



# CITY OF LONG BEACH

DEPARTMENT OF TECHNOLOGY SERVICES

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February 19, 2013

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

## RECOMMENDATION:

Authorize the City Manager to execute an amendment to Agreement No. 23214 with Tiburon, Inc., to provide software support services for Computer-Aided Dispatch and Records Management Systems for an additional 12-month period through February 2014, in an amount not to exceed \$367,706. (Citywide)

## DISCUSSION

In 1993, the City Council authorized Agreement No. 23214 with Tiburon, Inc., for the purchase of Computer Aided Dispatch (CAD) and Records Management System (RMS) software and maintenance for the Police and Fire Departments. Per Agreement No. 23214 and its amendments, software support and maintenance must be renewed annually for as long as the City continues to use the software. Software maintenance services provided under this agreement include technical support, patches and software upgrades.

Tiburon's CAD/RMS is a critical City system supporting public safety operations. It ensures timely public safety dispatch 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 records management systems provide the ability to capture and store all Police and Fire operational records data for immediate access, reporting, and sharing with other jurisdictions. Also, service call and field activity data captured by CAD and RMS are used for planning activities relative to staffing, crime analysis and homeland security. In addition to our Police and Fire Departments, the Signal Hill Police Department uses the City's CAD/RMS system to support public safety operations through an agreement with our Police Department.

On September 4, 2012, the City Council authorized Tiburon to assist the City with the implementation of the latest version of its CAD/RMS system. The version currently used by the City will fall out of vendor support in March 2015 and needs replacement. The new software will enable the use of lower cost server and mobile computer technology and allow increased operational flexibility and efficiency. It will also facilitate the consolidation of Police and Fire call-taking and dispatch operations, and improve public safety interoperability. The upgrade is currently underway with a November 2013 estimated completion date.

This matter was reviewed by Deputy City Attorney Gary J. Anderson on January 3, 2013 and by Budget Management Officer Victoria Bell on January 30, 2013.

TIMING CONSIDERATIONS

City Council action is requested on February 19, 2013, due to the expiration of the current annual maintenance agreement on February 28, 2013.

FISCAL IMPACT

The cost of this Agreement, in an amount not to exceed \$367,706, reflects a five percent increase from the previous year, and is budgeted in the General Services Fund (IS 385) and in the Technology Services Department (TS). Costs are recovered through charges to the user departments. Of the renewal amount, \$345,389 (94 percent) is the General Fund cost for the Police and Fire Departments, and \$22,317 (6 percent) represents the City of Signal Hill's cost, which is reimbursed to the Police Department under separate agreement. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



CURTIS TANI  
DIRECTOR OF TECHNOLOGY SERVICES

APPROVED:

  
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PATRICK H. WEST  
CITY MANAGER