

Memorandum



CITY OF DALLAS

DATE November 21, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **November 28 Council Agenda Item #57 – AT&T Managed Services Two-Year Contract Extension**

In 2011, the City of Dallas made a decision to begin outsourcing the management of their voice and data network. The City went through a solicitation process and the committee chose AT&T to perform these services. The contract with AT&T included an initial term of seven-years and included the option of two, two-year renewals. The initial seven-year term of the contract will end on November 30, 2018.

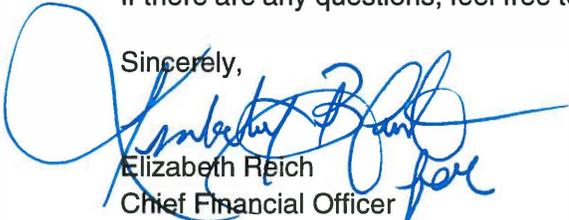
Item 57 on the upcoming November 28 Council Agenda represents the initial two-year contract extension and the City's cost for these two years is \$33,081,983.75. The City's current CIO has recently started an extensive cost/benefit analysis to help determine the best approach in managing the City's voice and data network. The Communication and Information Services (CIS) department is requesting approval from Council to initiate the first two-year renewal of the contract, while CIS reassess the City's ability to migrate these services internally. CIS will present the recommended network management approach during the 2020 fiscal year's budget process.

Council's approval of this extension will allow the City to continue using the AT&T contract for voice and data network services, network management, network monitoring, network maintenance, and network security. The renewal also includes network and security monitoring, technical support, and on-site resources who assist with resolving complex network issues that could result in interruption of services throughout the City.

Currently, the City's voice and data network supports approximately 300 business systems, over 8,000 computers, the telephone system and connects over 350 facilities. The renewal of this contract includes support for Dallas' 911 Center, all connections to City facilities, all wired and wireless Internet connections for the City, including public facilities (Libraries, Park and Recreation, Community Centers and others), connectivity to City business systems, all telephones and telephone systems, and several other areas.

If there are any questions, feel free to contact the City's CIO, Hugh Miller.

Sincerely,



Elizabeth Reich
Chief Financial Officer

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (I)
Craig Kinton, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
M. Elizabeth Reich, Chief Financial Officer
Directors and Assistant Directors