



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 18-1019

Board Meeting Date: 11/6/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jon Walton, CIO/Director, Information Services Department
Subject: e911 and SIP Migration for VoIP Project

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the AT&T Corp. (AT&T Consulting) agreement for the e911 Discovery, Design, and Install and the SIP Transformation as part of the VoIP project, increasing the amount by \$273,650 for a new not to exceed amount of \$371,700 for the term of April 9, 2018 through June 30, 2019.

BACKGROUND:

The County currently uses a 25-year-old Nortel phone system and over 100 T-1s (low-speed circuits) that connect the Core and remote phone systems to AT&T's network. The County phone system has 17 Private Branch Exchanges (PBXs), aging hardware and software, and no mobility or unified communication features. The existing system offers limited communication features and has become incredibly cumbersome and expensive to manage. The Voice over Internet Protocol (VoIP) project aims to replace the legacy system with a countywide standard, high-availability, IP-based telephony system. Additionally, the VoIP Phone System will utilize advanced services to connect voice traffic between AT&T and the County's network to the County's two main datacenters (located in Redwood City and San Mateo) using Session Internet Protocol (SIP).

On April 10, 2018, the County's Information Services Department (ISD) executed an Agreement with AT&T Corp to provide services for the initial phases of e911 Discovery, Design, and Install and SIP Transformation. The e911 Discovery, Design, and Install included planning, design and system installation services for improved call routing, caller location identification, and internal notification for 911 emergencies. The SIP Transformation included planning and design services for creating a centralized system SIP trunking (high-speed voice and data network) with failover and redundancy at the County's two main datacenters and hub sites.

AT&T is the County's existing telecommunications carrier and own the T-1 circuits and the phone numbers to be migrated from the old phone system to the two main circuits (Redwood City and San Mateo Medical Center). Therefore, working with AT&T as the County's vendor was both the most

technically feasible as well as the most economical solution.

DISCUSSION:

At this time, the County does not have the internal technical expertise to complete the remaining phases of the e911 and SIP migration services. This Amendment with AT&T Corp will complete the remaining e911 site implementation and migration phases, as well as the SIP design, configuration, testing, and migration phases. At the time of the signing of the original Agreement with AT&T, it was anticipated that we would need to complete such an Amendment at this stage of the project. The e911 and SIP deployment is estimated to be completed by June 30, 2019. It is necessary for the County to move forward with this Amendment to continue to keep the VoIP project on schedule and provide timely service to our partner departments.

County Counsel has reviewed and approved the resolution and amendment as to form.

Approval of this resolution contributes to the 2025 Shared Vision of a Collaborative Community by both increasing staff and team efficiency and improving engagement with residents across the county, enabled through this modern platform designed to enhance public safety, better connect employees with each other, and better connect the County government to the residents it serves.

PERFORMANCE MEASURE:

Measure	FY 2017-18 Actual	FY 2018-19 Projected
Availability of Core IT Services (Datacenter, Network, Radio, and PBX) Remains Above Target	99.99%	99.99%
Percent of Customer Survey Respondents Rating Service Offered by this Program Good or Better	75%	75%

FISCAL IMPACT:

The term of this amendment is April 9, 2018 through June 30, 2019, for an amount not to exceed \$371,700. Funding for this Amendment is provided through **Measure K** revenue. Ongoing service cost is included in the Core IT charges that are distributed to all customer departments.