



Legislation Details (With Text)

**File #:** 23-2074      **Version:** 1      **Name:**

**Type:** CONSENT AGENDA      **Status:** Approved

**File created:** 8/4/2023      **In control:** Office of Procurement Services

**On agenda:** 9/27/2023      **Final action:**

**Title:** Authorize Supplemental Agreement No. 14 to exercise the second of three one-year renewal options to the service contract with SBC Global Services, Inc. dba AT&T Global Services for continued maintenance and support to the City's 9-1-1 telephone system infrastructure - Not to exceed \$4,916,381.64 - Financing: 9-1-1 System Operations Fund (subject to annual appropriations)

**Sponsors:**

**Indexes:** 100

**Code sections:**

**Attachments:** 1. Resolution

Date	Ver.	Action By	Action	Result
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**STRATEGIC PRIORITY:** Government Performance & Financial Management

**AGENDA DATE:** September 27, 2023

**COUNCIL DISTRICT(S):** All

**DEPARTMENT:** Office of Procurement Services

**EXECUTIVE:** Jack Ireland

**SUBJECT**

Authorize Supplemental Agreement No. 14 to exercise the second of three one-year renewal options to the service contract with SBC Global Services, Inc. dba AT&T Global Services for continued maintenance and support to the City's 9-1-1 telephone system infrastructure - Not to exceed \$4,916,381.64 - Financing: 9-1-1 System Operations Fund (subject to annual appropriations)

**BACKGROUND**

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This Supplemental Agreement will provide for continued maintenance and support to the City's 9-1-1 telephone system infrastructure. This agreement provides required software patches and grades and network monitoring.

The current phone system infrastructure serving the 9-1-1 call center receives more than 2.1 million calls per year. This infrastructure is an integral part of providing mission critical services to residents

of Dallas. The system feeds critical 9-1-1 call information to the Computer Aided Dispatch system when dispatching emergency services. Continuous maintenance and support of this system is a fundamental and vital component for the delivery of public safety.

The renewal option will extend the current services of 24/7/365 support with access to dedicated onsite technical resources to respond to network outages, data corruption, performance, security, and connectivity issues. This will continue to ensure immediate response during business hours, daily system maintenance, and installation of software upgrades. This agreement also includes the NICE Recording system that allows faster and more efficient access to retrieve and review 9-1-1 recordings.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. This contract renewal option includes the living wage of \$17.82.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On October 25, 2017, the City Council authorized an acquisition contract for the purchase of software and hardware to upgrade the 911 telephone system infrastructure and a five-year service contract, with three one-year renewal options, for maintenance of the 911 telephone system infrastructure with SBC Global Services, Inc. dba AT&T Global Services by Resolution No. 17-1666.

On January 13, 2021, the City Council authorized Supplemental Agreement No. 11 to increase the acquisition contract with SBC Global Services, Inc. dba AT&T Global Services for the purchase of software and hardware to upgrade the 9-1-1 telephone system infrastructure by Resolution No. 21-0149.

On April 13, 2022, the City Council authorized Supplemental Agreement No. 12, to exercise the first of three one-year renewal options to the service contract with SBC Global Services, Inc. dba AT&T Global Services for continuous maintenance and support to the City’s 9-1-1 telephone system infrastructure by Resolution No. 22-0579.

**FISCAL INFORMATION**

Fund	FY 2023	FY 2024	Future Years
9-1-1 System Operations Fund	\$0.00	\$4,916,381.64	\$0.00

**M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal
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\$4,916,381.64	Other Services	23.80%*
<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
0.00%	0.00%	\$0.00
• *This item reflects previous Business Inclusion and Development Policy M/WBE goal.		
• This contract does not meet the M/WBE goal.		
• SBC Global Services, Inc., dba AT&T Global Services - Local; Workforce - 0.00% Local		

**OWNER**

**SBC Global Services, Inc., dba AT&T Global Services**  
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Dallas, TX 75202

John Stankey, Chief Executive Officer  
Pascal Desroches, Senior Executive Vice President