



CITY COUNCIL AGENDA REPORT

MEETING DATE: OCTOBER 15, 2013

ITEM NUMBER:

SUBJECT: BROADBAND SERVICE UPGRADE

DATE: OCTOBER 2, 2013

FROM: POLICE DEPARTMENT, SUPPORT SERVICES DIVISION

PRESENTATION BY: LES GOGERTY, CAPTAIN

FOR FURTHER INFORMATION CONTACT: LES GOGERTY – 714.754.5190

RECOMMENDATION:

Approve and authorize the CEO to sign the Purchasing Agreement, not to exceed \$91,259.52 annually, for the City's broadband service upgrade with Verizon Business Network Services, Inc., 5055 North Point Parkway, Alpharetta, GA 30022.

BACKGROUND:

The City Council, at their July 2, 2013 meeting, authorized the purchase of a new CAD/RMS system to replace the current system that has reached its "end of life." This new technology will not work with our current broadband service and requires an upgrade for it to operate properly.

ANALYSIS:

Currently the City uses Sprint for our broadband connection to the patrol and fire units. This connection has historically performed poorly and at times has been non-operative for our current needs. Sprint provides a dedicated T1 circuit running at 1.5 megabits back to the PD network as a private network. The patrol units utilize this private network via Sierra wireless modems connecting to Sprint mobile towers. This configuration was in theory supposed to yield 3G connection speeds to all of our units; however, this has consistently not been the case. The City has seen speeds as slow as dialup and has never been able to take advantage of the 3G connection. Sprint Technicians have failed to diagnose the issue and provide an acceptable solution for our connection.

Through our own testing we discovered that Verizon appears to have the most reliable connectivity and speeds. In their proposal, Verizon suggests an 11 megabit private network, which would be approximately 10 times the speed of the current Sprint network. We would also be on Verizon's 4G broadband which represents a significant speed increase over 3G technology. These speeds are required for the new CAD/RMS system to function. In addition to the CAD/RMS functionality, this more robust network is required for future growth for items such as Automatic Vehicle Locator (AVL), in-car video, and other future data resource needs. This speed will also be required to support

the Department of Justice (DOJ) double authentication requirement, a process our current network is not be able to perform.

On September 13, 2013, staff issued an invitation to bid, number 1161, and there were two responses. Staff reviewed those responses and determined that Verizon Business Network Services, Inc. provided the most qualified response and the lowest price. (See Attachment #1 for the bid summary).

ALTERNATIVES CONSIDERED:

The upgrade of the broadband service is required to support the installation of the new CAD/RMS system and other periphery products and services. Since there was a formal bid process with only one acceptable vendor, there is no reason to select another vendor/proposal.

FISCAL REVIEW:

Broadband service is currently budgeted for in the Telecommunications Bureau within the Support Services Division of the Police Department. There are sufficient funds in this account for the rest of this fiscal year and additional funds can be allocated next fiscal year as needed.

LEGAL REVIEW:

Pending legal review of the agreement.

CONCLUSION:

Based upon the information contained in this report, staff recommends the City Council authorize the CEO to sign the Purchase Agreement for the broadband service upgrade.

LES GOGERTY
Captain

RICHARD L. FRANCIS
Assistant CEO

STEVE DUNIVENT
Interim Finance and IT Director

ADAM SILVA
IT Supervisor

TOM DUARTE

ATTACHMENTS: 1 [Bid Summary](#)