



CITY OF PLANO COUNCIL AGENDA ITEM

CITY SECRETARY'S USE ONLY				
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory				
Council Meeting Date:		12/17/13		
Department:		Public Safety Communications		
Department Head		Susan Carr		
Agenda Coordinator (include phone #): Sharron Mason - Ext. 7247				
CAPTION				
Approve expenditure for the purchase of Maintenance Support for software and hardware of the 9-1-1 phone system for 911 Wireline Fees from Affiliated Telephone, Inc., a sole source provider for the City of Plano Vesta CS Meridian 9-1-1 Call Processing Equipment in the amount not to exceed \$101,202; authorizing its execution by the City Manager or his designee; and providing an effective date.				
FINANCIAL SUMMARY				
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP				
FISCAL YEAR: 2013-14	Prior Year (CIP Only)	Current Year	Future Years	TOTALS
Budget	0	105,834	0	105,834
Encumbered/Expended Amount	0	0	0	0
This Item	0	-101,202	0	-101,202
BALANCE	0	4,632	0	4,632
FUND(S): WIRELINE FEES				
COMMENTS: Funds are included in the FY 2013-14 911 Wireline Fees Adopted Budget to provide Maintenance Support of the 9-1-1 Phone System. Remaining balance will be used for other 911 Wireline Fees purchases. STRATEGIC PLAN GOAL: Providing Maintenance Support of the 9-1-1 Phone System relates to the City's Goal of a Financially Strong City with Service Excellence and a Safe Large City.				
SUMMARY OF ITEM				
Staff requests Council approval of the terms and conditions of a service agreement for Maintenance Support Services from Affiliated Telephone, Inc., the sole source provider for all hardware, software, and services, in an amount not to exceed \$101,202.50. Support services will include: Vesta CS System, Vesta with IRR for Radio, Vesta-View, Vesta 22 Button Add-On Module, Magic-MIS System (MagIC 4.0), ORION Mapping (MapStar), Monitoring & Response Support, Anti-Virus and Patch Management for a one (1) year period beginning on December 31, 2013 through December 31, 2014. (Contract No. 2014-71-X)				
List of Supporting Documents: Recommendation Memo			Other Departments, Boards, Commissions or Agencies	

Interoffice Memo

To: Susan Carr, Manager – Public Safety Communications

From: Melissa Tutton, 9-1-1 Technical Coordinator

Date: 11/26/13

Re: Maintenance Support for 9-1-1 phone system (12/31/2013 to 12/31/2014)

PSC is recommending that the maintenance contract with Affiliated Telephone, Inc., for the Vesta CS Meridian 9-1-1 Call Processing Equipment be renewed. This contract will cover maintenance for software and hardware required through December 31, 2014. This maintenance is necessary to maintain support for the equipment to ensure optimal system operations and current software releases. Without this maintenance support for the 9-1-1 call processing equipment we would not have 24 X 7 support. In the event of a software or hardware failure, we could lose 9-1-1 answering capabilities. There is no alternative option for maintenance of the 9-1-1 call processing equipment.

This support covers the following products used by PSC.

- Vesta CS System
- Vesta with IRR for Radio
- Vesta-View
- Vesta 22 Button Add-On Module
- Magic-MIS System (MagIC 4.0)
- ORION Mapping (MapStar)
- Monitoring & Response Support (24x7/365)
- Anti-Virus
- Patch Management

Cassidian, an EADS Company, is the manufacturer of the equipment and Affiliated Communications, Inc., a channel partner, is the sole source provider of the maintenance for Cassidian.

We recommend purchasing this maintenance for the total price of \$101,202.50 from the sole source vendor, Affiliated Communications, Inc. out of the 9-1-1 Wireline Fund Balance.