



INTEROFFICE MEMORANDUM

TO: Felicia Strong-Whitaker, Director,
Purchasing and Contract Compliance

THROUGH: Glenn Melendez, CIO,
Information Technology *Glenn Melendez*

FROM: Matthew Maierhofer, Assistant CIO, CJIS
Information Technology *Matthew Maierhofer*

DATE: March 15, 2022

SUBJECT: Department Recommendation Letter,
Mission Critical Partners

Fulton County Information Technology is recommending approval for adding resiliency to the 911 call center. Mission Critical Partners' E911 assessment validated FCIT's recommendations to increase resiliency of the County's E911 system in order to align with public safety systems best practices. Mission Critical Partners is a GSA approved vendor, GS-35F-0410X.

MISSION CRITICAL PARTNERS, LLC
690 GRAYS WOODS BLVD
PORT MATILDA, PA 16870-7142

To achieve greater system resiliency, the following actions will be taken:

1. Provide dedicated hardware and virtualization software
2. Provide a dedicated network equipment and subnet
3. Provide a dedicated Internet connection and bandwidth with redundant circuit
4. Provide System Failover Capabilities

Scope of Work

Deliverables include, but are not limited to, the following:

- Acquisition, installation, and configuration of all applicable hardware and software
- Network Segmentation and Redundancy Configuration
- VMWare Environment Replacement Configuration
- Partner Consultancy Engagement to ensure smooth transition of data
- System Failover Retrofit