



# Wylie City Council

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## AGENDA REPORT

**Department:** Purchasing                      **Account Code:** 100-5241-56120  
**Prepared By:** Kirby Krol

### Subject

Consider, and act upon, the approval of an agreement with AT&T Enterprises, LLC for ESInet and NG911 Core Services Implementation for Public Safety Communications, and authorizing the City Manager to execute any necessary documents.

### Recommendation

Motion to approve the Item as presented.

### Discussion

Wylie Fire Rescue is seeking approval from the City Council for an agreement with AT&T Enterprises, LLC (AT&T) in the estimated amount of \$500,000 for ESInet and NG911 Core Services Implementation. The scope of work includes upgrades for all hardware and software components necessary.

Currently, the City's 911 calls are routed through traditional wireline trunking, known as legacy technology. However, this technology is reaching end-of-life with the increase in wireless cell phones and multimedia messaging. Therefore, the Commission on State Emergency Communications (CSEC) is requiring all Public Safety Answering Points (PSAPs) to adhere to Next Generation 911 standards, which include routing 911 calls through a specialized Emergency Services Internet-Protocol Network (ESInet). ESInet will provide a more stable 911 system, improve 911 call routing accuracy, increase response times, and allow for the receipt of multimedia messaging (photographs, live video, etc.), providing citizens with a more efficient and effective emergency response.

The City issued a Request for Proposals (RFP) seeking a vendor to provide an upgrade of the City's 911 network. In compliance with state and federal regulations, a formal solicitation was issued to maximize competition, solicit innovative solutions from the industry, and partner with a firm that was able to provide the most advantageous and innovative solution to the City. An evaluation committee of internal end-users was convened to rigorously evaluate any/all submissions based on criterion outlined within the solicitation documents to ensure a fair and impartial review process.

AT&T Enterprises, LLC was deemed the highest ranked proposer to meet the expanding needs and customer service initiatives of the City for the foreseeable future. Therefore, staff recommends the approval of Agreement No. W2025-06 for ESInet and NG911 Core Services Implementation to provide the best value at the lowest possible cost to the City. AT&T demonstrated alignment with the emergency communications industry's evolution to NENA i3/Next Gen911 standards. AT&T possesses in-depth knowledge of National Emergency Number Association routing and functional elements capable of transitioning to Next Generation 911 (NG911).

(City of Wylie No. W2025-06)