



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 22-694

Board Meeting Date: 9/13/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Chief Information Officer, Information Services Department
Subject: Amendment No. 1 to the Agreement with AT&T Corporation for E911 Routing Licensing and Support

RECOMMENDATION:

Adopt a resolution waiving the request for proposal process and authorizing an amendment to the agreement with AT&T Corporation to provide the continuation of Emergency Routing Service licensing and support, increasing the amount by \$148,550.40, for a new not to exceed amount of \$365,810.40 and extending the term for an additional thirty-six (36) months through May 31, 2025.

BACKGROUND:

Organizations are required to comply with both Kari's Law and the RAY BAUM's Act, which specify direct dialing, notification, and dispatchable location requirements for phones within an organization.

In April 2019 AT&T was selected as the County's vendor to provide the County's Voice Over Internet Protocol (VoIP) service. The AT&T VoIP service on its own can only route non-emergency calls. The service alone cannot route e911 calls to the correct local Public Safety Answering Point (PSAP) and requires user data to be collected and referenced for routing in order to provide caller location.

DISCUSSION:

AT&T has partnered with a 3rd party vendor (Intrado, formerly West Emergency Routing Service (WERS)) to supply the routing service. The Intrado application has been integrated with the AT&T VoIP system for emergency call routing. AT&T has deployed the application that pulls user location information used to route emergency calls and personnel. Intrado will be responsible for receiving the caller data, determining the appropriate PSAP, and forwarding the user data with the call. The County will be responsible for maintaining accurate user location information associated to each phone number. AT&T will ensure Intrado properly routes all e911 calls to the correct PSAP.

Per this amendment, AT&T will supply continued support for maintaining the Intrado application and accurate routing information. The proposed amendment includes an additional three-years of licensing and support of the routing service.

County Attorney Office has reviewed and approved the Resolution and Amendment as to form.

PERFORMANCE MEASURE:

	FY 2020-21 Actual	FY 2021-22 Projected
Availability of Core IT Services (Datacenter, Network, Radio, and PBX)	99.99%	99.99%

FISCAL IMPACT:

The term of this amended agreement is May 14, 2019, through May 31, 2025. The amendment increases the contract amount by \$148,551 to an amount not to exceed \$365,811. Funds in the amount of \$148,551 are included in the Information Services Department's FY 2022-23 Recommended Budget and CORE-IT service charges. Appropriations for future fiscal years will be included in future budget requests and service charges.