



Date: June 21, 2024

To: Johna Easley, President & CEO

From: Christopher Jenkins, Director of Business Analytics

Re: Requesting Sole Source Approval for 9-1-1 Routing and Call Handling

Historically, EMSA has relied on the Association of Central Oklahoma Governments (ACOG) for the procurement of 9-1-1 routing and call taking equipment, network, and related services. ACOG hosts 9-1-1 services for many local governments in Oklahoma. This year, ACOG is in the process of upgrading its systems which would require EMSA to purchase new hardware and renegotiate contracts for services if we choose to stay with ACOG as our 9-1-1 equipment provider.

The City of Oklahoma City operates its own 9-1-1 routing and call-handling equipment through AT&T. The City of Oklahoma City has offered to allow EMSA to utilize its on-premises 9-1-1 routing infrastructure at no cost to EMSA. EMSA would be able to reduce call wait times by allowing the City of Oklahoma City to deploy selective queues when police dispatchers are overloaded. EMSA will also be able to deploy fully redundant call-handling equipment to its backup site without any change in annual service charges.

EMSA would need to purchase equipment and services directly from AT&T, the sole provider of Motorola call-handling equipment for the Oklahoma City 9-1-1 system. EMSA would be required to purchase call-handling equipment from AT&T for eleven (11) Communication Center call taking positions at an estimated cost of \$413,477. The recurring costs associated with licensing and services would be approximately \$7,348 per month. Our existing agreement for services from ACOG which ends June 30, 2024, and is currently at \$6,938 per month.

Due to the significant cost associated with an EMSA hosted 9-1-1 system and the anticipated increase in the cost with ACOG for an upgraded system, it would be more advantageous for EMSA to utilize the City of Oklahoma City's existing 9-1-1 system. Additionally, the City of Oklahoma City's system offers a significant improvement over the current system through ACOG with minimal increase to annual costs.

In accordance with EMSA's A3 Purchasing Policy, and with Board approval, EMSA may utilize sole source purchases as a procurement method when competitive bidding is not feasible or advantageous to EMSA, or when operational advantages are significant enough to merit a sole source purchase. Due to the increased cost associated with ACOG upgrades and equipment, significant system improvements with Oklahoma City's 9-1-1 call handling infrastructure, and limited equipment investment associated with switching providers, EMSA recommends for the Board to approve AT&T as a sole source provider for the purchase of AT&T phone systems, equipment, and license fees.