




Interoffice Memorandum

July 17, 2023

To: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM:  Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager II, Procurement Division

CONTACT: Rafael Mena, Chief Information Officer, Information Systems and Services Division
407-836-5200

SUBJECT: Approval of Purchase Order M111769, AT&T Viper Upgrade, Emergency Services IP Network (ESInet) and One-Year New Maintenance Support

ACTION REQUESTED:

Approval of Purchase Order M111769, AT&T Viper Upgrade, Emergency Services IP Network (ESInet) and One-Year Maintenance Agreement, with AT&T, in the amount of \$6,037,437. Further request Board authorization for the Procurement Division to execute a one-year agreement with four additional one-year terms.

PROCUREMENT:

This purchase order will upgrade the 911 equipment and communications Infrastructure to AT&T Viper 7.0 and Emergency Services IP Network (ESInet) for the Public Safety Answering Points and Regional Computer Center's County's Data Center. Additionally, the purchase order includes one-year of new maintenance support for the period of October 1, 2024 through September 30, 2025.

FUNDING:

Funding is available in account numbers: 1054-031-0297-05-6438, 1054-031-0297-04-6438, 1054-031-0297-02-6438, 1051-031-0297-08-6438, 1054-031-0297-07-6438, 1054-031-0297-06-6438, 1054-031-0297-09-6438, 1054-031-0297-10-6438, 1054-031-0297-03-6438, 1054-031-0297-01-6438, 1054-031-0677-05-6438, 1054-031-0677-02-3823, 1054-031-0677-08-3823, 1054-031-0677-07-3823, 1054-031-0677-09-3823, 1054-031-0677-10-3823, 1054-031-0677-03-3823, and 1054-031-0677-01-3823.

APPROVALS:

The Information Systems and Services (ISS) Division concurs with this recommendation.

DISCUSSION:

In April 2001, the Board approved AT&T as the sole provider of 911 services for Orange County. The Board further approved maintenance, equipment, and technician services for the E911 Positron Viper System with AT&T on September 13, 2016.

This project will provide an upgrade of the equipment and communications infrastructure at all nine of the 911 Public Safety Answer Points (PSAP) throughout the County and the Regional Computer Center's County's Data Center. PSAPs are 911 call centers. The PSAPs includes City of Apopka, Greater Orlando Aviation Authority, Orange County Fire Rescue, Orange County Sheriff's Office, Orlando Fire Department, Orlando Police Department, University of Central Florida, Winter Garden Police Department, and Winter Park Police Department. The upgrade will consist of replacing all of the analog legacy equipment with the new Next Generation 911 (NG911) digital platform. NG911 refers to an initiative aimed at updating the 911 service infrastructure to improve public emergency communications. NG911 provides the opportunity for real-time video, instantaneous pictures, and the ability to transmit patient's medical records to emergency responders. This new available data will expedite public safety efforts and dramatically improve emergency response.

Cost for the upgrade of the 911 equipment and communications infrastructure with 12 months of maintenance, technical resources, ESInet, and Wide Area Network is included in the estimated total of \$6,037,433. See breakdown below:

Payment 1 (Contract Signature)	\$297,373
Payment 2 (Delivery of Equipment)	\$594,744
Payment 3 (First PSAP Live Traffic)	\$594,744
Payment 4 (Project Completion & Acceptance)	\$1,486,864
Sub-total	\$2,973,725

Note: the above includes equipment, installation, and project management.

Year 1 Maintenance Total:	\$3,063,708
Sub-total	\$3,063,708
TOTAL COST FOR YEAR ONE	\$6,037,433

Further request approval for Years 2-5

Maintenance & Services Year 2 Total	\$3,063,708
Maintenance & Services Year 3 Total	\$3,063,708
Maintenance & Services Year 4 Total	\$3,063,708
Maintenance & Services Year 5 Total	\$3,063,708

AT&T's initial proposal was \$19,968,305.20. Through a series of negotiation sessions, the scope was refined, and the prices was reduced to \$18,292,265, inclusive of implementation, licensing, and maintenance over a five-year term. Through market research, staff has determined the final price negotiated is within the range of components procured by Seminole, Brevard, and Lake counties. This is a request to use our AT&T master agreement to procure this purchase through AT&T. This five-year contract with the annual maintenance cost will be funded from the 911 special revenue operating fund 1054-031-0677-3823. Funds for the equipment and communications infrastructure will be paid from the 911 Fund Capital Improvement Plan 1054-031-0297-6438.

The ISS 911 Administration requests to continue with AT&T, as nine PSAPS in Orange County have recommended that the 911 Office procure the NG911 and ESInet systems proposed and maintained by AT&T.