



# Decision Memo

## Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Mar 6, 2023

MinuteTraq (IQM2) ID #:

Department Requisition #: 922020/5866-1

|                                     |                               |
|-------------------------------------|-------------------------------|
| Requesting Department: ETSB         | Department Contact: Eve Kraus |
| Contact Email: etsb911@dupageco.org | Contact Phone: 630-550-7743   |
| Vendor Name: AT&T Inc.              | Vendor #: 10008               |

**Action Requested** - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Request for Change Order #1 to AT&T Inc. Purchase Order 922020/5866-1 to complete the Vesta 9-1-1 Call Handling system and Avaya re-configuration within each PSAP to make them independent of each other. The attached pricing schedule MA Reference No: 15369UA, pricing document, and equipment lists will supersede the pricing schedule of the same name dated 20220610-6796 and additional documents of the original award. Total amount of change order: \$106,202.51.

**Summary Explanation/Background** - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

In May 2022, DU-COMM reported having trouble with silent inbound and outbound administrative calls. Over the next few months, the issues experienced were outlined by PSAP and ETSB staff and investigated by AT&T. Equipment recommended by AT&T was replaced in order to attempt to isolate the issues experienced. The issues were tracked daily and a summary of testing results has been provided by AT&T. At the request of the PSAPs, a complete system review of the current design and potential system improvement was completed by AT&T. AT&T identified the network as the source of the recent failure and recommended the PSAPs split up the call handling equipment so that each PSAP operated independently.

### Strategic Impact

Quality of Life

Select one of the six strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

AT&T Public Safety Sales and Motorola recommended each PSAP be on their own systems to support both 9-1-1 and administrative calls as each PSAP operates in a unique environment. Transitioning from a geo-diverse system to two standalone systems will provide levels of redundancy and resiliency. Today when the CPE network goes down it affects both PSAPs whereas the separation would allow one PSAP to continue standing.

**Source Selection/Vetting Information** - Describe method used to select source.

An RFP was compiled for the equipment necessary to complete the separation of the systems. Upon review of the original contract and the necessary services and equipment needed, the State's Attorney's Office deemed the additions unsuitable for bidding and recommended a change order be pursued.

**Recommendations/Alternatives** - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approve Change Order #1 and allow for the procurement of additional equipment and services to separate the shared call handling system between the PSAPs.
2. Deny Change Order #1 and further phone issues could occur.

**Fiscal Impact/Cost Summary** - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

Sufficient funds were budgeted in FY23 in 4000-5820-54110 in the amount of \$1.9M.