance.

**What is the revenue associated with this agreement?**

- \$2,000,000 Signing Bonus Advance to the City to be used as a credit towards future percentage revenue share payments.
- A non-refundable payment of approximately \$770,000 to enable the City to cover the termination fee to for the static kiosk agreement.
- An annual payment to the City of the greater of a Minimum Annual Guarantee of \$20,000 per kiosk increasing at 10% in years 6, 11, and 16 or 35% of Gross Revenues.
  - Once the 150 kiosks are installed and operational, the initial 10 years is estimated to produce \$3M annually or \$29M over the primary contract term.
  - The total primary term and two (2) five years renewals are estimated to generate \$67M over the entirety of the contract.