



CITY OF WAUKESHA

Administration

201 Delafield Street, Waukesha, WI 53188
 Tel: 262.524.3701 fax: 262.524.3899
www.waukesha-wi.gov

Committee: Finance Committee	Date: 3/30/2021
Common Council Item Number: ID# 21-1999	Date: 3/24/2021
Submitted By: Dan Thompson, Police Chief	City Administrator Approval: Kevin Lahner, City Administrator Click here to enter text.
Finance Department Review: Bridget Souffrant, Finance Director Click here to enter	City Attorney's Office Review: Brian Running, City Attorney Click here to enter text.
Subject: Review and Act on approving a contract with AT&T regarding moving our dispatch center Viper 911 phone system to a "hosted" (cloud-based) system.	

Details:
 We currently operate our AT&T Viper 911 phone system as hardware in a server rack located on premise. AT&T now offers a hosted system. With our Dispatch Center relocating to the Emergency Operations Center Dispatch room for the duration of the Police Department remodel, the Viper system cannot remain in the PD. By moving to a hosted system, the substantial benefit we gain is the versatility to switch the Viper system over, in the event of an emergency, from our Dispatch Center to its warm back-up location. Director Pofahl supports this plan.

Options & Alternatives:
 Keep existing hardware and pay AT&T an additional \$91,072 to move the system twice, \$45,536 to move to the EOC and \$45,536 to move back to the PD after the remodel. This would be in addition to the current operating cost (\$22,690).

Financial Remarks:
 Currently, we pay \$22,690 annually for the Viper system (210.2151.52420). This contract would change the service to a cloud-based system, which would amount to an increase from \$22,690 to \$27,960 annually. There could be additional minor equipment costs included in the construction.

Executive Recommendation:
 Recommends approval.

