



Public Infrastructure and Conservation

Deb Bell

Council Initiated:

☐ Yes

☒ No

ECAF: 2023-1456

Motion: 23-556

Type:

☒ Contract

☐ Board Appt.

☐ Code Amendment

☐ Budget Action

☐ Other

Requested Handling:

☐ Normal

☒ Expedite

☐ Urgent

Fund Source:

☐ General Fund

☒ Other

☐ N/A

Executive Rec:

☒ Approve

☐ Do Not Approve

☐ N/A

Approved as to

Form:

☒ Yes

☐ No

☐ N/A

Subject: Amendment 1 to the Order for E911 Products and Services with Intrado Life & Safety, Inc.

Scope: The proposed amendment would extend the support and maintenance services to provide location information for when a 911 call is placed from the county campus.

Duration: February 1, 2024, through January 31, 2026.

Fiscal Impact: ☐ Current Year ☒ Multi-Year ☐ N/A

Costs for these services is included in the approved Information Services 2024 Budget.

Expenditures	2024	2025	Total
505 5148614801	\$27,600	\$27,600	\$55,200
Total	\$27,600	\$27,600	\$55,200

Authority Granted: Approve and authorize the County Executive to execute Amendment 1 to the Order for Enterprise 911 Products and Services Agreement with Intrado Life & Safety, Inc., under SCC 3.04.140(8).

Background: In August 2019, the Federal Communications Commission adopted rules to implement Kari's Law, which requires multi-line telephone systems (MLTS) – such as those used by hotels and campuses – to allow users to dial 911 directly, without having to dial a prefix such as a “9” to reach an outside line. To facilitate building entry by first responders, Kari's Law also requires MLTS to provide notification to a central location for the facility where the MLTS is installed, such as a front desk or security office, when a 911 call is made.

Snohomish County published RFP-003-21SB to solicit proposals for E911 maintenance and support services that would allow for compliance of Kari's Law and FCC rules; and Intrado Life & Safety, LLC was selected by the Snohomish County evaluation committee. In December 2021 Council approved [Motion 21-458](#) with Intrado for Enterprise 911 (E911) maintenance and support services to provide E911 connectivity to Public Safety Answering Points (PSAPs) across the US and Canada. Using a single SIP (session initial protocol) connection, 911 calls are routed to the ERS from the customer's system(s), which then delivers the call and precise location information to the appropriate PSAP. The ERS is a fully managed service, eliminating the need to purchase PS-ALI (automatic location identification) accounts and additional local trunks.

Action Requested: For Council to consider the motion.