

CITY OF OAKLAND

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AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Darin White
Fire Chief

Andrew Peterson
Chief Information Officer

SUBJECT: Fire Dispatch 911 Phone Upgrade

DATE: March 19, 2019

City Administrator Approval

Date:

3/21/19

RECOMMENDATION

Staff Recommends That The Council Adopt A Resolution Authorizing The City Administrator To Contract With AT&T For Equipment And Services Needed To Upgrade The City Of Oakland's Fire Dispatch Center's (FDC) 9-1-1 Phone System, Customer Service Premise Equipment (CPE), And Related Equipment At No Cost To The City Of Oakland.

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 9-1-1 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 a \$346,000 Customer Service Premise (CPE) allotment for upgrading our legacy 9-1-1 system to a Next Generation NG 9-1-1 ready system. Approval of this resolution will authorize the City Administrator to contract with ATT&T to obtain equipment and services needed to upgrade Oakland Fire Department's dispatch center's 9-1-1 phone system.

BACKGROUND / LEGISLATIVE HISTORY

In 2007 the City implemented a new secondary Public Safety Answering Point (PSAP) 9-1-1 system at its Fire Dispatch facility located at Fire Station 1 on Martin Luther King Drive. The system was certified for five years, upgraded in 2014, and is now due for system upgrade.

Item: _____
City Council
April 2, 2019

In November 2013 City Council approved Resolution No. 86488 C.M.S. authorizing Oakland Police Department (OPD) to accept 9-1-1 Customer Premise Equipment and related technology valued at \$635,000 from the State of California. That system has yet to be implemented. Due to the number of issues being experienced by the existing system a decision was made to combine the OPD and Oakland Fire Department systems into a more robust High Availability configuration designed to ensure 9-1-1 operability in the event of failure of either of the two installations.

In August 2018 requested and received from AT&T a quote for services and funding eligibility for upgrading the secondary 9-1-1 system at a cost not to exceed \$346,000, which was approved by the State of California. The Fire Dispatch 9-1-1 system upgrade will also include the replacement of the peripheral equipment such as monitors, accessories, and other related equipment. All equipment purchased through the State 9-1-1 funds can only be used at this Fire Dispatch Center (FDC) and the equipment must remain at this location. As previously described this system will be combined with the already approved OPD system to provide a fault tolerant 9-1-1 system for the City of Oakland. Implementation of the entire system is dependent on approval of this report and acceptance of the aforementioned equipment.

ANALYSIS AND POLICY ALTERNATIVES

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 9-1-1 upgrade, including VESTA (existing 911 phone system) 911 Intelligent Workstations and Management Information System (MIS). The 9-1-1 system upgrade purposed for the FDC is certified to last the City of Oakland for an additional five years, or approximately through FY 2023-2024.

The State of California currently has a Master purchase agreement (State Contract 4156-6 VESTA) 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.S. 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 interest 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 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.

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.

Item: _____
City Council
April 2, 2019

Both Oakland Police Department and Oakland Fire Department dispatch centers will be upgraded during this process. It is expected that work will begin on this project in May 2019.

FISCAL IMPACT

Approval of this resolution will not impact the General Purpose Fund. AT&T California will bill the State of California 9-1-1 Division as follows:

Description	Estimated Total Price
VESTA-HOST B: Installation, Year 1 Maintenance, Year 2-5 Maintenance, 911 CPE Host Remote with Year 1-5 maintenance included; VESTA analytics MIS Installation with Year 1-5 maintenance included	344,972.14
VESTA-HOST B: Integrated SMS Text function includes set-up, training, Year 1 Maintenance, Year 2-5 Maintenance	12,000.00
VESTA-HOST B: Extended Maintenance Year 6 for CPE System; Extended Maintenance Year 7 for CPE System; Extended Maintenance Year 6 for Host Remote System; Extended Maintenance Year 7 for Host Remote System;	81,769.20

The City of Oakland is only required to contract for services via a one cent (\$0.01) Purchase Order and provide oversight of the project implementation. Any additional equipment, if required, will be purchased by the City of Oakland through the normal purchasing procedures and the Oakland Fire Department will request reimbursement from the State of California 9-1-1 Program.

COORDINATION

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

Work associated with this project will be coordinated between AT&T Project Management, Oakland Fire Department Project Management or Fire PSAP Manager, and the Information Technology Department. 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.

Item: _____
City Council.
April 2, 2019

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 FY 2023-2024, 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.

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.

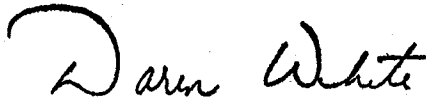
Social Equity: The City of Oakland continues to ensure that Public Safety personnel are able to communicate during emergencies with minimal disruptions, thereby providing first responders the ability to respond during emergencies to all of Oakland's residents and the Community timely and effectively.

ACTION REQUESTED OF THE CITY COUNCIL

Staff recommends that the Council adopt a resolution authorizing the City Administrator to contract with AT&T for equipment and services needed to upgrade the City of Oakland's Fire Dispatch Center's (FDC) 9-1-1 phone system, customer service premise equipment (CPE), and related equipment at no cost to the City of Oakland.

For questions concerning this report, please contact George Binda, Information Systems Manager I, Department of Information and Technology, 510-238-2024 or Stewart McGehee, Fire Division Manager, Oakland Fire Department, 510-238-3736.

Respectfully submitted,



Darin White
Fire Chief

Respectfully submitted,



Andrew C. Peterson
Chief Information Officer

Prepared by:
Stewart McGehee, Fire Division Manager
Oakland Fire Department

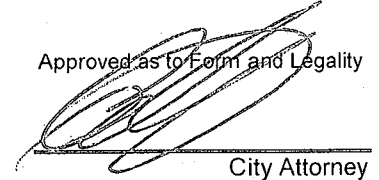
Reviewed by:
Cynthia P. Perkins, Chief of Staff
Office of the Chief Information Officer

Item: _____
City Council.
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Approved as to Form and Legality



City Attorney

OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO CONTRACT WITH AT&T FOR EQUIPMENT AND SERVICES NEEDED TO UPGRADE THE CITY OF OAKLAND'S FIRE DISPATCH CENTER'S (FDC) 9-1-1 PHONE SYSTEM, CUSTOMER SERVICE PREMISE EQUIPMENT (CPE), AND RELATED EQUIPMENT AT NO COST TO THE CITY OF OAKLAND

WHEREAS, in 2007, the City implemented a new secondary Public Safety Answering Point (PSAP) 9-1-1 system at its Fire Dispatch facility located at Fire Station 1 on Martin Luther King Drive. The system was certified for five years, upgraded in 2014, and is now due for system upgrade; and

WHEREAS, 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 9-1-1 upgrade, including VESTA 911 Intelligent Workstations and Management Information System (MIS); and

WHEREAS, The State of California currently has a Master purchase agreement (State Contract 4156-6 VESTA) for these services and equipment with AT&T; and

WHEREAS, Oakland Municipal Code Section (OMC) 2.04.050 I.S. 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 interest of the City; and

WHEREAS, 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;

WHEREAS, approval of this resolution will not impact the general fund as all funds for this project are paid by the State of California 9-1-1 program; and

WHEREAS, funds for the purchase of AT&T equipment and services are paid directly to AT&T from the State of California 9-1-1 program; and

WHEREAS, 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; therefore, be it

RESOLVED: That the City Council hereby authorizes the City Administrator or designee, contract with AT&T for equipment and services needed to upgrade the City of Oakland's Fire Dispatch Center's (FDC) 9-1-1 phone system, customer service premise equipment (CPE), and related equipment at no cost to the City of Oakland; and be it

FURTHER RESOLVED: That there is no impact to the general fund for this project as the purchase of AT&T equipment and services shall be paid directly to AT&T from the State of California 9-1-1 program; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to execute any amendments or modifications to said agreement with the exception of those related to any additional costs associated with equipment needed outside the scope of this agreement, and that such amendments or modifications shall be reviewed by the City Attorney and filed with the City Clerk's Office.

IN COUNCIL, OAKLAND, CALIFORNIA,

PASSED BY THE FOLLOWING VOTE:

AYES - FORTUNATO BAS, GALLO, GIBSON MCELHANEY, KALB, REID, TAYLOR,
THAO AND PRESIDENT KAPLAN

NOES –

ABSENT –

ABSTENTION –

ATTEST: _____
LATONDA SIMMONS
City Clerk and Clerk of the Council
of the City of Oakland, California