



Office of the City Manager

CONSENT CALENDAR
September 15, 2020

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Department of Information Technology

Subject: Contract No. 122411-2 Amendment: Communication Strategies for Consulting Services for Voice over IP (VoIP) 911 Compliance

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 122411-2 with Communication Strategies for Consulting Services for Voice over IP (VoIP) Support and Maintenance, increasing the contract amount by \$6,000 for a total not-to-exceed amount of \$82,811 from July 1, 2017 to June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the one-time additional consulting services in the amount of \$6,000 will be appropriated as part of the First Amendment to the FY 2021 Annual Appropriations Ordinance in the Department of Information Technology's Fiscal Year (FY) 2021 IT Cost Allocation fund as itemized below.

\$6,000	<i>FY 2021: Consulting Services</i> Budget Code: 680-35-363-380-0000-000-412-612990 (IT Cost Allocation, Information Technology, Professional Services)
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\$6,000	Total FY 2021: Professional Services
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CURRENT SITUATION AND ITS EFFECTS

The City is upgrading its Voice over Internet Protocol (VoIP) phone system. Part of this upgrade includes efforts to comply with Kari's Law and Ray Baum's Act, two new FCC regulations that ensure the safety of City staff while making 911 phone calls from City desk phones.

Kari's law mandates that any multi-line telephone system (MLTS), like the City's, allow users to dial 9-1-1 without having to dial a prefix, like 9 or 0. In other words, to dial 9-1-1, there's no extra 9 needed. The City's Avaya VoIP phone system is capable of doing this, but was initially configured in 2013 to dial 9-9-1-1 for an emergency call. All City phones have an "Emergency" button programmed on it that will automatically dial 9-9-1-1, however this does not meet the current mandate of Kari's Law.

Ray Baum's Act requires that a "dispatchable location" is conveyed with 911 calls to dispatch centers. A dispatchable location consists of a valid street address of the caller, and may include additional information such as suite or apartment. The City's current phone system provides address information for all calls through AT&T's e911 database, however as the City upgrades both its phone system and the inbound and outbound communication lines for both normal and emergency calls, we will need to review, update, and ensure the successful migration of this information to ensure compliance with Ray Baum's Act.

Communication Strategies has helped many agencies comply with both Kari's Law and Ray Baum's Act, and will assist the City of Berkeley in both of these efforts.

The efforts to comply with Kari's Law and Ray Baum's Act is critical to advancing the City's strategic goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities, as well as provide improved safety for both staff and visitors to City facilities.

BACKGROUND

In August 2013, the City implemented the VoIP system across the downtown campus, including City Hall, 1947 Center Street, the Public Safety Building, the Rent Board, and the Corpyard. Throughout the rest of 2013 and 2014, the City completed infrastructure and bandwidth upgrades at all remote locations, to support VoIP phones at all remote locations.

In July 2019, the City contracted with Communication Strategies to assist with developing the requirements for a Request for Proposals (RFP) for a new Voice Over IP (VoIP) support and maintenance vendor, and to assist with reviewing the proposals to help the City make a final selection.

In August 2019, the Federal Communications Commission (FCC) adopted rules to implement two laws enacted to strengthen emergency calling. First, the FCC took action to implement Kari's Law, which requires multi-line telephone systems (MLTS) to enable users to dial 911 directly, without having to dial a prefix (such as a "9") to reach an outside line. Kari's Law also requires MLTS to provide notification, such as to a front desk or security office, when a 911 call is made in order to facilitate building entry by first responders.

Second, pursuant to Section 506 of RAY BAUM'S Act, the FCC adopted rules to ensure that "dispatchable location" information (meaning the validated street address, plus additional information such as suite, apartment, or similar information necessary to adequately identify the location of the calling party) is conveyed with 911 calls so that first responders can be quickly dispatched to the caller's location. The new rules apply improved location requirements to MLTS (as well as to fixed telephony, interconnected Voice over Internet Protocol (VoIP) services, Telecommunications Relay Services (TRS), and mobile texting services).

ENVIRONMENTAL SUSTAINABILITY

Communication Strategies will be able to conduct the majority of their work remotely, limiting greenhouse gas emissions associated with travel time to and from City offices for on-site meetings.

RATIONALE FOR RECOMMENDATION

Communication Strategies was established in 1987 with a core belief in client advocacy, and has grown to become one of the most experienced and well-respected voice and IT communications consulting companies in California, specializing in enterprise and government consulting services.

The Department of Information Technology (DoIT) also has direct experience with Communication Strategies, working with them to assist with developing the requirements for a Request for Proposals (RFP) for a new Voice Over IP (VoIP) support and maintenance vendor, and to assist with reviewing the proposals to help the City make a final selection. Communication Strategies has proven to be knowledgeable and competent in the field of communications, and presented themselves as a good fit for this project as well.

ALTERNATIVE ACTIONS CONSIDERED

The City considered implementing phone system changes to comply with Kari's Law and Ray Baum's Act independently, however given the critical nature of these public safety efforts, staff decided to work with an expert in the voice and IT communications field to assist with this process.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6525

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 122411-2 AMENDMENT: COMMUNICATION STRATEGIES FOR
CONSULTING SERVICES FOR VOICE OVER IP (VOIP) 911 COMPLIANCE

WHEREAS, The City is upgrading its Voice over Internet Protocol (VoIP) phone system, and part of this upgrade includes efforts to comply with Kari's Law and Ray Baum's Act, two new FCC regulations that ensure the safety of City staff while making 911 phone calls from City desk phones; and

WHEREAS, Kari's Law and Ray Baum's Act require all multi-line phone systems to provide direct dialing to 911, including providing location information to dispatch centers; and

WHEREAS, The Department of Information Technology previously worked with Communication Strategies to develop the RFP for VoIP support contracts and Communication Strategies is an expert in the voice and IT communications field and has helped many agencies comply with Kari's Law and Ray Baum's Act; and

WHEREAS, Funding for the one-time additional consulting services in the amount of \$6,000 will be appropriated as part of the First Amendment to the FY 2021 Annual Appropriations Ordinance in the Department of Information Technology's Fiscal Year (FY) 2021 IT Cost Allocation fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 122411-2 with Communication Strategies for Consulting Services for Voice over IP (VoIP) 911 Compliance, increasing the contract amount by \$6,000 for a total not-to-exceed amount of \$82,811 from July 1, 2017 to June 30, 2021.