



City of Aurora

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Cover Memorandum

File Number: 21-0281

Agenda Date: 5/11/2021

Version: 1

Status: Passed

In Control: City Council

File Type: Resolution

Agenda Number:

TO: Mayor Richard C. Irvin

FROM: Matt Thomas, Support Services Commander
Jacqueline Hobday, Director Emergency Communications 911
Jeff Anderson, Deputy CIO

DATE: April 19, 2021

SUBJECT:

Requesting approval to award three change requests to Next Generation 911 (NG911) phone system project to Intrado Life and Safety Solutions, Corp (originally approved under R20-143 in July 2020 for \$1,251,110. These changes are: to Intrado Life and Safety Solutions for \$20,160, to Word Systems, LLC for \$6,690 and to Sentinel Technologies, Inc. for \$14,822 for integration with the Intrado Viper NG911 phone system.

PURPOSE:

On July 28, 2020, The Aurora City Council approved the selection of the Intrado Viper Next Generation 911 (NG911) system to replace the existing Patriot 911 system to comply with the next generation 911 State mandate.

The implementation of the NG911 system is currently underway and technical design completion has revealed the need for additional equipment and services to integrate the NG911 system with the current City telephony and 911 recording systems.

BACKGROUND:

At the time of selection, it was understood that the NG911 system could fully operate as a part of the City's network using existing equipment. During technical design, it was determined that the NG911 solution needed two additional routers to integrate with the City's network. Intrado will supply these routers as part of the complete NG911 system at a monthly cost of \$336 which is \$20,160 over the 60-month term of the contract.

The City utilizes the NICE Recording system (NICE) for logging and synchronizing 911 calls placed to the City's 911 Call Center. To integrate the NICE system with the NG911 system, additional services are required from Word Systems, LLC, totaling \$6,690.

The City utilizes the Cisco Unity Call Manager system (Call Manager) for all inbound and outbound calls to City locations. To integrate Call Manager with the NG911 system, additional services are required from Sentinel Technologies, Inc., totaling \$14,822. Sentinel is the City's existing partner for Cisco equipment and services.

DISCUSSION:

During technical design of the NG911 project, it was determined that to comply with the State-mandated next generation 911 mandate, three additional integrations were needed with existing City systems.

The NG911 system needs to be integrated with the City network, but also be isolated to ensure appropriate levels of service. To accomplish this, Intrado will supply and maintain two routers that will provide a specific subnetwork for the NG911 system.

The NICE system integration requires acquisition of services directly from Word Systems, LLC as they are the sole provider of the NICE system.

Sentinel Technologies has been the provider of Cisco equipment and services to the City for many years and in fact built much of the existing Call Manager system. City staff determined that Sentinel's in-depth knowledge of the City's existing telephony infrastructure made them the clear choice to provide this integration.

These two integrations are a part of the 2020 Decision package that was carried over into the 2021 budget at \$782,000 for the upgrade/replacement of the E911 phone system (page 169 of the adopted 2021) budget. Account number 211-3537-421.38-13.

IMPACT STATEMENT:

Without the implementation of these two integration points, the City will be unable to meet the State mandate to supply NG911 services.

RECOMMENDATIONS:

It is recommended to approve the aforementioned purchases.

cc: Finance Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____
DATE OF PASSAGE _____

A Resolution requesting approval for additional contracts as a part of the Intrado Next Gen E911 system improvements to Intrado Life and Safety Solutions for \$20,160, to Word Systems, LLC for \$6,690 and to Sentinel Technologies, Inc. for \$14,822 for

integration with the Intrado Viper NG911 phone system.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the City of Aurora Police Department's E911 division seeks to deploy a Next Generation 911 (NG911) system to replace the existing Patriot 911 system to comply with next generation 911 State mandate, and

WHEREAS, implementation of the NG911 system requires integration with the City's 911 call recording software, and

WHEREAS, implementation of the NG911 system requires integration with the City's existing Cisco telephone system; and

WHEREAS, These two integrations are a part of the 2020 Decision package that was carried over into the 2021 budget at \$782,000 for the upgrade/replacement of the E911 phone system (page 169 of the adopted 2021) budget Account number 211-3537-421.38-13. .

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: approves change requests to Next Generation 911 (NG911) phone system project to Intrado Life and Safety Solutions, Corp. for \$20,160, to Word Systems, LLC for \$6,690 and to Sentinel Technologies, Inc. for \$14,822 for integration with the Intrado Viper NG911 phone system.