

C-14

February 8, 2022

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Authorize the City Manager, or designee, to execute all documents necessary to amend Contract No. 23214 with CentralSquare Technologies, LLC, of Lake Mary, FL, to provide software support services for Computer-Aided Dispatch and Records Management Systems, for an annual amount not to exceed \$404,734 with a maximum increase of seven percent annually, for one year, with the option to renew for two additional one-year periods, at the discretion of the City Manager. (Citywide)

DISCUSSION

City Council approval is requested to amend Contract No. 23214 with CentralSquare Technologies, LLC, (CentralSquare) to provide software support services for Computer Aided Dispatch (CAD) and the Fire Department Record Management Systems (RMS) systems.

In 1993, the City Council authorized Contract No. 23214 with Tiburon, Inc. (Tiburon), for the purchase of a CAD and RMS software and maintenance for the Long Beach Police (LBPD) and Fire (Fire) Departments. Software maintenance services provided under this contract include technical support, and software patches and upgrades.

On September 4, 2012, the City Council authorized Tiburon to assist the City of Long Beach (City) with the implementation of the latest version of its CAD/RMS system and the upgrade was completed in January 2014. The new version of the software enabled the use of a lower cost server and mobile computer technology and allowed for increased operational flexibility and efficiency. The software also facilitated the consolidation of Police and Fire call-taking and dispatch operations, and improved public safety interoperability.

In 2015, TriTech Software Systems LLC (Tritech), acquired Tiburon. In 2018, TriTech merged with several other public administration software entities to form CentralSquare.

The CAD and Fire RMS are critical systems supporting the City's public safety operations. Such a system ensures a timely dispatch of public safety resources as it processes emergency and non-emergency calls for service from the public and enables information to be transmitted from the Emergency Communications and Operations Center (ECOC)

to Police and Fire field units. The Fire RMS provides the ability to capture and store all Fire operational records data for immediate access, reporting, and sharing with other jurisdictions.

LCPD is currently progressing implementation of its RMS upgrade, which was required to comply with the Department of Justice's revised crime reporting standards. After implementation of the LCPD RMS system is complete and stabilized, the Technology and Innovation Department (TID) and the public safety departments will explore initiating a competitive procurement process to upgrade or replace the current CAD system, which is nearing the end of its useful life. The competitive solicitation, integration, and implementation of a new or upgraded system is anticipated to take several years to ensure continuity of this critical public safety system.

This matter was reviewed by Deputy City Attorney Erin Weesner-McKinley and Budget Operations and Development Officer Rhutu Amin Gharib on January 20, 2022 and by Business Services Bureau Manager Tara Mortensen on January 14, 2022.

TIMING CONSIDERATIONS

City Council action to amend Contract No. 23214 is requested on February 8, 2022, to ensure the contract amendment is executed expeditiously.

FISCAL IMPACT

The total cost for the contract amount will not exceed \$404,734 for one year with a maximum increase of 7 percent annually. Sufficient appropriation is budgeted in the General Services Fund Group in the Technology and Innovation Department. Costs for annual CAD and Fire RMS services are recovered from client departments through the annual TI Memorandum of Understanding (MOU). This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



LEA D. ERIKSEN
DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:



THOMAS B. MODICA
CITY MANAGER