



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

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**File #: A 21-234, Version: 1**

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- a. Approve and authorize the Director of the Emergency Communications Department to sign a Statement of Work with AT&T, through California Master Purchase Agreement #4145-6, for an amount not to exceed \$466,494.29 to purchase fourteen additional VIPER 9-1-1 Phone System consoles, Satellite VIPER Node, installation, and 5 years of maintenance support; and
- b. Authorize the Director of the Emergency Communications Department to sign up to three Change Orders this Statement of Work where the total Change Orders do not exceed 10% (\$46,649) of the original contract amount and do not significantly change the scope of work.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Emergency Communications Department to sign a Statement of Work with AT&T, through California Master Purchase Agreement #4145-6, for an amount not to exceed \$466,494.29 to purchase fourteen additional VIPER 9-1-1 Phone System consoles, Satellite VIPER Node, installation, and 5 years of maintenance support; and
- b. Authorize the Director of the Emergency Communications Department to sign up to three Change Orders this Statement of Work where the total Change Orders do not exceed 10% (\$46,649) of the original contract amount and do not significantly change the scope of work.

### SUMMARY/DISCUSSION:

The Monterey County Emergency Communications Department (ECD) is a consolidated Public Safety Answering Point (PSAP) for 9-1-1 emergency and non-emergency calls as well as a radio dispatch facility serving 28 law enforcement, fire protection, and emergency medical response agencies throughout Monterey County.

This request is to add additional capabilities to the 9-1-1 system in Monterey County. Before 2020 the Emergency Communications Department has never had an alternate site to receive 9-1-1 calls. In FY2019-20, the Department, using available funds, began an effort to create an alternate site with the goal of creating a fully redundant site. This purchase of fourteen workstations and a satellite node will allow the Department to realize redundancy capabilities at the alternate site. The satellite node will allow redundancy of the 9-1-1 system. By continuing to partner with AT&T Public Safety Services, ECD reduces its troubleshooting resolution time and has increased capacity for network monitoring.

To provide background, in Fiscal Year 2019/20 ECD replaced its 9-1-1 Phone System with an upgrade to the Intrado VIPER call handling system through AT&T's Public Safety Services through State Master Purchase Agreement #4145-6. This new system provides automatic call distribution to ensure call takers are available for 9-1-1 calls and integrated Text to 9-1-1. This FY2019-20 purchase of the primary 9-1-1 phone system was heavily subsidized through State Emergency Telephone Number Account (SETNA) funding. The allotment to Monterey County was fully expended on the purchase of this 9-1-1 call handling equipment.

Once the alternate site is standalone, the County can request approval to become a Regional Consolidated Backup PSAP to not only provide service to Monterey County residents, but also neighboring jurisdictions. If approved as a Regional Backup, the State will fund the NG Network Connectivity to receive 9-1-1 calls.

OTHER AGENCY INVOLVEMENT:

County Counsel has approved this Statement of Work as to legal form. The Auditor-Controller, Information Technology Department, and Contracts/Purchasing have reviewed and approved this Statement of Work.

FINANCING:

\$273,000 will be paid in FY2020/21 and sufficient appropriations and revenues are included in the FY2020/21 Adopted Budget. \$193,494.29 will be paid in FY2021/22 and sufficient appropriations and estimated revenues are included in the FY2021/22 Recommended Budget. There are no anticipated costs in future fiscal years as 5 years of maintenance and support is included in these upfront costs.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This purchase correlates to the Board's Public Safety Strategic Initiative by allowing the Department of Emergency Communications to move towards a fully redundant alternative site to receive 9-1-1 calls.

Mark a check to the related Board of Supervisors Strategic Initiatives

☐ Economic Development  
☐ Administration  
☐ Health & Human Services  
☐ Infrastructure  
☒ Public Safety

Prepared by: John Vaught, Finance Manager, x8883

Approved by:

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Lee Ann Magoski x8880  
Emergency Communications Director

Attachments:  
Statement of Work  
Quote Summary - 6-May-21  
State of California Agreement 4156-6  
State of California Agreement 4156-6 - April 2022 Amendment  
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