



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Maria Öberg

SUBJECT: See Below

DATE: May 11, 2026

Approved

Date:

5/18/26

COUNCIL DISTRICT: Citywide

SUBJECT: Actions Related to the Purchase Order with Evans Consoles Incorporated for 911 Call Center Furniture, Equipment, and Related Services

RECOMMENDATION

Adopt a resolution authorizing the City Manager or her designee to:

- (a) Execute a purchase order with Evans Consoles Incorporated (Vienna, VA), for the purchase of 911 call center equipment and services beginning on or about June 8, 2026, and ending on or about June 7, 2027, for a not-to-exceed amount of \$1,823,449 and subject to the appropriation of funds; and
- (b) Approve a contingency of \$200,000 for unanticipated order modifications, subject to the appropriation of funds.

SUMMARY AND OUTCOME

The Police Department seeks to purchase workstations and associated furniture for the Measure T-funded Communications Floor Renovation Project using funds allocated for furniture, fixtures, and equipment, which were originally approved in the FY 2023-2024 Capital Budget. The current workstations are used 24/7 and have been in place since 2009 and have deteriorated significantly. Existing workstations can no longer be repaired and are not ergonomically effective. Replacements are needed to meet the operational and ergonomic needs of the 911 Communications Control Room.

BACKGROUND

In November 2018, voters in San José approved Measure T: Disaster Preparedness, Public Safety, and Infrastructure Bond to fund critical public safety and infrastructure improvements. As part of this bond implementation, the Police Department identified four priority items: relocation of the training facility, construction of a new air support hangar, renovation and expansion of the 911 Communications Center, and several smaller projects categorized as infrastructure improvements. Bond funding for these projects is included in the Public Safety Capital Program.

As part of this initiative, the Police Department prioritized renovation of the outdated 911 Communications Control Room located on the fourth floor of the Police Communications Building. Construction is projected to be completed by spring 2027. The renovation and expansion of the fourth floor of the existing Public Safety Answering Center facility will occur in multiple phases. Phase I includes the relocation of non-dispatch personnel to office space previously occupied by the Office of Emergency Management. Phase II will initiate the buildout of the Fire Department and Police Department dispatch rooms and will require the installation of 24/7 dispatch workstations.

During construction, the Police Department must maintain uninterrupted emergency communications operations. The purchase and installation of dispatch workstations, along with associated one-time furniture, fixtures, and equipment, are necessary to ensure continuity of service and to support staff in delivering reliable and timely emergency response.

ANALYSIS

The City is leveraging pricing from a cooperative agreement procured by the Houston-Galveston Area Council, a political subdivision of the State of Texas, through a public solicitation process. The cooperative agreement with Evans Consoles Incorporated (contract number EC07-23) for 911 Call Center Equipment and Services. The H-GAC agreement was competitively solicited, and the City's use of this cooperative agreement is consistent with San José Municipal Code Section 4.12.225.B.3, Public Agencies Purchases.

The Police Department intends to purchase a variety of furniture and consoles via this purchase order, including workstations, dispatch consoles, seating, and related equipment necessary to support operations. The Police Department has determined that leveraging the cooperative agreement with Evans Consoles Incorporated provides competitively priced equipment while also streamlining the procurement process for these items.

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Approval of this recommendation will ensure the City receives essential and modernized 911 Call Center furniture and equipment for ongoing emergency response operations.

EVALUATION AND FOLLOW-UP

This memorandum will not require any follow-up from staff.

FISCAL IMPACTS

This recommended extension to the purchase order is funded by the 911 Call Center Upgrades FF&E (PD) appropriation in the General Fund and is subject to the appropriation of funds.

BUDGET REFERENCE

The table below identifies the fund and appropriation to fund the purchase order recommended as part of this memorandum.

Fund #	Appn. #	Appropriation Name	Total Appropriation	Amount for Contract	2025-2026 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
001	434N	911 Call Center Upgrades FF&E (PD)	\$3,665,000	\$1,823,449	837	6/17/2025 31230

COORDINATION

This memorandum has been coordinated with the City Attorney's Office, City Manager's Budget Office, and the Police Department.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the June 2, 2026 City Council meeting.

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BOARD, COMMISSION, COMMITTEE RECOMMENDATION AND INPUT

No board, commission, or committee recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.



Maria Öberg
Director of Finance

For questions, please contact Fletcher Barnes, Interim Deputy Director of Purchasing, Finance Department, at Fletcher.Barnes@sanjoseca.gov.