



AGENDA MEMORANDUM

Action Item for the City Council Meeting July 22, 2025

DATE: July 22, 2025

TO: Peter Zanoni, City Manager

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<p>Five-year service agreement with Intrado Life and Safety, Inc. for the Implementation of NextGen 911 for the Corpus Christi Police Department</p>

CAPTION:

Motion authorizing execution of a five-year agreement with Intrado Life and Safety, of Longmont, Colorado, through the HGACBuy Cooperative, in the amount of \$1,073,513.09 to upgrade the 911 call routing hardware and software and provide the necessary software licenses, training, technical support and maintenance, and professional services, with FY 2025 funding in the amount of \$587,393.19 from the Police Grants Fund.

SUMMARY:

The Corpus Christi Police Department (CCPD) uses Intrado's software and hardware for 911 call routing. This agreement enhances the Corpus Christi Police Department's (CCPD) to be NG911-compliant. Next Generation 911 (NG911) is a federal government mandate requiring all Public Safety Answering Points (the City's Metrocom system) to be NG911 compliant by December 2026.

BACKGROUND AND FINDINGS:

The Federal Emergency Management Agency (FEMA) implemented a mandate in 2012 requiring all Public Safety Answering (PSAPs) to upgrade to an Internet Protocol based 911 system. This mandate aims to ensure interoperability and effective communication during catastrophic events and was named NG911. In 2022, The Commission on State Emergency Communications (CSEC) adopted this plan and allocated grant funding for its implementation. As a result of this mandate, the City's Metrocom system is required to be Next Generation 911 (NG911) compliant by December 2026.

Intrado is the core system that manages how 911 calls are received, processed, and routed within MetroCom and the Emergency Operations Center. Upgrading Intrado software and hardware for the CCPD ensures it fully complies with NG911 standards and significantly improves emergency response capabilities, reliability, and long-term sustainability. This upgrade is required for connecting to the AT&T ESInet 911

system.

CCPD has spent the last two years working with surrounding agencies on updating the mapping that is necessary for NG911 to work. The mapping required every street in Nueces County to be confirmed and mapped in order to overlay the 911 data dispatching system. Once this item is approved, CCPD will schedule a start date with AT&T and Intrado for the upgrade, as they must work in unison on the upgrade. Once started, the project should be completed by December of 2026.

This agreement will upgrade the 911 call routing hardware and software and provide the necessary software licenses, training, technical support and maintenance, and professional services. Through the agreement, Intrado Life and Safety will provide the City with the necessary software licenses that are required for the upgrade. The professional services will include training for City staff, installation services, project management services, and other services related to this project. The maintenance services include on-site maintenance by certified local technicians during normal working hours and on-call outside of normal working hours as well as a 24/7 help desk, remote troubleshooting, hardware protection, and antivirus and hardware protection. Administrator training and User training will be provided to on-site to City staff. Furthermore, through the agreement Intrado Life and Safety will provide equipment such as computer cabinets and workstations, monitors, display screens/wallboards, keyboards, handsets, speakers, and other related equipment. All needed hardware and software will also be provided through this agreement. Through this agreement, all software and equipment will have a 12-month warranty from final acceptance by the City.

Becoming NG911 compliant means that CCPD and Metrocom will be equipped to handle not just traditional voice calls but also newer forms of communication like text-to-911, images, and even sensor data from connected devices. These capabilities give call takers and first responders more accurate and detailed information from the scene, improving situational awareness and response time.

PROCUREMENT DETAIL:

This procurement is through the HGACBuy Cooperative. HGAC's Cooperative Purchasing Program, known as HGACBuy, was established pursuant to Texas Interlocal Cooperation Act [Texas Local Government Code, Title 7, Chapter 791]. The Act allows local governments and certain non-profits to contract or agree under the terms of the Act to make purchases or provide purchasing services and other administrative functions appropriately established by another government entity. The Interlocal Contract (ILC) is the required legal document that establishes a link between the Member (local governments and certain non-profits) and HGACBuy, and gives the member access to HGACBuy contracts.

HGACBuy contracts are established based on the requirements of the Texas Local Government Code, Chapter 252. Products and services are contracted after having been subjected to either a competitive bid or competitive proposal process.

CCPD currently uses Intrado Life and Safety, Inc. for its 911 system. This agreement is for an upgrade to the current 911 system. By staying with Intrado Life and Safety, Inc., it will allow CCPD to continue to function throughout the 911 system upgrade process. If CCPD were to use a different 911 system service provider, CCPD would be required to come off of Intrado Life and Safety, Inc.'s 911 system and transition onto a new provider's system. This would cause 911 system disruption and would only be temporary, as this item is upgrading the current Intrado 911 system.

ALTERNATIVES:

The alternative is to not approve this item. However, if this item is not approved and the upgrades to the Intrado 911 system do not take place, the City will lose the ability to function as a Public Safety Answering entity in the State of Texas.

FISCAL IMPACT:

Funds to secure this agreement come from state and federal grants (Proposition 8 Broadband Infrastructure Grant and Next Gen 9-1-1 Grants). The fiscal impact for FY 2025 will be in the amount of \$587,393.19. The remaining funding for years two through five of this agreement in the amount of \$486,119.60 will come

from the Police Grants Fund (the remaining grant funding received from the Next Gen 9-1-1 Grant).

FUNDING DETAIL:

Fund:	Organization/Activity: 1061 – Police Grant
Organization/Activity:	89 – Grant and CIPs / 823909F Proposition 8 29
Department:	Police Department
Project # (CIP Only):	N/A
Account:	530000 – Professional Services
Amount:	\$263,845.60

Fund:	1061 – Police Grant
Organization/Activity:	89 – Grant and CIPs / 421009S Next Gen 9-1-1
Department:	Police Department
Project # (CIP Only):	N/A
Account:	530000 – Professional Services
Amount:	\$323,547.59

RECOMMENDATION:

Staff recommends approval of this motion for a five-year service agreement with Intrado Life and Safety, Inc., of Longmont, Colorado, for 911 software upgrades and support for the Corpus Christi Police Department.

LIST OF SUPPORTING DOCUMENTS:

Service Agreement Price
Sheet