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OFFICE OF THE CITY CLERK
OAKLAND

CITY OF OAKLAND
AGENDA REPORT

2011 SEP 16 AM 8:40

TO: Office of the City Administrator
ATTN: Deanna J. Santana, City Administrator
FROM: Department of Information Technology and Oakland Police Department
DATE: September 27, 2011

RE: Resolution Authorizing The City Administrator To Enter Into Contracts With AT&T In An Amount Not to Exceed Eight Hundred Thousand, Eight Hundred Twenty Dollars (\$800,820) For Equipment And Services Needed To Upgrade The City Of Oakland's 9-1-1 System Customer Premise Equipment (CPE) And Related Equipment, To Be Paid For By The State Of California

SUMMARY

The Department of Information Technology and Police Department request City Council approval of a resolution authorizing the City Administrator to negotiate and execute a contract to acquire necessary equipment and services to upgrade the City of Oakland's 9-1-1 system customer premise equipment (CPE) and related equipment for an amount not to exceed \$800,820. The total project cost will be paid from the State of California 9-1-1 program and no City of Oakland funds are required to implement this project.

FISCAL IMPACT

All funds for this project are paid by the State of California 9-1-1 program. The funds for the AT&T equipment and services are paid directly to AT&T from the State of California 9-1-1 program and the City of Oakland is only required to contract for services via a one dollar (\$1.00) Purchase Order and provide oversight of the project implementation. Any additional equipment, if required, will be purchased through the City of Oakland's normal purchasing procedures and reimbursed from the State of California 9-1-1 program.

BACKGROUND

In 2005, the City implemented a new 9-1-1 system at its Edgewater Drive facility; it was certified for five years, and is due for system upgrade.

In March of 2011, the Oakland Police Department requested a quote for services and funding eligibility for an upgrade to the System. An estimate was given by AT&T which was approved by the State of California for an amount not to exceed \$800,820. The 911 system upgrade will also include replacement of the peripheral equipment such as monitors, accessories, ergonomic

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work stations and related equipment. All the equipment purchased through the State 911 funds, can only be used at this dispatch center and equipment must remain at the location.

KEY ISSUES AND IMPACTS

Continuous advances in technology present ever-growing opportunities for California to define adopt and implement new and more efficient 9-1-1 services that support all Californians. Nowhere is this opportunity greater today than in the delivery of 9-1-1 emergency call services, where the need to transform California's legacy 9-1-1 services into the next generation of 9-1-1 is both real and achievable. Today's 9-1-1 platform does not support prevalent technologies like text, video, or photos; nor does it offer methodologies to easily adapt and deal with call congestion or workload overflows.

On July 30, 2010, the California 9-1-1 Emergency Communications Office (CA State 9-1-1 Office) published the California 9-1-1 Strategic Plan to emerge as a nationwide leader in the 9-1-1 community. California's commitment to Next Generation 9-1-1 continued with the creation of a roadmap that outlines the details necessary to design and build the best system in the country.

To align with the CA State 9-1-1 Office's Strategic Plan, the City of Oakland is eligible to receive \$800,820.00 in CPE allotment for upgrading its legacy 9-1-1 system to a NG 9-1-1 ready system.

The current 9-1-1 system is due for a certified upgrade. The upgrade will bring the existing system to current manufacturer supported software and hardware release levels and be NG 9-1-1 ready. The upgrade from AT&T will include hardware and software upgrades, installation, first year warranty, four additional years of maintenance support and training.. The cost of this project is fully paid from the State of California 9-1-1 program and no City of Oakland funds are required to perform this work.

PROJECT DESCRIPTION

The City of Oakland's (City) current 9-1-1 system was replaced in 2005 and is certified for five years before upgrades are necessary. The State of California, Department of General Services, Telecommunications Division, administers the 9-1-1 fund for the replacement or upgrade of the 911 systems in all State Public Safety Answering Points (PSAPs). The 911 system upgrade proposed is certified to last the City of Oakland for an additional five years or approximately through year 2016.

The State of California currently has a Master purchase agreement (State Contract 5-06-58-12) for these services and equipment. This request is based on AT&T being the current provider of the equipment, services and maintenance. Oakland Municipal Code Section 2.04.050 I. 5.

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provides exceptions to the requirements of O.M.C. Section 2.04.050 for advertising and competitive bidding when specifically authorized by Council after a finding and determination that it is in the best interests of the City. Staff finds it is in the City's best interest to waive the competitive bidding process based on the fact that existing equipment is manufactured by AT&T and is not compatible with equipment offered by outside vendors. By having the service provided by AT&T the City is able to implement a full system upgrade at a fraction of the cost to a complete overhaul of the current system, which would be required if an outside vendor is used. As such, A detailed Statement of Work (SOW) and Equipment List have been submitted to the City for review and approval. A detailed Statement of Work (SOW) and Equipment List have been submitted to the City for review and approval.

This project is determined to be complex where considerable hardware and software replacements will be involved. AT&T will do as much work as possible to prevent equipment downtime; however, due to the nature of the project where so much hardware and software is being replaced, there will be times when equipment will have to be powered down. Any Public Safety Answering Point (PSAP) downtime will be coordinated between AT&T Project Management and Oakland Police Department Project Management or PSAP Manager. AT&T 911 Project Management is responsible for planning, organizing, controlling, directing and coordinating AT&T's project team and material resources throughout the life of the project.

In this project the Next Generation 911 (NG 9-1-1) infrastructure upgrade work will be performed by AT&T to satisfy the requirements of the Oakland Police Department E9-1-1 upgrade, including VESTA 911 Intelligent Workstations, Meridian 1/CS1000 PBX, Management Information System (MIS), and Call Pilot Voicemail System.

SUSTAINABLE OPPORTUNITIES

A certified upgrade will provide the City of Oakland with a 9-1-1 system that meets the needs of the Citizens of Oakland through the year 2016 and significantly reduces the City's maintenance costs and possibility of catastrophic equipment failure. The upgrade will fully utilize the existing equipment and enhance its performance and reliability.

Economic: At this time there are no economic opportunities related to this project. The total project cost will be paid from the State of California 9-1-1 program and no City of Oakland funds are required to implement this project.

Environmental: At this time there are no environmental opportunities related to this project.

Social Equity: The City of Oakland continues to ensure that Public Safety personnel are able to communicate during emergencies with minimal disruptions, therefore providing first responders the ability to respond during emergencies to all of Oakland's residents and the community.

DISABILITY AND SENIOR CITIZEN ACCESS

In providing public safety emergency communications for first responders, the City of Oakland continues to meet all Americans with Disabilities Act (ADA) requirements and provide the highest level of service to all residents and to the community.

RECOMMENDATION

Staff recommends that the Council adopt a resolution authorizing the City Administrator to enter into contracts with AT&T for \$800,820 in equipment and services needed to upgrade the City of Oakland's 9-1-1 system customer premise equipment (CPE) and related equipment. The total project cost will be paid from the state of California 9-1-1 program and no City of Oakland funds are required to implement this project.

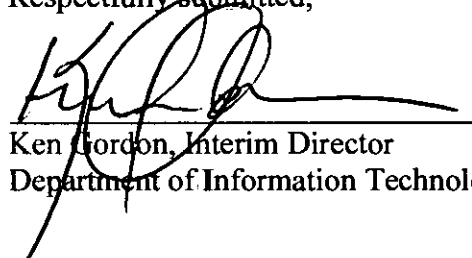
ACTION REQUESTED OF THE CITY COUNCIL

Staff recommends that the City Council adopt the attached resolution.



Anthony Batts, Chief
Oakland Police Department

Respectfully submitted,



Ken Gordon, Interim Director
Department of Information Technology

Prepared by:
Ahsan Baig, Division Manager, Public Safety
Department of Information Technology

Reviewed by:
Lt. Carlos Gonzalez,
Communications Division
Oakland Police Department

**APPROVED AND FORWARDED TO
THE PUBLIC SAFETY COMMITTEE:**



Office of the City Administrator

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FILED
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OAKLAND

OAKLAND CITY COUNCIL

A. MacArthur
City Attorney

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RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ENTER INTO CONTRACTS WITH AT&T FOR EIGHT HUNDRED THOUSAND EIGHT HUNDRED TWENTY DOLLARS (\$800,820) IN EQUIPMENT AND SERVICES NEEDED TO UPGRADE THE CITY OF OAKLAND'S 9-1-1 SYSTEM CUSTOMER PREMISE EQUIPMENT (CPE) AND RELATED EQUIPMENT, TO BE PAID FOR BY THE STATE OF CALIFORNIA

WHEREAS, the Oakland Police Department and Department of Information Technology are working to update and improve the service and reliability of the City's 9-1-1 system; and

WHEREAS, the implementation of a certified system upgrade can improve reliability; and

WHEREAS, the existing cost of maintaining our present telephone equipment is rising on equipment that is as much as five years old; and

WHEREAS, the upgrade of the system will extend the useful life of the equipment for an additional five years; and

WHEREAS, the costs of the system upgrade will be paid by the State of California 911 fund; and

WHEREAS, Oakland Municipal Codes sections 2.04.050.1.5 permh the City Council to waive advertising and bidding with award to the lowest, responsible, responsive bidder, and to waive advertising and the requirement for advertising and competitive bidding upon a determination and finding that it is in the City's best interests to do so; and

WHEREAS, AT&T will be the prime contractor for the system upgrade and the City of Oakland will manage the overall project; and

WHEREAS, City of Oakland is only required to contract for services via a one dollar (\$1.00) Purchase Order; and

WHEREAS, the City finds and determines that the services provided pursuant to the agreement authorized hereunder are of a professional, scientific or technical nature and are temporary in nature; and

WHEREAS, the City finds and determines that this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore, be it

RESOLVED: That the City hereby finds and determines that pursuant to Chapter 2.04, Article I, section 2.04.050.I.5, it is in the best interests of the City to waive advertising and the competitive bidding requirements of 2.04.050 because of the reasons and circumstances set forth in the Report that accompanies this Resolution and to authorize the City Administrator or her designee to negotiate and award a contract with AT&T, for an amount not to exceed \$800,820 with all invoices being paid directly by the State of California; and be it

FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized to execute any amendments or modifications to said agreement with the exception of any increases in compensation; and be it

FURTHER RESOLVED: That the agreement(s) and other actions authorized hereunder shall be reviewed and approved by the Office of the City Attorney for form and legality and filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 20_____

PASSED BY THE FOLLOWING VOTE:

AYES- BROOKS, BRUNNER, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, SCHAAF, and PRESIDENT REID

NOES-

ABSENT-

ABSTENTION-

ATTEST: _____
LaTonda Simmons
City Clerk and Clerk of the
Council of the City of Oakland, California