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2013 OCT 31 PM 3:31

AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Ahsan Baig

SUBJECT: 911 Fire Dispatch Phone Upgrade

DATE: October 8, 2013

City Administrator
Approval

Date

10-18-13

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the Council adopt a resolution authorizing the City Administrator to accept equipment and services from the State of California's vendor, AT&T, needed to upgrade the City of Oakland's Fire Dispatch 9-1-1 phone system, Customer Premise Equipment (CPE), and related equipment, valued at three-hundred thirty-six thousand dollars (\$336,000). All equipment and services for the project will be paid by the State from the State of California 9-1-1 program; no City of Oakland funds are required to implement this project.

EXECUTIVE SUMMARY

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 (NG 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 Fire Dispatch Center is eligible to receive Three-hundred thirty-six thousand dollars (\$336,000) in CPE allotment for upgrading its legacy 9-1-1 system to a Next Generation NG 9-1-1 ready system. AT&T is the State's vendor for the geographical location which encompasses Oakland. This allotment will be paid directly to the State's vendor, AT&T, who in turn will be providing equipment and services to the City in accordance with the State's Strategic Plan. In addition, AT&T is the only vendor whose equipment is compatible with what is currently in place, and thus the upgrade it will perform does not require a brand new build out from the ground up.

OUTCOME

Continuous advances in technology present ever-growing opportunities for the State of California to define, adopt, and implement new and more efficient 9-1-1 services that support all

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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 relevant technologies like text, or video; nor does it offer technologies to easily adapt and deal with call congestion or workload overflows.

The current 9-1-1 system at Oakland Fire Dispatch is due for a certified upgrade. The upgrade will bring the existing system up to current manufacturing 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 and four additional years of maintenance support and training. The entire cost of this project is fully paid for by the State of California 9-1-1 program and no City of Oakland funds are required to perform this work. The State requires recipients to work with its vendors. AT&T is the State's vendor for the Oakland area.

BACKGROUND/LEGISLATIVE HISTORY

In 2007 the City implemented a new secondary Public Safety Answering Point (PSAP) 9-1-1 system at its Fire Dispatch, Martin Luther King facility. The system was certified for five years, and is now due for system upgrade.

In September 2012, the Oakland Fire Department requested a quote for services and funding eligibility for an upgrade as the secondary 9-1-1 system. An estimate was given by AT&T which was approved by the State of California for an amount not to exceed \$336,000. The City is working exclusively with AT&T because the City is receiving AT&T's equipment and services, fully funded by the State, through the State's vendor, which is AT&T. The Fire Dispatch 9-1-1 system upgrade will also include the replacement of the peripheral equipment such as monitors, accessories, ergonomic work stations and other related equipment. All Equipment purchased by the State 9-1-1 funds, can only be used at this Fire dispatch center and the equipment must remain at this location. In essence, then, AT&T is akin to a sole source provider.

ANALYSIS

In this project the Next Generation 9-1-1 (NG 9-1-1) infrastructure upgrade work will be performed by AT&T to satisfy the requirements of the Oakland Fire Department. The State of California, Department of General Services, and Safety Answering Point (PSAP) downtime will be coordinated between AT&T Project Management and the Oakland Fire Department Project Management or Fire PSAP Manager. The 9-1-1 system upgrade purposed for the Fire Dispatch Center is certified to last the City of Oakland for an additional five years, or approximately through 2018.

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The State of California currently has a Master purchase agreement (State Contract 5-06-58-12) for these services and equipment. AT&T is the State's vendor in the Oakland area. The City's request is based on AT&T being the current provider (and sole source) of the equipment, services and maintenance. By having the service provided by AT&T, the City is able to implement a full system upgrade at a fraction of the cost of 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. The City will contract with AT&T for the equipment and services, however AT&T will submit all its invoices directly to the State for payment.

This project is determined to be complex where considerable hardware and software replacements will be involved. AT&T will do as much 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 the Oakland Fire Department Project Management or Fire PSAP Manager.

COORDINATION

All work will be coordinated between AT&T Project Management and the Oakland Fire Department Project Management or Fire PSAP Manager. AT&T 9-1-1 Management is responsible for planning, organizing, controlling, directing and coordinating AT&T's project team and material resources throughout the life of the project.

Staff coordinated with the Office of the City Attorney and the Budget Office in preparing this staff report.

COST SUMMARY/IMPLICATIONS

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

SUSTAINABLE OPPORTUNITIES

A certified upgrade will provide the City of Oakland Fire Dispatch Center with a 9-1-1 system that will meet the needs of Oakland residents through the year 2018, and significantly reduce City maintenance costs and possibility of catastrophic equipment failure. The upgrade will fully utilize the existing equipment and enhance its performance and reliability.

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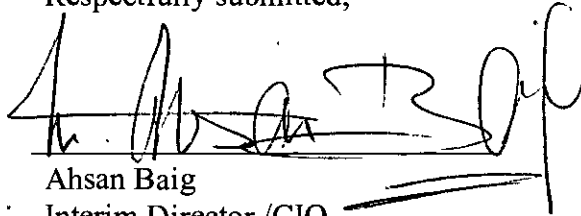
Economic: The total project cost will be paid from the State of California 9-1-1 program and no City of Oakland funds are required to implement this project; which will support the City's General Fund.

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; thereby providing first responders the ability to respond during emergencies to all of Oakland's residents and the Community.

For questions concerning this report, please contact Terry Allen, Information Systems Manager, Department of Information and Technology at 510-238-6458.

Respectfully submitted,

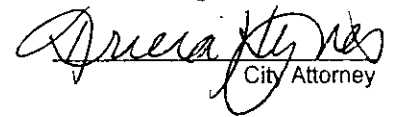


Ahsan Baig
Interim Director /CIO
Department of Information Technology

Prepared by:
Terry Allen
Information Systems Manager
Department of Information Technology

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OAKLAND

Approved as to Form and Legality


City Attorney

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OAKLAND CITY COUNCIL

RESOLUTION NO. _____ C.M.S.

Introduced by Councilmember _____

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT EQUIPMENT AND SERVICES FROM AT&T, FUNDED BY THE STATE OF CALIFORNIA, NEEDED TO UPGRADE THE CITY OF OAKLAND'S FIRE DISPATCH 9-1-1 PHONE SYSTEM, CUSTOMER PREMISE EQUIPMENT (CPE), AND RELATED EQUIPMENT, VALUED AT THREE HUNDRED THIRTY-SIX THOUSAND DOLLARS (\$336,000). ALL EQUIPMENT AND SERVICES FOR THE PROJECT WILL BE PAID FROM THE STATE OF CALIFORNIA 9-1-1 PROGRAM; NO CITY OF OAKLAND FUNDS ARE REQUIRED TO IMPLEMENT THIS PROJECT.

WHEREAS, the Oakland Fire Department and Department of Information Technology are working to update and improve the service and reliability of the City's 9-1-1 phone 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 equipment and services necessary for the system upgrade will be paid by the State of California 9-1-1 fund directly to its vendor for the Oakland area which is AT&T; and

WHEREAS, the State's vendor, AT&T, will provide the equipment and services necessary for the system upgrade and the City of Oakland will manage the overall project; now, therefore, be it

RESOLVED: That the City authorizes the City Administrator or her designee to accept equipment and services from the State's vendor AT&T, for an amount not to exceed three hundred thirty-six thousand dollars (\$336,000) with all invoices being paid directly by the State of California; and be it

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FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized to take whatever action is necessary with respect to this Resolution and its basic purpose; 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, _____

PASSED BY THE FOLLOWING VOTE:

AYES- BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF and
PRESIDENT KERNIGHAN

NOES-

ABSENT-

ABSTENTION-

ATTEST: _____

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California

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