

Memorandum



CITY OF DALLAS

DATE June 13, 2014

TO Members of the Budget, Finance & Audit Committee: Jerry R. Allen (Chair),
Jennifer Staubach Gates (Vice-Chair), Tennell Atkins, Sheffie Kadane, Philip T. Kingston

SUBJECT Upcoming Agenda Item: Supplemental Agreement to the AT&T Managed Services Contract

The June 25, 2014 Council Agenda will include an item to authorize supplemental agreement no. 13 to increase the service contract with AT&T Corp. for voice and data network services, network management, monitoring, maintenance, Information Technology security and related services in an amount not to exceed \$7,071,190, from \$63,444,708 to \$70,515,898, financed with Current Funds (subject to annual appropriations).

This service contract, which expires in 2018, provides voice and data network services, network management, monitoring, maintenance, Information Technology security and related services. This agreement provides 24 hour network and security monitoring, on-site help desk, technical support and a network asset management and telecom billing system as well as local and long distance telephone service.

The services offered by a city government are highly dependent on the telephone and data communication network to conduct business. A sample of some of the critical services that rely on this network include public safety computer aided dispatch, customer billing and payment services, 3-1-1, issuance of building permits, and the City's email and Internet services. The network supports approximately 291 applications, approximately 9,000 computer devices, and 19,500 voice and data service lines. The network transmits over three terabytes of data each week, processes 22,000 local and long distance calls, one million views per month of internet webpage, and 155,000 emails on a daily basis. This City's network connects over 310 facilities.

This increase will allow the extension of network security monitoring, equipment maintenance and network management services at the Dallas Love Field Airport that are pertinent to the continued success of airport operations in support of the repeal of the Wright Amendment restrictions on travel from the Airport in 2014. This enhancement will provide improved customer service and incident response for existing and future airport facilities and services.

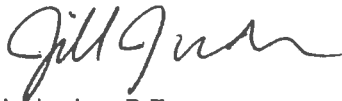
Additionally, this increase will also allow for various ongoing business department service changes and new projects including but not limited to:

- Growth of the internet capacity for City operations and eBusiness
- Wi-Fi and wireless network expansions to support field mobility, automated meter reading, etc.
- Public Safety enhancements such as video surveillance, automated license plate reader, asset tracking and bait car programs.
- Supervisory and Control and Data Acquisition (SCADA) system upgrades

DATE June 13, 2014
SUBJECT Upcoming Agenda Item: Supplemental Agreement to the AT&T Managed Services Contract, Page 2

- 311 Call Center technology platform upgrades
 - Workforce management providing information about staffing levels, schedules, call volumes, etc.
 - Provide citizens the ability to speak their selection when calling the 311 IVR.
 - Telecommunicating support the ability for Call Center staff to work from home in support of business continuity plans, and/or business operation changes.
- Connections to future cloud technology services
- Tariff (fees and surcharges) changes governed by the Public Utilities Commission

Please contact me if you have any questions.



Jill A. Jordan, P.E.,
Assistant City Manager

c: A.C. Gonzalez, City Manager
Warren M.S Ernest, City Attorney
Rosa Rios, City Secretary
Craig Kinton, City Auditor
Daniel F. Solis, Administrative Judge
Ryan S. Evans, Interim First Assistant City Manager
Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Charles M. Cato, Interim Assistant City Manager
Theresa O'Donnell, Interim Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Shawn Williams, Interim Public Information Officer
William Finch, Director/CIO, Communications and Information Services
Elsa Cantu, Assistant to the City Manager