

**APPROVED**  
BY THE CITY COUNCIL

**MAR 30 1999**

OFFICE OF THE  
CITY CLERK



1.10

**CITY OF SACRAMENTO**  
CALIFORNIA

DEPARTMENT OF  
ADMINISTRATIVE SERVICES

KEN NISHIMOTO  
DIRECTOR

**March 30, 1999**

1000 I STREET  
SUITE 120  
SACRAMENTO, CA  
95814-2601

PH 916-264-7205  
FAX 916-264-5087

*Grant 99-003  
CC 99-146*

City Council  
Sacramento, California

Honorable Members in Session

**SUBJECT:** 9-1-1 TELEPHONE SYSTEM REPLACEMENT

**LOCATION AND COUNCIL DISTRICT:** Citywide

**RECOMMENDATION:** That the City Council approve staff recommendation to replace the City's existing 9-1-1 telephone system and accept State of California funding for the 9-1-1 system replacement in the amount of \$1,352,998.87. That the City Council also authorizes the suspension of formal competitive bidding and purchase of the new improved 9-1-1 system from GTE California Inc. in the amount of \$1,352,998.87.

**CONTACT PERSON:**

Richard Daniels, Telecommunications Systems Manager, 264-8512  
Patricia McGeary, Asst. Communications Center Manager, 264-8107

**FOR COUNCIL MEETING OF:** March 30, 1999

**SUMMARY:**

The City's 9-1-1 telephone system is 5-years old, handles over 1,000,000 calls per year, is not Year 2000 (Y2K) compliant and needs to be replaced with a new state-of-the-art telephone system prior to January 1, 2000.

The State of California, Department of General Services, Telecommunications Division, Emergency Telephone Systems Section provides statewide funding for replacement of 9-1-1 telephone systems and has committed funding in the amount of \$1,352,998.87 for the replacement of the City's 9-1-1 phone system.

City Council  
RE: 9-1-1 Telephone System Replacement  
Page 2

A selection committee consisting of City users and technical staff determined that the CML Technologies model ECS-1000 Telephone system, provided by GTE, was functionally superior to all other models considered. Therefore, the committee selected the GTE/CML system and the State of California, committed to fully fund the system.

**COMMITTEE/COMMISSION ACTION:**

There was none required for this report.

**BACKGROUND INFORMATION:**

The City of Sacramento's 9-1-1 telephone system and associated administration telephone system located at 111 Bercut Drive, is 5-years old and needs to be replaced. The system was installed in 1994, it has been used continuously 24-hours per day, 7-days per week since that date.

The existing system handles all 9-1-1 and other emergency calls for the City's primary Public Safety Answering Point (PSAP) which is operated by the Police Department. Fire and Emergency medical calls are transferred to Sacramento Regional Fire/EMS secondary PSAP for dispatch. The phone system currently handles over 1,000,000 calls per year and is worn out to the point where it needs to be replaced. Additionally, the old system is not Y2K compliant.

City staff formed a committee consisting of Police Department communications center user personnel and Administrative Services Department technical staff. The committee investigated and reviewed all known 9-1-1 phone systems that would be suitable for a large communications center. The committee checked systems for 84 areas of compliance and concluded that the CML phone system, provided by GTE, was the most compliant. Any additional delay in implementing this telephone system could seriously impede the PSAP's emergency call handling capability, as the current phone system is not Y2K compliant. The new GTE/CML 9-1-1 phone system is Y2K compliant. Additionally, the new system is representative of a new generation of 9-1-1 service comprised of "intelligent workstations" that successfully integrates the functionality of telephony and computers. It is fully compatible with an evolving 9-1-1 technology that is becoming more and more complex.

**FINANCIAL CONSIDERATIONS:**

The State of California, Department of General Services, Telecommunications Division, Emergency Telephone Systems Section has approved funds in the amount of \$1,352,998.87 for replacement of the City of Sacramento's 9-1-1 phone system which includes five (5) years of ongoing maintenance.

The State's approval is a lease purchase that includes monthly payments to be made by the State to GTE in the amount of \$22,549.98 for sixty months. At the end of sixty months, ownership of the equipment will be turned over to the City at no cost.

City Council  
RE: 9-1-1 Telephone System Replacement  
Page 3

The State of California is legally obligated under government code 53100 to fund 9-1-1 phone systems and has furnished written approval and commitment to the City; consequently, the replacement phone system will be at no cost to the City.

**ENVIRONMENTAL CONSIDERATIONS:**

Does not apply to this project.

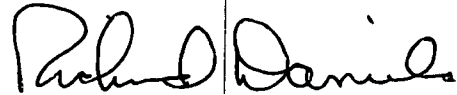
**POLICY CONSIDERATIONS:**

The replacement of the 9-1-1 system is consistent with the City's policy to provide public safety emergency services to the general public. The recommendation to suspend formal competitive bidding for the purchase of the new system deviates from the City's standard bidding provisions and requires a two-thirds vote of the Council, in accordance with the provisions of City Code Section 57.04.401(c).

**MBE/WBE EFFORTS:**

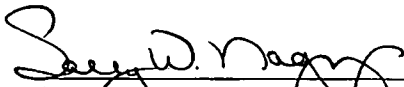
There are no known MWBE vendors that provide 9-1-1 telephone equipment.

Respectfully submitted,

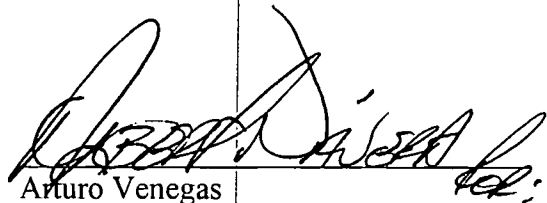


Richard Daniels,  
Telecommunications Systems Manager

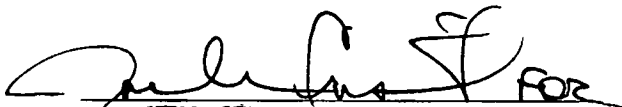
**RECOMMENDATION APPROVED:**



Sally W. Nagy,  
Chief Information Officer



Arturo Venegas  
Police Chief



ROBERT P. THOMAS  
City Manager

**APPROVED**  
BY THE CITY COUNCIL

**MAR 30 1999**

OFFICE OF THE  
CITY CLERK

**RESOLUTION NO. 99-146**

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON DATE OF \_\_\_\_\_

RESOLUTION ACCEPTING A NEW 9-1-1  
EMERGENCY TELEPHONE SYSTEM, INCLUDING  
FIVE YEARS OF MAINTENANCE FROM GTE  
CALIFORNIA, INC.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO:

1. That the City Council hereby accepts and approves the purchase of the replacement 9-1-1 telephone system, and the purchase of 5-years of ongoing maintenance from GTE California Inc., in the amount of \$1,352,998.87 which will be paid under the terms of the State contract at the monthly rate of \$22,549.98 for sixty months by the State of California directly to G.T.E. California Inc.
2. The suspension of formal competitive bidding in the amount of \$1,352,998.87 is authorized.
3. Authorizes City staff to execute necessary documents.

\_\_\_\_\_  
MAYOR

ATTEST:

\_\_\_\_\_  
CITY CLERK

**FOR CITY CLERK USE ONLY**

RESOLUTION NO.: \_\_\_\_\_

DATE ADOPTED: \_\_\_\_\_



**TELECOMMUNICATIONS DIVISION**

601 Sequoia Pacific Boulevard • Sacramento, CA 95814-0282 • (916) 657-9903

Grant  
99-003

March 12, 1999

**APPROVED**  
BY THE CITY COUNCIL

**MAR 30 1999**

OFFICE OF THE  
CITY CLERK

RECEIVED  
TELECOMMUNICATIONS DIV.  
CITY OF SACRAMENTO, CA  
99 MAR 17 PM 3:37

Mr. Richard R. Daniels  
Telecommunications Manager  
City of Sacramento  
1000 I Street  
Sacramento, CA 95814

Dear Mr. Daniels:

This correspondence is in response to your letter dated January 11, 1999. In your letter you requested State 911 Program funding for the replacement of your existing 911 equipment.

You have selected GTE to provide a CML ECS 1000 911 call taking system and Norstar Automatic Call Distributor (ACD) for your upgrade and replacement. Your letter was accompanied by a State TD-280 document that outlined the costs for the new service and equipment.

Your request for funding is approved. Included with this correspondence is a copy of the TD-280 document, marked approved by this office. A copy of the enclosed has been sent to Ralph Grimes and Kelly Castillo at GTE as well.

Congratulations on your new CML ECS 1000 / Norstar ACD 911 service. This system is representative of a new generation of 911 service, comprised of "intelligent workstations" that successfully integrates the functionality of telephony and computers. It will be fully compatible with an evolving 911 technology that is becoming more and more complex.

Please call me at (916) 657-9180 with any questions about this information or about any aspect of your 911 service.

Sincerely,

DIANE OSBORNE  
Telecommunications Systems Analyst  
Emergency Telephone Systems Section

DCO:ri:c:\letters\osbornel\sactoml.doc

Attachment

cc: Ralph Grimes, Senior Account Manager, GTE  
Kelly Castillo, Administrative Assistant, GTE  
Patty McGeary, PSAP Manager, Sacramento Police Department

Date Prepared 12-29-98	County Sacramento	Page 1	of 3
---------------------------	----------------------	-----------	---------

Public Agency Responsible for Operation  
**Sacramento Police Department**

PSAP Location 111 Bercut Drive Sacramento, CA 95814	Manager Richard Daniels
--	----------------------------

Manager's Address 1000 I Suite 180 Street, Sacramento, CA 95814	Manager's Telephone 916-264-8512
--	-------------------------------------

Name Kelly Castillo	Company GTE	Telephone (805) 230-3519
------------------------	----------------	-----------------------------

TELEPHONECOMPANY OR VENDOR REPRESENTATIVES  
 Address  
 2801 Townsgate Rd., Suite 126, Thousand Oaks, Ca 91361

Lease

Purchase

Overall Description of Activity (incl BTN)	EQUIP CODE	QUANTITY	MONTHLY UNIT PRICE	MONTHLY CHARGE	NON-RECURRING UNIT CHARGE	NON-RECURRING TOTAL
<b>This TD 280 is issued to replace an existing 15 Trunk, 15 Position 911 system with a 18 Position 15 Trunk CML ECS 1000 911 call taking system</b>						

TOTALS:

OFFICIAL AUTHORIZED TO SIGN FOR THE RESPONSIBLE	Name and Title Richard Daniels Manager Telecommunications <i>Richard Daniels</i>	Signature	Agency Sacramento Police
	PUBLIC AGENCY	Address 1000 I St Sacramento, CA 95814	Telephone 916-264-8512

APPROVED BY  
*Rene Osborne*  
For Director of Technical Services  
Telecommunications Division

3-12-99

Sacramento Police Department	QTY	Unit	Total	Total
Quantity	Mat. Code	City	Monthly	Monthly
<b>Sacramento Police Department 17 Trk.- 20 Pos.</b>				
<b>Equipment</b>				
CS-1000 Multiple Shelf Version	333768	1	\$761.67	\$761.67 \$0.00
includes the Following:				
- Core Modules (AP, Mixer and Tone Decoder)				
- 4 Analog 9-1-1 Incoming Trunks, 2 Analog Telephone Lines				
- 2 Dedicated Answering Position Ports (Voice and Data Ports Included)				
- 1 ALI Interface Port, 1 Remote Maintenance Port (Includes External Modem)				
- ANI Ring Back for Multiple Area Codes (1024 entries)				
- 2 Equipment Shelves, Cabinet and Power Supplies				
- Power Source : 48 VDC				
- ANI Ring Back for Multiple Area Codes (1024 entries)				
Add the Digital Power Monitor Module with Alarm Relays	363078	1	\$22.02	\$22.02 \$0.00
Add AC/DC Power Supply to Change the Power Source to 115 VAC	392721	1	\$18.90	\$18.90 \$0.00
Dial out Data Port for ANI ALI Fax Transfers (RS232)	465307	3	\$25.48	\$76.44 \$0.00
Hot Standby Redundancy for the Core Modules (AP, Mixer and Tone Decoder)	333685	1	\$219.35	\$219.35 \$0.00
N+1 Redundancy on the DC/DC Power Supplies	374091	1	\$38.70	\$38.70 \$0.00
N+1 Redundancy on the AC/DC Power Supply	374092	1	\$17.17	\$17.17 \$0.00
Duplicated Ring Generator Modules	363872	1	\$18.56	\$18.56 \$0.00
Analog 9-1-1 Incoming Trunks	374093	11	\$15.81	\$173.91 \$0.00
Dedicated Answering Position Port -RS232 (Voice/Data)	333698	18	\$38.21	\$687.78 \$0.00
Analog Telephone Line	333710	58	\$21.83	\$1,266.14 \$0.00
Analog Ring Down Line	333711	46	\$21.83	\$1,004.18 \$0.00
Additional Shelf with Appropriate Power Supply	333716	1	\$566.08	\$566.08 \$0.00
Logging Recorder Interface (4 ports with relay contacts)	391824	2	\$36.25	\$72.50 \$0.00
MF / DTMF Module	361997	1	\$40.92	\$40.92 \$0.00
TDD Module (8 ports)	360916	3	\$55.50	\$166.50 \$0.00
ALI Interface Port - RS232	333715	1	\$25.48	\$25.48 \$0.00
CAD Interface Port -RS232	362000	1	\$25.48	\$25.48 \$0.00
Automatic Centralized ALI Printout/ Five Call History Interface Port (RS-232)	362003	1	\$25.48	\$25.48 \$0.00
Statistical Computer / Call Report Interface Port (RS232)	363876	1	\$36.25	\$36.25 \$0.00
Emergency call history output interface (RS232)	362013	1	\$36.25	\$36.25 \$0.00
SMART Position Interface Port - (RS232)	343477	1	\$36.25	\$36.25 \$0.00
256 System-Wide Voice Automated Dial Out Numbers (VADONs)	392354	1	\$15.58	\$15.58 \$0.00
64 System-Wide Data Automated Dial Out Numbers (DADONs)	392356	1	\$0.00	\$0.00 \$0.00
64 System-Wide Speed Calling Codes for Central Office Transfers	392358	1	\$0.00	\$0.00 \$0.00
28 Call-Taker Passwords	392361	1	\$15.58	\$15.58 \$0.00
9-1-1 Call Waiting Recorded Announcement Interface (4Ports)	392364	2	\$36.25	\$72.50 \$0.00
Digital Voice Announcer (6 Lines,Msg,64 Sec. Memory)	535558	1	\$92.00	\$92.00 \$0.00
Main system UPS 3.1kva	563818	1	\$69.96	\$69.96 \$0.00
UPS By Pass SW.	493705	1	\$13.66	\$13.66 \$0.00
<b>T Position</b>				
HP Vectra VL Desktop Pentium 266 MHz 32MB / 2.5GB '95 (D4593A)	559458	1	\$56.39	\$56.39 \$0.00
HP 15" SVGA Monitor	53559	2	\$16.34	\$32.68 \$0.00
SMART Maintenance Software	333728	1	\$566.08	\$566.08 \$0.00
SMART Management Information System (MIS) Software	333729	1	\$566.00	\$566.00 \$0.00
SMART System Reconfiguration Software	333730	1	\$78.56	\$78.56 \$0.00
Feature - Statistics and CDR on Disk	535038	1	\$19.31	\$19.31 \$0.00
Lexmark 2380 Plus Parallel Printer	535551	1	\$16.71	\$16.71 \$0.00
Parallel Printer Cable - 10 Feet (DB-25 Male to Centronics 36 Male)	538013	1	\$0.38	\$0.38 \$0.00
Spectra ACD Wall Board Model 4160c	535042	4	\$127.99	\$511.96 \$0.00
<b>ERING Positions</b>				
Sentinel 9-1-1 IRR with HP Kayak XA D5754N Computer	TBD	18	\$267.08	\$4,807.44 \$0.00
-Mini Tower Pentium II 400 MHz, 64 MB, 4.3 GB HD, 24X CD, MS-Windows NT 4.0				
15" LCD Flat Panel - Touch Screen Monitors	TBD	18	\$94.08	\$1,693.44 \$0.00
New Style Headset Line Interface Module (HLIM)	364622	18	\$35.08	\$631.44 \$0.00
Internal CML I/O Module (Requires New Style HLIM Module for Operation)	535514	18	\$14.04	\$252.72 \$0.00
D-Link 16-Port Network Hub (10 Base-T / RJ45)	541706	2	\$7.64	\$15.28 \$0.00
HP DeskJet Color Printer	550327	2	\$23.49	\$46.98 \$0.00
Parallel Printer Cable - 10 Feet (DB-25 Male to Centronics 36 Male)	538013	1	\$0.38	\$0.38 \$0.00
GN Netcom Conv. Headset	541681	18	\$2.75	\$49.50 \$0.00
GN Netcom Modular Adapter	541683	18	\$2.18	\$39.24 \$0.00
Work Station UPS - 720VA/500W 5 MIN	553726	20	\$22.11	\$442.20 \$0.00
Monitor, Keyboard and Mouse Cable Extensions 15'	TBD	18	\$2.33	\$41.94 \$0.00
25 Pair Cable	467390	2	\$22.96	\$45.92 \$0.00
Keyboard Arbitrator	501255	18	\$23.90	\$430.20 \$0.00
Earth Quake Bracing Kit	TBD	2	\$23.90	\$47.80 \$0.00



**NORSTAR:**

NORSTAR KSU 0x32 W/PWR SUPPLY	397629	2	\$12.22	\$24.43	\$0.00
CARTRIDGE TRUNK LS/DS ANALOG	34829	15	\$4.68	\$70.25	\$0.00
USA MICS XC 4.0 SFTWR W/ENGL DOCS	566994	1	\$21.17	\$21.17	\$0.00
VIDEO NORSTAR END USR TRAINNING	554538	2	\$0.06	\$0.12	\$0.00
DEVICE FAST REMOTE ACCESS (FASTRAD)	567888	2	\$3.47	\$6.93	\$0.00
MODULE FIBER TRUNK	348362	4	\$5.50	\$22.00	\$0.00
POWER BAR	330608	4	\$0.25	\$1.00	\$0.00
CARTRIDGE EXP 6PT FIBER MICS	348337	2	\$12.22	\$24.43	\$0.00
MODULE STATION W/MWI	516970	4	\$13.03	\$52.13	\$0.00
PHONE M3710 ASH W/BNDRY MIC ADA COMP	394159	38	\$2.88	\$109.57	\$0.00
MODULE FIBER STATION	397630	1	\$9.57	\$9.57	\$0.00
CONDITIONER POWER AC CP-1105	853757	1	\$4.24	\$4.24	\$0.00
NA MICS 4.0 S/W WITH ENG DOCS	566995	1	\$13.85	\$13.85	\$0.00
UPS FE500VA/350W	498463	1	\$13.85	\$13.85	\$0.00
M8417 2 LINE W/HF BLK	375903	1	\$2.27	\$2.27	\$0.00
EDAC BASE UNIT (D/A CINVERTER)	408684	2	\$5.10	\$10.20	\$0.00
EDAC SINGLE PORT CARD	408685	6	\$2.85	\$17.11	\$0.00
POWER SUPPLY EDAC 115V W/COR	408686	2	\$1.64	\$3.28	\$0.00
CABLE 4/24 UTP 1061C CM CAT5 GRV (1000FT)	477718	2	\$1.83	\$3.67	\$0.00
LABOR	N/A	1	\$30.78	\$30.78	\$0.00
MAINTENANCE 5 YEARS	N/A	1	\$253.48	\$253.48	\$0.00

694.31

Page 3 of 3

Cranford Police Department		GTE		Unit	Total	Total
Rebills		Mat. Code	Qty	Monthly	Monthly	NRC
<b>ATISTICAL PACKAGE</b>						
INFORMER Call Reporter (16 and up Positions)	515798	18	\$42.01	\$756.18	\$0.00	
HP VECTRA VE Desktop Pentium 266MHZ 32MB/2.5GB HD WIN95	559458	1	\$56.24	\$56.24	\$0.00	
HP 15" SVGA Monitor	535559	1	\$16.34	\$16.34	\$0.00	
HP Vectra VE Shure Store CD Writer Plus 7200i	TBD	1	\$20.25	\$20.25	\$0.00	
HP DeskJet COLOR PRINTER	550327	1	\$23.49	\$23.49	\$0.00	
PARALLEL PRINTER CABLE 10'	538013	1	\$0.38	\$0.38	\$0.00	
Minor Materials	TBD	1	\$53.16	\$53.16	\$0.00	
Total System W/O finance charge				\$ 17,628.19		
Finance Charge (@ 10.15%)				\$4,921.79		
Total System Cost				\$22,549.98		
Months (of contract)				X 60		
Total Contract Cost (5 years)				\$1,352,998.87		
Cost per Workstation				\$1,186.84		

APPROVED BY

*Marie O'Boone*

For Department of General Services  
Telecommunications Division

3-12-99