New Business #16

COUNTY AGENDA REQUEST

Department:	911 Communications	Presenter(s):	Cheryl L. Rogers
Meeting Date:	Thursday, June 26, 2014	Type of Request:	New Business

Wording for the Agenda:

Consideration of staff's request to upgrade the current 911 Telecommunications Systems from VESTA to VESTA 4.0, for Fiscal Year 2015, in an amount not to exceed $462,531.00.

Background/History/Details:

The Telecommunications Systems currently in use by the 911 Communications Center was purchased in 2004, and it is coming to its end of life in October this year. The system is at it's full functional capability and cannot be expanded to allow for the new Emergency Operations Center or the two additional positions in the radio room. Since the Emergency Operations Center is the backup location for the radio room, it is imperative that it have all the telephonic capability of the actual 911 Communications Center.

Technology has exceed the abilities of the current system to meet expectations of the citizens to provided them with wireless location and text to 911 as they have come to expect. By upgrading the current system instead of purchasing a new system, the County will save thousands of dollars by preserving the current operator licenses. The visual context on the communications officers monitors will provide an almost seamless transition for those working in the radio room.

The VESTA system is available under statewide contract with Motorola. While the contract is under review for extension, it currently is set to end on June 30, 2014. Most of the funding is included in the Fiscal Year 2015 budget, which was scheduled for approval prior to this agenda request. This project has been made part of the CIP budget and will have a total cost of $462,531.00, of which $373,185.00 will come from 911 Communications and the remaining $89,346.00 coming from Fire and Emergency Services funds.

What action are you seeking from the Board of Commissioners?

Consideration of staff's request to upgrade the current 911 Telecommunications Systems from VESTA to VESTA 4.0, for Fiscal Year 2015, in an amount not to exceed $462,531.00.

If this item requires funding, please describe:

Funding will come from the 911 Communications budget and the Emergency Management Agency's M&O budget.

Has this request been considered within the past two years?	No	If so, when?	
Is Audio-Visual Equipment Required for this Request?*	No	Backup Provided with Request?	Yes

**** All audio-visual material must be submitted to the County Clerk's Office no later than 48 hours prior to the meeting. It is also your department's responsibility to ensure all third-party audio-visual material is submitted at least 48 hours in advance.***

Approved by Finance	Yes	Reviewed by Legal	
Approved by Purchasing	Yes	County Clerk's Approval	Yes
Administrator's Approval			

Staff Notes:

The upgrade of the VESTA 4.0 System is a Capital Project and is part of the proposed Capital Improvement Project (CIP) Fiscal Year 2015 Budget.

Fayette County GEORGIA

Where Quality Is A Lifestyle

To: Steve Rapson

From: Ted L. Burgess

Date: June 26, 2014

Subject: Upgrade VESTA Call Take System

E 9-1-1 Communications is in need of an upgrade to their telecommunications system, which was installed in 2004. They currently use the VESTA system. It is a multi-media platform which provides call handling and control, dial directory, desktop user interface and other functions.

A new Emergency Operations Center (EOC) is being constructed beside the E 9-1-1 Communications Command Center. In addition to being a command-and-control center in the event of a disaster or other emergency, the EOC will serve as backup for E 9-1-1. The current VESTA system cannot be expanded for EOC use, as well as two positions added to E 9-1-1 operations. Due to the technical nature and proprietary systems used in telecommunication, E 9-1-1 Communications is requesting to purchase an available upgrade to VESTA 4.0.

The VESTA system is available under statewide contract with Motorola. While the contract is under review for extension, it currently is set to end on June 30, 2014. Most of the funding is included in the Fiscal Year 2015 budget, which is scheduled for consideration prior to this agenda request. If the Board of Commissioners approves, the cost will be charged to the budgets of E 9-1-1 and Fire / EMS as follows:

$373,185 E 9-1-1: Fiscal Year 2015 CIP budget, if approved (codes to be assigned)
89,346 Fire/EMS: Existing EOC project 37530930 2930C
$462,531 Total requested for VESTA upgrade

The Purchasing Department concurs with E 9-1-1's recommendation.

Fayette County

"Where Quality Is a Lifestyle"

E 9-1-1 Communications Center
140 Stonewall Avenue West
Fayetteville, Georgia 30214
Phone: 770-461-4357
www.fayettecountyga.gov

TO: Steve Rapson, County Manager
Ted Burgess, Purchasing Director

FROM: Cheryl Rogers, Communications Director

DATE: June 10, 2014

RE: Upgrade of 911 Telecommunications System

As the new Emergency Operations Center (EOC) becomes a reality the need to expand the 911 telephone system to this area becomes a necessity. Since the new center will be the backup for the 911 center it is imperative that the EOC have all the functional capability of the actual 911 center. To this end, 911 center staff have researched the possibilities and what we have found is the current system will not expand to allow the introduction of the EOC onto the core infrastructure. In addition the current system is at "end of life" and will not be supported after October of this year. Staff attended several presentations of 911 systems and have found that the majority of the systems are using advanced technology and incorporate internet technology as a means of meeting public expectation of wireless location and text to 911.

With this in mind 911 staff is recommending an upgrade of the current 911 system from Vesta to Vesta 4.0. This upgrade allows us to maintain our operator licenses on all eight of our positions free of charge, preserve the visual context on the monitors that the communications officers currently use (allowing ease of transition and a fast learning curve) and we continue system maintenance under the Motorola Shop (Diversified Electronics) we have used for years. The shop knows our systems intimately and can continue to monitor and analyze them for proactive measures instead of reactive ones.

The upgrade can be purchased off of State Contract 980-280008 to ensure the expeditious installation of the system to meet the timeline for opening the EOC. To go out to bid for a new system would delay the installation for months. Upgrading allows us to expand to meet the needs of the EOC and add two additional positions in the 911 center while causing the least interruption and confusion possible for the communications officers, the staff and ultimately our residents. Staff believes our recommendation to upgrade as opposed to an outright purchase is the most economical, expedient and functional solution for Fayette County E 9-1-1.