



## **AGENDA MEMORANDUM**

Action Item for the City Council Meeting March 30, 2021

**DATE:** March 30, 2021

**TO:** Peter Zaroni, City Manager

**FROM:** Mike Markle, Chief of Police  
[MikeMa@cctexas.com](mailto:MikeMa@cctexas.com)  
361-886-2601

Josh Chronley, Interim Assistant Director of Contracts and Procurement  
[JoshC2@cctexas.com](mailto:JoshC2@cctexas.com)  
(361) 826-3169

### **A9-1-1 Location Data Management**

#### **CAPTION:**

Resolution authorizing a five-year service agreement in an amount not to exceed \$437,358.60 with Intrado Life and Safety, Inc. for the purchase of A9-1-1 Location Data Management to provide location data and phone numbers for 911 callers, with FY 2021 funding in the amount not to exceed \$43,735.86 available from the MetroCom Fund.

#### **SUMMARY:**

The contract will provide detailed location information (automatic number and location identification) from a 9-1-1 caller in MetroCom and then store it in the Power911 call-handling system. There is no on-site software associated with this agreement.

#### **BACKGROUND AND FINDINGS:**

The City's previous contract with Intrado Life and Safety, Inc. was a five-year service agreement for \$465,312.85, which updated the City's 911 system from analog to digital. The proposed contract will provide next steps, such as Text to 9-1-1 and other digital capabilities, in the continuous progression toward a fully digitally-integrated 911 service. This service is referenced as Next Generation 911 (NG911) and it will enhance the City's 911 system by creating a faster, more flexible, resilient, and scalable system that allows 911 to keep up with digital communication technology used by the public. NG911 is an Internet Protocol (IP) based system that allows digital information, such as voice, photos, videos, text messages and caller location data, from the public to be sent from Intrado to MetroCom and then onto police, fire, and EMS units responding to incidents. This generation of 911 technology will be mandated by the National Emergency Number Association (NENA) within the next three to five years for all public safety dispatch centers. As part of this agreement, Intrado also will upgrade existing circuits to handle the increase in speed required to process the new digital information.

There is no local software to upgrade. Intrado performs periodic updates to the Automatic Location

Information (ALI) platform and will notify customers when a maintenance event is scheduled. Training for the ALI 911Net Portal is provided by Intrado ALI analysts.

**PROCUREMENT DETAIL:**

This is a sole source procurement. Intrado Life and Safety, Inc., is the authorized and sole distributor for the A9-1-1 Data Location Data Management service.

**ALTERNATIVES:**

An alternative is to not purchase these services which will prevent the Corpus Christi Police Department from more effectively addressing emergencies throughout the City.

**FISCAL IMPACT:**

The fiscal impact for the Police Department in FY 2021 is an estimated amount of \$43,735.86 for this five-year service agreement. The remaining estimated \$393,622.74 will be budgeted in future years through the annual budget process. The amounts are estimated because monthly costs will vary depending on how many telephone numbers are in MetroCom's ALI database.

**FUNDING DETAIL:**

Fund:	1048	MetroCom
Organization/Activity:	11802	9-1-1 Call Delivery Wireline
Mission Element:	151	Respond to Law Enforcement Calls
Project # (CIP Only):	N/A	
Account:	530200	Telephone/telegraph
Amount:	\$43,735.86	

**RECOMMENDATION:**

Staff recommends approval of the resolution authorizing a five-year service agreement with Intrado Life & Safety, Inc., as presented.

**LIST OF SUPPORTING DOCUMENTS:**

Service Agreement  
Resolution  
Price Sheet