



Legislation Text

File #: 18-0092, **Version:** 1

Recommendation to authorize City Manager, or designee, to execute an amendment to Agreement No. 23214 with Tiburon, Inc., to provide software support services for Computer-Aided Dispatch and Records Management System, in an amount not to exceed \$444,303 for a period of one year, with the option to renew for two additional one-year periods with an increase of 5 percent annually, at the discretion of the City Manager. (Citywide)

In 1993, the City Council authorized Agreement No. 23214 with Tiburon, Inc. (Tiburon), for the purchase of Computer Aided Dispatch (CAD) and Records Management System (RMS) software and maintenance for the Police and Fire Departments. The agreement requires annual renewals for as long as the City continues to use the CAD/RMS software. The services provided under this agreement include technical support and software patches and upgrades.

On September 4, 2012, the City Council authorized Tiburon to assist the City with the implementation of the latest version of its CAD/RMS and the upgrade was completed in January 2014. The new version of the software enables the use of lower cost server and mobile computer technology and allows increased operational flexibility and efficiency. The software also facilitates the consolidation of Police and Fire call-taking and dispatch operations, and improves public safety interoperability.

Tiburon's CAD/RMS is a critical system supporting the City's public safety operations. It ensures 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 records management system provides 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/RMS are used for planning activities related to staffing, crime analysis and homeland security.

This matter was reviewed by Deputy City Attorney Amy R. Webber on January 9, 2018 and by Budget Management Officer Rhutu Amin Gharib on January 19, 2018.

City Council action is requested on February 6, 2018, due to the expiration of the current annual maintenance agreement on February 28, 2018.

The cost of this Agreement, in an amount not to exceed \$444,303, is budgeted in the General Services Fund (IS 385) in the Technology and Innovation Department (TI). Costs are recovered from user departments and budgeted through the annual Technology and

Innovation Department MOU. The cost of the renewal is allocated between the Police and Fire Departments, with \$319,898 (72 percent) allocated to the General Fund for the Police Department, and \$124,405 (28 percent) allocated to the General Fund for the Fire Department. Software maintenance and support costs reflect a 5 percent increase from the previous year. There is no local job impact associated with this recommendation.

Approve recommendation.

BRYAN M. SASTOKAS
DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:

PATRICK H. WEST
CITY MANAGER