



## Legislation Text

---

**File #:** 11-0261, **Version:** 1

---

Recommendation to authorize City Manager to execute an amendment to Agreement No. 23214 with Tiburon, Inc., to provide software support services for Computer-Aided Dispatch and Record Management Systems for an additional 12-month period through February 2012 in an amount not to exceed \$349,312. (Citywide)

In 1993, the City Council authorized Agreement No. 23214 for the purchase of Computer Aided Dispatch (CAD) and Records Management System (RMS) software and maintenance for the Police and Fire Departments. This critical system ensures timely public safety dispatch as it is used to process 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 Tiburon RMS 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 the Long Beach Police and Fire Departments, the Signal Hill Police Department uses our CAD/RMS system to support public safety operations through an agreement with our Police Department.

As the sole provider of this CAD/RMS system, software maintenance is provided exclusively by Tiburon, Inc., which precludes the City from soliciting proposals from other vendors for software support services. These services include technical support, operational reviews, and software upgrades and enhancements. Since the system was implemented, staff has worked with the vendor to implement these upgrades to ensure the City has the most up-to-date system the vendor offers.

Of the renewal amount, 74 percent, or \$257,542, represents the Police Department share of the software maintenance and support costs; and 26 percent, or \$91,770, represents the Fire Department's share. The Police Department is reimbursed \$52,380 from the City of Signal Hill for their use of the Tiburon system.

To explore potential opportunities to reduce CAD/RMS long-term costs and to gain added functionality, the Technology Services Department, in collaboration with the Police and Fire Departments, issued a Request for Qualifications (RFQ) in January 2011 for a new CAD/RMS system. RFQ responses were due on February 17, 2011. A total of eleven responses were received. An initial analysis of the responses showed proposed vendor costs for software, hardware and implementation services ranged from \$3,245,000 to \$7,174,900, with an average of \$4,833,600. The costs do not include internal staff costs to implement a new system, which would likely be substantial due to the scope and complexity of the project. Additionally, vendor software support costs ranged from \$225,000 to \$838,100 annually, with an average of \$500,000.

At this time, the project team is in the process of evaluating vendor responses in detail to determine the next steps of the selection process. Staff will provide an update to the City Council of the planned next steps in 60 days.

This matter was reviewed by Deputy City Attorney Gary J. Anderson on February 23, 2011 and by Budget Management Officer Victoria Bell on February 24, 2011.

City Council action is requested on March 15, 2011, due to the expiration of the current maintenance agreement on February 28, 2011.

Expenditures for this agreement for software support services for the 12-month period will not exceed \$349,312. Sufficient funds are currently budgeted in the General Services Fund (IS 385) and in the Technology Services (TS) Department to support this activity. There is no job impact associated with this recommendation.

Approve recommendation.

CURTIS TANI  
DIRECTOR OF TECHNOLOGY SERVICES

APPROVED:

PATRICK H. WEST  
CITY MANAGER