



Administrative Report

H.12., File # 24-1835

Meeting Date: 12/3/2024

To: MAYOR AND CITY COUNCIL
From: JOE HOFFMAN, CHIEF OF POLICE

TITLE

APPROVE AN AGREEMENT WITH FRONTIER CALIFORNIA, INC. TO REPLACE THE CITY'S 9-1-1 TELEPHONE SYSTEM WITH A VESTA-NXT 9-1-1 CLOUD CALL HANDLING SYSTEM USING CALIFORNIA OFFICE OF EMERGENCY SERVICES GRANT FUNDS FOR AN AMOUNT NOT TO EXCEED \$221,740 AND THE TERM DECEMBER 3, 2024 THROUGH DECEMBER 2, 2029

EXECUTIVE SUMMARY

The California Office of Emergency Services (Cal-OES) Emergency Communications Branch has designated \$310,000 of funds to be used by the City of Redondo Beach to purchase a new Vesta-NXT 9-1-1 Cloud Call Handling System to replace and update the existing 9-1-1 telephone system, due to equipment age limitations. The replacement will include the hardware, software, and associated maintenance for five years completed by Frontier California, Inc. (Frontier), in the amount of \$221,740, and will be funded completely by Cal-EOS.

BACKGROUND

Every five years, the City of Redondo Beach is eligible to receive State of California funds to replace and upgrade the entire 9-1-1 telephone system and related components for the City's Emergency Communications Center, also known as a Public Safety Answering Point (PSAP). Cal-EOS Emergency Communications Branch reviews and authorizes new equipment and technologies which are developed by state authorized vendors for emergency communications. Frontier, and other telephone companies, collect 9-1-1 taxes and submit funds to the State of California on an annual basis. These taxes fund the purchase and upgrades to 9-1-1 Customer Premise Equipment (CPE) at PSAPs.

Cal-OES provides 9-1-1 systems and services at Master Purchase Agreement (MPA) contract pricing to all state and local government PSAPs. The MPA provides agencies with a cost-effective procurement opportunity for system replacement or certified upgrade of their 9-1-1 systems. The City can leverage these competitive bid contracts to simplify the procurement process and select the contractor best suited to the City's specific requirements and needs. Frontier currently provides reliable telephone services in the City of Redondo Beach and is best suited to complete this critical public safety project. All invoices for this purchase will be sent directly to the Cal-OES Emergency Communications Branch by Frontier for payment.

The State of California uses a call volume formula to determine each agencies five-year funding allotment. Based on historic Police Department and Fire Department usage, the City is eligible to

utilize up to \$310,000 in funding to upgrade the City's Emergency Communications Center, which sufficiently covers the total cost amount of \$221,740 quoted by Frontier. Any remaining funds from the eligible amount (estimated at \$88,260) are not available for use by the City outside of this specific Agreement and will remain with Cal-OES.

COORDINATION

The agreement and project scope of work has been prepared in coordination with the Police Department and the City Attorney's Office.

FISCAL IMPACT

The proposed service agreement will be funded entirely through California Office of Emergency Services. No City appropriation is required to cover the cost.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Frontier California, Inc.
- Quote - Frontier California, Inc.
- Insurance - Frontier California, Inc.