

Memorandum



CITY OF DALLAS

DATE February 21, 2025

TO Honorable Members of the Government Performance and Financial Management Committee: Chad West (Chair), Paula Blackmon (Vice Chair), Cara Mendelsohn, Jesse Moreno, Jaime Resendez

SUBJECT **Upcoming Agenda Item #25-587A for February 26, 2024: Authorize the Supplemental Agreement with AT&T Enterprise, LLC for voice and data network services**

On Wednesday, February 26, 2025, there will be an agenda item for your consideration to authorize a two-year Supplemental Agreement with AT&T Enterprises, LLC to maintain the day-to-day operation of the City's voice and data network while a formal RFCSP solicitation process is underway for future services. AT&T will provide such services as monitoring the network to identify and resolve problems as soon as possible, managing the hardware and software resources used throughout the network, maintaining all the voice and network equipment and software, and providing network security.

The maintenance involves corrective and preventive measures to make the managed network run "better", such as making adjustments to network devices as the number of users change and new application systems are installed. The preventive measures will reduce the expense of maintaining the thousands of network parts that are installed and in use in City facilities.

The City of Dallas has been operating under a Managed Services contract for network services since 2004. We believe that this is the most cost effective approach to acquire a custom managed solution that is tailored to the City's current and evolving needs. Some of the benefits that we have experienced leveraging a Network Managed Service include:

- Predictable voice and data communication service costs over an extended period of time
- Defined Service Level Agreements with penalties for non-achievement
- Single point of contact for all phone and data communication services
- Proactive 24X7X365 monitoring and management of the City's critical voice and data communications network
- Enhanced accountability through a single service provider

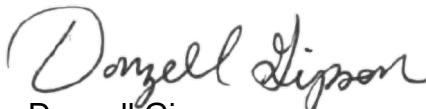
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AT&T will provide these services plus some additional ones at an annual average cost of \$12.3 million for a total cost of \$24,690,106 over two years. In addition, there are optional Catalog Services totaling \$13,111,273 including:

- Advanced Traffic Management System – Professional Services for implementation and support
- Network Transformation – network design, equipment, and implementation
- AWS New Cloud Deployment(s) – network design and implementation

Authorizing this supplemental agreement will allow us to continue our existing services without disruption while the formal solicitation process is ongoing.

Should you have questions or need additional information please contact Tanishia Dorsey, Chief Information Officer (I) and Director of Information & Technology Services.


Donzell Gipson
Assistant City Manager

c: Kimberly Bizzor Tolbert, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety
Dev Rastogi, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
Directors and Assistant Directors