

**CITY OF OAKLAND**  
***Agenda Report***

OFFICE OF THE CITY CLERK  
OAKLAND  
2005 DEC 28 AM 9:59

TO: Office of the City Administrator  
ATTN: Deborah Edgerly  
FROM: Fire Department  
DATE: January 10, 2006

**RE: 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 And, In Accord With Oakland Municipal Code Title 2, Chapter 2.04, Article 2.04.080. To Procure SBC Equipment And Services Through A Current State Of California SBC Master Lease In An Amount Not-To-Exceed Two Hundred Forty-Seven Thousand Dollars (\$247,000.00) Without Further Local Bidding.**

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**SUMMARY**

The Fire Department requests City Council approval of a resolution authorizing the City Administrator to accept and appropriate funding from the State of California in the amount \$288,000, to acquire necessary equipment and services to upgrade the Fire Department Communication Center's Customer Premise Equipment (CPE) and related equipment. The funding will be appropriated as follows: 1) for SBC equipment and services at a cost of \$247,000 to be purchased in accordance with Oakland Municipal Code Section 2.04.080 through a State of California master purchase agreement, and 2) for computer equipment, peripherals and related equipment at the Fire Department's communication center up to \$41,000 to be competitively bid. The total project will be paid from the State of California 9-1-1 program and no City funds will be expended to implement this project.

The current Fire Department Communication Center's 911 system was replaced in 1999 and was certified to be effective for five (5) years before upgrades would be necessary. The State of California, Department of General Services, Telecommunications Division, administers the 9-1-1 fund for the replacement or upgrade of this system. The proposed system upgrade is certified for five (5) years or until the year 2011.

SBC equipment and services will be purchased through the State of California's current Master Purchase Agreement (DGS-0026) which was previously bid. Oakland Municipal Code Title 2, Chapter 2.04, Article 2.04.080 authorizes the City Administrator to procure supplies, equipment and services through existing contracts of other governmental jurisdictions or public agencies without further local bidding.

Item: \_\_\_  
Public Safety Committee  
January 10, 2006

## **FISCAL IMPACT**

The fiscal impact to the City of Oakland for the upgrade is zero dollars (\$0). All funds for this project are paid by the State of California 9-1-1 program. The funds for the SBC equipment and services are paid directly to SBC from the State of California 9-1-1 program and the City is only required to contract for services via a zero dollar (\$0) purchase order and oversight of the project implementation.

All of the SBC equipment, maintenance and services charges, costs or fees will be paid directly to SBC from the State of California 9-1-1 program for the next five (5) years as part of this project. Equipment purchased under the reimbursement part of this project will be maintained within the existing maintenance budget in the Fire Department. While there is no initial expenditure to the City of Oakland to perform the upgrade, in terms of service and maintenance on the system, there will be substantial cost savings to the City of Oakland by using SBC as the vendor for this project. SBC is our current provider and they have proven to be dependable, efficient and extremely responsive to our needs.

A separate Project fund will be created to track the expenditure and reimbursement of funds under this agreement. Contract Compliance has determined that the 3 percent contract compliance fee is not applicable to this project because the City does not directly expend funds in payment of services for this contract.

## **BACKGROUND**

In 1999, the City implemented a new Fire/Medical Communications Center at 1605 Martin Luther King Jr. Way, which was certified for five (5) years and is now due for a system upgrade. In August of 2005, the Oakland Fire Department requested a quote for services and funding eligibility for an upgrade to the System, and received a \$247,000 estimate from SBC, the current vendor of the installed equipment. The City received funding eligibility from the State of California in an amount not to exceed \$288,000. The excess grant funding (\$41,000.00) over the SBC estimate (\$247,000.00), will be used for replacement of peripheral equipment, including monitors, keyboards, ergonomic work stations and related equipment. Those purchases will be competitively bid in accordance with Oakland's purchasing procedures and policies and reimbursed from the State of California 9-1-1 program. Due to the restrictive nature of the additional funds, purchases can only be made of equipment to be used at the City of Oakland's Fire Department dispatch center and equipment purchased must remain at the current location.

## **KEY ISSUES AND IMPACTS**

The current 9-1-1 system is due for a certified upgrade due to its age. The proposed certified upgrade will extend the life of the existing system for another five (5) years and replace some of the facility's aging equipment. The cost of this project is fully paid from the State of California's 9-1-1 program and no City of Oakland funds will be expended to perform this upgrade.

An enhancement to the system, the upgrade will include a new program for the Oakland Fire Department's (OFD) management staff called MAGIC. This new program will allow management to monitor the time required for a dispatcher to create an incident. Monitoring and maintaining accurate data on dispatcher created incidents is vital, since this is the information that OFD anticipates will lead to the Oakland Fire Dispatch Center becoming an accredited Center of Excellence, as recognized by the National Academies of Emergency Dispatch. It will also assist the Fire Department in measuring overall call processing time, which is part of the overall response equation to emergencies. Additionally, the same system is currently used in the Oakland Police Department (OPD) to measure overall dispatcher efficiency.

The Oakland Police Department received Council approval in 2004 for their 911 system upgrade and, as the Oakland Fire Department recognizes the importance of maintaining the same telephone system as the Police Department, is now following suit. Emergency planning procedures require the Oakland Fire Department to accommodate unique situations given a major disaster or catastrophic event. In such an event, the possibility exists that either the Police or Fire Dispatch Center may be non-functional. Such being the case, there would need to be a seamless transition in order to effectively operate as each site's back-up Center.

#### **SUSTAINABLE OPPORTUNITIES**

A certified upgrade will provide the City with a 9-1-1 system to meet the needs of the citizens of Oakland until the year 2011, considerably reduce the City of Oakland's maintenance costs and significantly diminish the possibility of equipment failure during a catastrophic event. Considering the string of recent natural disasters, cities are keenly aware of the importance of communications and of having back-up plans in place in relation to communicating both internally and externally. The upgrade will fully utilize the existing equipment and enhance its performance and reliability.

#### **DISABILITY AND SENIOR CITIZEN ACCESS**


Fire Department response is paramount to those with disabilities, seniors and the general public. This project will enhance the existing response system by providing the ability to measure call processing efficiency. This will provide enhanced service to those with some of the greatest needs.

#### **ACTION REQUESTED OF THE CITY COUNCIL**

Staff requests City Council approval of a 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), to acquire necessary equipment and services to upgrade the City's 9-1-1 system Customer Premise Equipment and related equipment. The total project costs

will be paid from the State of California 9-1-1 program and no City funds will be expended to implement this project.

Respectfully submitted,

  
Daniel D. Farrell, Fire Chief  
Oakland Fire Department

Prepared by:  
James A. Williams, Deputy Chief and  
Melinda Drayton, Lieutenant  
Oakland Fire Department

APPROVED AND FORWARDED TO THE  
PUBLIC SAFETY COMMITTEE

  
OFFICE OF THE CITY ADMINISTRATOR

Approved as to Form and Legality  
*[Signature]*  
Oakland City Attorney's Office  
2007/09/28 AM 10:00

# OAKLAND CITY COUNCIL

Resolution No. \_\_\_\_\_ C.M.S.

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**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 (\$288,000.00) 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, AND, IN ACCORD WITH OAKLAND MUNICIPAL CODE TITLE 2, CHAPTER 2.04, ARTICLE 2.04,080, TO PROCURE SBC EQUIPMENT AND SERVICES THROUGH A CURRENT STATE OF CALIFORNIA SBC MASTER LEASE IN AN AMOUNT NOT-TO-EXCEED TWO HUNDRED FORTY SEVEN THOUSAND DOLLARS (\$247,000.00) WITHOUT FURTHER LOCAL BIDDING**

**WHEREAS**, the Oakland Fire Department is continuously working to update and improve the service and reliability of the City's 9-1-1 system; and

**WHEREAS**, the current Fire Department Communication Center's 9-1-1 system, which was replaced in 1999 and certified to be effective for five (5) years, is now required to be upgraded; and

**WHEREAS**, the implementation of the proposed certified system upgrade can improve reliability by extending the useful life of the equipment for an additional certified five (5) years or until approximately the year 2011; and

**WHEREAS**, In August of 2005, the Oakland Fire Department obtained a quote for services and funding eligibility for an upgrade to the System, and received a \$247,000.00 estimate from SBC, the City's current vendor and funding eligibility from the State of California of \$288,000.00; and

**WHEREAS**, it is in the best interests of the City of Oakland to purchase SBC equipment and services through the current State of California Master Purchase Agreement, and Oakland Municipal Code Title 2, Chapter 2.04, Article 2.04.080 authorizes the City Administrator to procure supplies, equipment and services through existing contracts of other governmental jurisdictions or public agencies without further local bidding; and

**WHEREAS**, the excess grant funding (\$41,000.00) over the SBC estimate (\$247,000.00) will be used for replacement of peripheral equipment, including monitors, keyboards, ergonomic work stations and related equipment to be competitively bid in accord with Oakland's procedures and policies; and

**WHEREAS**, the entire cost of the system upgrade will, therefore, be paid for through the State of California, Department of General Services, Telecommunications Division, 9-1-1 fund, making the City of Oakland's fund expenditure equal to zero dollars (\$0) for the project; and

**WHEREAS**, the City lacks the technical resources, equipment, and automated tools to accomplish the 9-1-1 upgrade project; and

**WHEREAS**, the City Council finds that the services provided pursuant to the agreements authorized hereunder are of a technical and temporary nature and the contracts authorized hereunder 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 pursuant to Oakland Municipal Code Title 2, Chapter 2.04, Article 2.04.080, the City Council authorizes the City Administrator to purchase SBC equipment and services through the State of California Master Purchase Agreement (DGS-0026) in an amount not-to-exceed two hundred forty seven thousand dollars (\$247,000.00) without further local bidding, and, be it

**FURTHER RESOVLED:** That all invoices, bills and other requests for payment by SBC and other vendors or contractors hired for the project shall be paid directly by the State of California 9-1-1 program; and, be it

**FURTHER RESOLVED:** That the City Administrator or her designee is hereby authorized to execute and deliver any and all agreements, and is hereby authorized to approve any subsequent amendments to or extensions of said Agreement with the exception of those related to an increase in the contract price or the appropriation and allocation of additional funds, provided that such amendments or extensions shall be filed with the Office of the City Clerk; and, be it

**FURTHER RESOLVED:** That the contract shall be reviewed and approved by the Office of the City Attorney as to form and legality, prior to execution, and a copy shall be placed on file with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES - BRUNNER, KERNIGHAN, NADEL, QUAN, BROOKS, REID,  
CHANG, AND PRESIDENT DE LA FUENTE

NOES –  
ABSENT –  
ABSTENTION –

ATTEST:

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LATONDA SIMMONS  
City Clerk and Clerk of the Council of  
the City of Oakland, California