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DECEMBER 13, 2005

IGNACIO DE LA FUENTE, PRESIDENT
CITY COUNCIL
OAKLAND, CALIFORNIA

PRESIDENT DE LA FUENTE AND MEMBERS OF THE CITY COUNCIL

SUBJECT: RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT AND APPROPRIATE FUNDING FROM THE STATE OF CALIFORNIA IN THE AMOUNT TOTALING TWO HUNDRED EIGHTY EIGHT THOUSAND DOLLARS (\$288,000) FOR NECESSARY EQUIPMENT AND SERVICES TO UPGRADE THE CITY OF OAKLAND'S 9-1-1 SYSTEM CUSTOMER PREMISE EQUIPMENT (CPE) AND RELATED EQUIPMENT, WITH ALL COSTS TO BE PAID FROM THE STATE OF CALIFORNIA 9-1-1 PROGRAM

PURPOSE AND SCOPE

In accordance with the Measure H Charter Amendment, which was passed by the voters at the General election of November 5, 1996, we have made an impartial financial analysis of the accompanying Proposed Resolution and Agenda Report. In making our analysis, we also asked for additional information and clarification from City staff.

The City Auditor is elected by the citizens of Oakland to serve as an officer in charge of an independent department auditing City government activities. The independence of the City Auditor is established by the City Charter.

Since the Measure H Charter Amendment specifies that our impartial financial analysis is for informational purposes only, we did not apply Generally Accepted Government Auditing Standards as issued by the Comptroller General of the United States. Moreover, the scope of our analysis was impaired by Administrative Instruction Number 137, effective May 21, 1997, which provides only two (2) weeks for us to plan, perform and report on our analysis. Due to this time constraint, we did not verify data contained in the Proposed Resolution and Agenda Report.

BACKGROUND

The Proposed Resolution authorizes the City Administrator to appropriate state funding towards the upgrade of the Fire Department 9-1-1 emergency dispatch technology. The City of Oakland has separate emergency dispatch centers for Police and Fire dispatchers. Oakland 9-1-1 calls are sent to the Police Department dispatch center first. If the call is regarding a fire-related emergency, then the call is transferred to the Fire Department dispatch center.

The scope of services involves the upgrade and maintenance of Customer Premise Equipment (CPE) and the purchase of other related equipment at the Fire Department emergency dispatch center only. Customer Premise Equipment is the telephone interface for all incoming 9-1-1 calls to the Fire Department dispatch center. The CPE can display the telephone number of the calling party and the calling location. Also, Customer Premise Equipment facilitates the transfer of calls to other entities such as nearby cities and the California Highway Patrol.

In 1999, the City entered into a five-year lease agreement with Pacific Bell (currently SBC) for installation and maintenance of the existing Customer Premise Equipment at the Fire Department. Approval of the Proposed Resolution would authorize the Fire Department to use SBC again to renew the five-year certification for effectiveness of the 9-1-1 equipment.

Customer Premise Equipment consists of:

1. A main telephone switch and server
2. Desktop computers with pertinent software at each desk that takes incoming calls
3. Supporting hardware such as cables, hubs and storage units

According to the *State of California 9-1-1 Operations Manual*, the other related equipment consists of approved items such as:

1. Computer monitors
2. Computer printers
3. Dispatch chairs, desks

FISCAL IMPACT

The State of California is funding an amount of \$288,000 to perform the upgrade. SBC provided an estimated amount of \$247,000 to upgrade the CPE and install a call tracking and monitoring system.

Customer Premise Equipment and call tracking system	\$247,000
Other related equipment	<u>41,000</u>
Total	\$288,000

The cost of the Customer Premise Equipment and call tracking system is divided as follows:

Component	Amount
Primary 9-1-1 call equipment (CPE)	\$211,500
Supplemental system enhancement for monitoring and tracking call processing time for 9-1-1 incidents	35,550
Total	\$247,050

VENDOR SELECTION PROCESS

Staff is requesting the CPE portion not be competitively bid on the basis that SBC is upgrading the equipment as opposed to a complete replacement, which should lead to cost savings. Furthermore, no staff training costs are anticipated as most of the system functionality would remain the same.

The State of California also has a Master Purchase Agreement (DGS-0026) which lists eight other firms that provide 9-1-1 Customer Premise Equipment services. As such, there are other firms besides SBC that may be able to perform CPE services should the project be competitively bid.

SEPARATE IMPLEMENTATION

The Police Department is currently utilizing SBC to upgrade and maintain their separate 9-1-1 Customer Premise Equipment for five-year certification (Resolution 79004 C.M.S.). As stated previously, Oakland 9-1-1 calls go to the Police Department dispatch center first, then to the Fire Department dispatch center if appropriate. Accordingly, the dispatchers of both sites will use their respective Customer Premise Equipment installations to communicate with each other.

By using SBC, the Fire Department CPE installation will include the same computer software and monitor interface as the Police Department, which is intended to make the communication more seamless.

Additional considerations

1. SBC intends to use updated equipment from the existing manufacturer of the Customer Premise Equipment currently in use: Plant Equipment, Inc. As a result, dispatch staff could be in a better position with regards to training on the upgraded system as they already have familiarity with this manufacturer's interface type.
2. However, other vendors besides SBC may also use Plant equipment for their installation services.

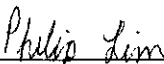
3. Alternatively, vendors who utilize other manufacturers of Customer Premise Equipment besides Plant may have products better tailored for the Fire Department despite the additional training necessary.

CONCLUSION

Before approving the Proposed Resolution, the Council should consider that the contract to upgrade the 9-1-1 Customer Premise Equipment will not be competitively bid, and as such, Council may not know if the City is receiving the best possible contract.

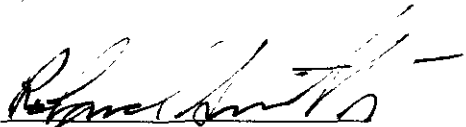
However, the Council should also consider the acceptability of waiving competitive bidding in this instance in part due to the potential for more seamless integration between the Fire and Police 9-1-1 dispatch centers by having both utilize SBC to upgrade this emergency-related service.

Prepared by:



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Issued by:



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Report completion date:
December 2, 2005