



Wylie City Council

AGENDA REPORT

Department: Communication
Prepared By: Purchasing

Account Code: 100-5241-56120

Subject

Consider, and act upon, the award of AT&T E Hosted 9-1-1 Services from Southwestern Bell Telephone Company, d/b/a AT&T in the estimated amount of \$699,060.00, and authorizing the City Manager to execute any necessary documents.

Recommendation

Motion to approve the Item as presented.

Discussion

The City of Wylie's current 911 system equipment is maintained by AT&T through a Hosted Site Solution. The hosted site houses the servers where it is monitored on a 24-7 basis. AT&T has continued to provide the City with exceptional service and reliability to Wylie PSC.

Expenses included in the five (5) year agreement include the annual lease, maintenance, support, refresh, and upgrades of five (5) console positions (\$10,800 a year per position) and two (2) custom mobile command post units (\$10,800 a year per position).

The agreement also includes Text to 911 at \$9,600 per year, \$52,000 for the purchase of two (2) custom mobile command post units to replace existing units (to be paid over five years), and \$32,000 (to be paid over five years) for an additional router to be installed at AT&T's secondary host site location for redundancy purposes.

This contract also includes the addition of Rapid Deploy, a 911 mapping and analytics program, costing \$31,332 annually. Rapid Deploy combines information we currently receive on separate platforms, placing it on one screen and enhancing the data. Rapid Deploy also allows us to initiate Text-to-911 messages to a caller if necessary, as well as communicate in several different languages. Finally, it will provide a more complex breakdown of 9-1-1 data analytics, allowing for more accurate reports and quality assurance.

Years 1-2 will be invoiced at a cost of \$133,332. Years 3-5 of the agreement will be invoiced at \$144,132 for the addition of an annual lease of one (1) custom mobile command post unit (an additional \$10,800 per year).

Staff recommends the award of contract W2024-03-A for AT&T E Hosted 9-1-1 Services from Southwestern Bell Telephone Company, d/b/a AT&T under Texas Local Government Code 252.022.a.2 as exempt from competitive bidding as "a procurement necessary to preserve or protect the public health or safety of the municipality's residents."