



**Date:** May 21, 2012

**To:** Thomas J. Bonfield, City Manager

**Through:** Theodore L. Voorhees, Deputy City Manager

**From:** Jim Soukup, Director of City/County Emergency Communications

**Subject:** Emergency Communications Next Generation Hosted Solution

### **Executive Summary**

The Durham Emergency Communication Center currently has the best technology available as it relates to its 9-1-1 infrastructure. In August of 2011, the center implemented the first Next Generation 9-1-1 system in North Carolina and one of only a few in the country. Recent technological advancements now provide for further protection and reduced vulnerability by incorporating the Durham 9-1-1 infrastructure into a hosted IP based solution. This solution also will enable the processing of photographs, audio files, and short videos from a caller's cellular phone to the 9-1-1 center. This all in one proposal will replace the need for different contracts relating to 9-1-1 services, billing, maintenance, upgrades and provide for a single point of contact for the future.

### **Recommendation**

It is recommended that the City Council (i) authorize the City Manager to execute a contract to begin July 1, 2012 with Intrado Inc. in the amount of \$60,230 monthly for five (5) years, \$3,613,800 in total and budgeted annually at \$722,760, without competitive bidding as authorized by G.S. 143-129 (e)(6) on the grounds that the products are available from only one source of supply with payment from the Emergency Telephone System Surcharge Fund pending approval from the State 9-1-1 Board.

### **Background**

Durham Emergency Communications Center has a maintenance contract with CenturyLink due to expire June 30, 2012. There is also a separate contract process for upgrades that requires separate negotiations each time an enhancement is available. This proposal provides for one single point of contact for all processes as well as the replacement of all outdated or broken equipment during the term as part of the overall monthly cost. The charges for 9-1-1 database management, addressing, and trunk lines that are now billed separately are included in the one payment monthly. Maintenance procedures that have been performed by CenturyLink technicians will now be accomplished by Intrado personnel who are specifically trained in all aspects of the equipment. This will expedite any repairs that

are needed by eliminating the need for CenturyLink technicians to contact Intrado once they are onsite to determine a method for restoration.

### **Issues/Analysis**

The infrastructure for 9-1-1 technology is starting to advance significantly. This proposal provides a method for the Emergency Communication Center to take advantage of technologies that will enhance the safety of its residents. A hosted solution will eliminate the need in future years to replace old or outdated computer servers, monitors, and other types of equipment without incurring additional expense while insuring ownership of the most up-to-date equipment. The replacement of equipment necessary due to normal end of life cycles is costly. The current computer servers are over five (5) years old and needs to be replaced. The cost to accomplish this replacement is \$1,098,285. A hosted solution as defined by Intrado proposal eliminates the need for this replacement equipment and expense.

### **Alternatives**

The Emergency Communication Center could continue doing business as it is currently. This would result in separate contracts for database and trunk charges, as well as separate maintenance and upgrade contracts.

### **Financial Impact**

The cost of the purchase and implementation of Intrado i3 Proposal is eligible from the Emergency Telephone System Surcharge Fund pending approval from the State 9-1-1 Board. This will replace the need to separately fund line items for maintenance, part replacements, and upgrades, which total \$1,485, 829. There is no impact to the General Fund. Intrado Inc. is a sole source provider for this solution and a letter is attached attesting to this.

### **SDBE Summary**

This is a sole-source purchase. It was not reviewed by the Department of Equal Opportunity/Equity Assurance for compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.