

November 11, 2020

WHEREAS, on December 14, 2011, City Council authorized a seven-year service contract, with two two-year renewal options, for voice and data network services, network management, monitoring, maintenance, Information Technology security and related services by Resolution No. 11-3343; and

WHEREAS, on April 26, 2013, Administrative Action No. 13-5516 authorized Supplemental Agreement No. 4 to amend contract for review of statement of work (SOW) for professional services to development of a contract center strategy; and

WHEREAS, on May 6, 2013, Administrative Action No. 13-5552 authorized Supplemental Agreement No. 1 to attach the milestone charts for payment for one-time charges to Exhibit 4, pricing of the master services agreement; and

WHEREAS, on May 20, 2013, Administrative Action No. 13-5611 authorized Supplemental Agreement No. 2 to execute services as documented under NI pricing schedule with tracking ID GBS161971; and

WHEREAS, on October 15, 2013, Administrative Action No. 14-5297 authorized Supplemental Agreement No. 6 to install, configure and optimize the City's Internet, extranet and intranet with TEST and production SharePoint 2013 environments and migrate Dallas City News Room; and

WHEREAS, on November 27, 2013, Administrative Action No. 14-5419 authorized Supplemental Agreement No. 7 to execute change orders 2, 4 and 5 for enhancement requests to the Pinnacle telecommunications billing system for customizations to system reports, additional professional services to develop a standard operating procedures manual and to modify contract language regarding the electronic processing of telecommunications carrier files; and

WHEREAS, on December 20, 2013, Administrative Action No. 13-6996 authorized Supplemental Agreement No. 5 to execute services for performing regression testing of the Dallas Water Utilities Supervisory Control and Data Acquisition Network (SCADA) System designed by AT&T Corp; and

WHEREAS, on January 17, 2014, Administrative Action No. 14-5185 authorized Supplemental Agreement No. 3 to accept wireless terms and conditions and to amend Exhibit 4, Attachment 1: vendor catalog pricing for existing air card product and service offerings; and

WHEREAS, on February 7, 2014, Administrative Action No. 14-5693 authorized Supplemental Agreement No. 8 to accept Texas House Bill 2128 and SPORT terms and conditions and to amend Exhibit 4, Attachment 1: vendor catalog pricing for telecommunication charges for eligible city facilities; and

WHEREAS, on February 14, 2014, Administrative Action No. 14-5594 authorized Supplemental Agreement No. 9 to purchase fifty (50) additional Cisco VoIP recording NICE Inform Lite IP licenses with application support for the 3-1-1 call center; and

November 11, 2020

WHEREAS, on March 13, 2014, Administrative Action No. 14-5654 authorized Supplemental Agreement No. 10 to design, configure and install a Wi-Fi network for internet access in the Dallas Arts District; and

WHEREAS, on June 2, 2014, Administrative Action No. 14-5968 authorized Supplemental Agreement No. 11 to install a Wi-Fi network for internet access in the Dallas Arts District; and

WHEREAS, on June 25, 2014, City Council authorized Supplemental Agreement No.13 to increase the service contract for voice and data network services, network management, monitoring, maintenance, Information Technology security and related services in an amount not to exceed \$7,071,190.00, increasing the contract amount from \$63,444,708.00 to \$70,515,898.00, by Resolution No. 14-0988; and

WHEREAS, on July 3, 2014, Administrative Action No. 14-6181 authorized Supplemental Agreement No. 12 to implement a framework that will publish and modify data that will be posted on information kiosks; and

WHEREAS, on November 20, 2014, Administrative Action No. 14-7145 authorized Supplemental Agreement No. 15 due to extra material used and labor performed during the Arts District Wi-Fi installation, with zero cost, having no effect on the contract amount; and

WHEREAS, on November 20, 2014, Administrative Action No. 14-7144 authorized Supplemental Agreement No. 16 to include Northpark library in the acceptance of the Texas House Bill 2128 and SPORT terms and conditions that was executed through Supplemental Agreement No. 8, with zero cost, having no effect on the contract amount; and

WHEREAS, on February 12, 2015, Administrative Action No. 15-5475 authorized Supplemental Agreement No. 17 to execute change orders 7 and 19 for the expansion of the CIS Pinnacle billing system for additional technology services and the creation of a 3rd hosted environment for software development, with zero cost, having no effect on the contract amount; and

WHEREAS, on March 29, 2015, Administrative Action No. 16-5602 authorized Supplemental Agreement No. 22 to execute 311 contact cent network integration of natural language software, with zero cost, having no effect on the contract amount; and

WHEREAS, on March 30, 2015, Administrative Action No. 15-5616 authorized Supplemental Agreement No. 18 to make correction to Supplement Agreement No. 16, to correct Exhibit A, with zero cost, having no effect on the contract amount; and

WHEREAS, on May 22, 2015, Administrative Action No. 15-6031 authorized Supplemental Agreement No. 19 for a hardware and software technical refresh to the VoIP IPT system which includes a contract center software version upgrade to 10.5, with zero cost, having no effect on the contract amount; and

November 11, 2020

WHEREAS, on September 18, 2015, Administrative Action No. 15-6888 authorized Supplemental Agreement No. 20 to provide improved internet support, increased circuit capacity for PKR facilities, a Pinnacle version upgrade and to replace end of life equipment that supports 311, with zero cost, having no effect on the contract amount; and

WHEREAS, on November 5, 2015, Administrative Action No. 15-7196 authorized Supplemental Agreement No. 21 to improve Wi-Fi connectivity at City facilities, with zero cost, having no effect on the contract amount; and

WHEREAS, on June 22, 2016, Administrative Action No. 16-6184 authorized Supplemental Agreement No. 23 to provide continued maintenance and support of the informational kiosk, deployment of new network equipment at Love Field, enhance the Pinnacle system for revenue collection reporting and to program the 311 voice system to allow citizens to complete a post call survey to provide customer feedback to the City, with zero cost, having no effect on the contract amount; and

WHEREAS, on November 9, 2016, Administrative Action No. 16-6942 authorized Supplemental Agreement No. 25 to pay a true-up management fee for network growth, with zero cost, having no effect on the contract amount; and

WHEREAS, on January 3, 2017, Administrative Action No. 17-5052 authorized Supplemental Agreement No. 26 to upgrade the City's firewall architecture through the existing Voice and Data Managed Services Agreement, with zero cost, having no effect on the contract amount; and

WHEREAS, on January 11, 2017, City Council authorized Supplemental Agreement No. 24 to increase the service contract for voice and data network services, network management, monitoring, maintenance, Information Technology security and related services in an amount not to exceed \$8,789,987.00, increasing the contract amount from \$70,515,898.00 to \$79,789,987.00, by Resolution No. 17-0071; and

WHEREAS, on August 10, 2017, Administrative Action No. 17-6432 authorized Supplemental Agreement No. 27 to add network management services to the City's F5 load balancer environment, with zero cost, having no effect on the contract amount; and

WHEREAS, on September 25, 2017, Administrative Action No. 17-6860 authorized Supplemental Agreement No. 28 to perform security-based review of the City of Dallas south waste water treatment facility proposed network architecture, with zero cost, having no effect on the contract amount; and

WHEREAS, on January 16, 2018, Administrative Action No. 18-5122 authorized Supplemental Agreement No. 29 to allow AT&T Corp to provide Express Route via Equinix all Informart/MS Azure City, with zero cost, having no effect on the contract amount; and

WHEREAS, on December 21, 2017, Administrative Action No. 17-7338 authorized Supplemental Agreement No. 30 to upgrade the City's firewall architecture through the existing Voice and Data Managed Services Agreement, with zero cost, having no effect on the contract amount; and

November 11, 2020

WHEREAS, on November 28, 2018, City Council authorized Supplemental Agreement No. 31 with AT&T Corp (268653) to exercise the first of two, two-year renewal options, approved as to form by the City Attorney, for voice and data network services, network management, monitoring, maintenance, information technology security, and related services for the Department of Communication and Information Services, in an amount not to exceed \$33,081,983.75. increasing the contract amount from \$79,789,987.00 to \$112,871,970.75, by Resolution No. 18-1709.

WHEREAS, on February 13, 2019, Administrative Action No. 19-5293 authorized Supplemental Agreement No. 32 to accept a Statement of Work (SOW) for the Proof of Concept (PoC) of the Cisco DNAC/ISE Segmentation solution through the existing Voice and Data Managed Services Agreement, with zero cost, having no effect on the contract amount; and

WHEREAS, on April 2, 2019, Administrative Action No. 19-5729 authorized Supplemental Agreement No. 34 for professional services support related to 3-1-1, with zero cost, having no effect on the contract amount; and

WHEREAS, on April 8, 2019, Administrative Action No. 19-5758 authorized Supplemental Agreement No. 33 for the purchasing of hardware, software and professional services necessary to upgrade the WIC Call Center and implement NICE Recording, with zero cost, having no effect on the contract amount; and

WHEREAS, on July 29, 2019, Administrative Action No. 19-6285 authorized Supplemental Agreement No. 35 to remove SOW's incorporated by SA No. 33, with zero cost, having no effect on the contract amount; and

WHEREAS, on September 16, 2019, Administrative Action No. 19-6555 authorized Supplemental Agreement No. 36 to implement a new radio recording solution for 3-1-1, with zero cost, having no effect on the contract amount; and

WHEREAS, on November 22, 2019, Administrative Action No. 19-7031 authorized Supplemental Agreement No. 37 to implement a managed threat detection and response cyber solution, with zero cost, having no effect on the contract amount; and

WHEREAS, on April 7, 2020, Administrative Action No. 20-5516 authorized Supplemental Agreement No. 38 to onboard new replacement network devices and pay one-time onboarding fee, with zero cost, having no effect on the contract amount; and

WHEREAS, on June 10, 2020, Administrative Action No. 20-5718 authorized Supplemental Agreement No. 39 to pay Equinix network co-location true-up costs related to the City's Express Route circuit to Microsoft Azure, with zero cost, having no effect on the contract amount; and

November 11, 2020

WHEREAS, on July 31, 2020, Administrative Action No. 20-5835 authorized Supplemental Agreement No. 40 to amend the Master Service Agreement for Managed Voice and Data Network Services to add SOW for enhanced 3-1-3 NICE Voice Recording System services, with zero cost, having no effect on the contract amount; and

WHEREAS, on October 28, 2020, Administrative Action No. 20-6125 authorized Supplemental Agreement No. 41 to pay one-time onboarding fees and accept change order for new devices installed from January 1, 2020 to March 31, 2020, with zero cost, having no effect on the contract amount.

Now, Therefore,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That the City Manager is hereby authorized to execute Supplemental Agreement No. 42 to exercise the second of two, two-year renewal options, to the service contract with AT&T Corp. (268653), approved as to form by the City Attorney, for voice and data network services, network management, monitoring, maintenance, Information Technology security, and related services for the Department of Information and Technology Services, in an amount not to exceed \$34,777,553.99.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$34,777,553.99 (subject to annual appropriations) to AT&T Corp. from Service Contract No. DSV-2016-00000009.

SECTION 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.