



Legislation Text

File #: 21-0132, **Version:** 1

Recommendation to authorize City Manager, or designee, to execute all documents necessary to amend Contract No. 23214 with CentralSquare Technologies, LLC, formerly TriTech Software Systems, of Lake Mary, FL, to provide software support services for Computer-Aided Dispatch (CAD) and the Fire Department Records Management Software (RMS) system, in an amount not to exceed \$385,462, for a one-year period. (Citywide)

City Council approval is requested to amend Contract No. 23214 with CentralSquare Technologies, LLC, formerly TriTech Software Systems, to provide software support services for CAD and the Fire Department RMS system.

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 and Fire Departments. Software maintenance services provided under this contract include technical support, software patches, and software 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 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 Technologies, LLC (CentralSquare).

In 2018, the Department of Justice (DOJ) issued revised crime reporting standards for law enforcement agencies. The Long Beach Police Department (LBPD) could not meet the new DOJ requirements with the RMS technology implemented in 2014. Accordingly, the LBPD issued a Request for Proposals (RFP) in 2019, and selected CentralSquare, to provide a new RMS platform compliant with DOJ's revised crime reporting standards. While the LBPD RMS system has historically been included on the citywide Tiburon/TriTech contract managed by the Technology and Innovation Department, due to the additional DOJ requirements, LBPD will now operate under a stand-alone contract with TriTech. As such, the PD RMS system is no longer included in the citywide CAD/RMS services contract.

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.

This matter was reviewed by Deputy City Attorney Erin Weesner-McKinley on January 29, 2021, Business Services Bureau Manager Tara Yeats on January 15, 2021, and by Budget Management Officer Rhutu Amin Gharib on January 29, 2021.

City Council action is requested on February 16, 2021, to ensure the contract amendment is executed expeditiously.

The total cost for the contract amount will not exceed \$385,462 in year one. Sufficient appropriation is budgeted in the General Services Fund Group in the Technology and Innovation Department. Costs for annual CAD services 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.

Approve recommendation.

LEA D. ERIKSEN
DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:

THOMAS B. MODICA
CITY MANAGER