



Legislation Text

File #: 17-0059, **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 Systems, in an amount not to exceed \$423,146 for an additional 12-month term through February 2018. (Citywide)

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, software patches and software upgrades.

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.

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 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.

This matter was reviewed by Deputy City Attorney Amy R. Webber on January 13, 2017 and by Budget Analysis Officer Julissa José-Murray on January 17, 2017.

City Council action is requested on February 7, 2017, due to the expiration of the current annual maintenance agreement on February 28, 2017.

The cost of this Agreement, in an amount not to exceed \$423,146, 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 \$304,665 (72 percent) allocated to the General Fund cost for the Police Department, and \$118,481 (28 percent) allocated to the General Fund cost for the Fire Department. These 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