CITY OF LONG BEACH

DEPARTMENT OF TECHNOLOGY SERVICES

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September 4, 2012

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

> Authorize City Manager to execute an amendment to Agreement No. 23214 with Tiburon, Inc., to upgrade the current Police and Fire Computer-Aided Dispatch and Record Management Systems (CAD/RMS) for an amount not to exceed $1,316,868. (Citywide)

DISCUSSION

In 1993, the City Council authorized Agreement No. 23214 with Tiburon, Inc., for the purchase of CAD/RMS software and maintenance for the Police and Fire Departments. 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. Tiburon's 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 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.

In January 2011, the Technology Services Department, in collaboration with the Police and Fire Departments, issued a Request for Qualifications (RFQ) for a new CAD/RMS system. The intent was to explore potential opportunities to reduce long-term costs and to gain added functionality. Analysis of the 11 responses received showed proposed vendor costs for software, hardware and implementation services ranged from $3.2 million to $7.2 million, with an average of $4.8 million. This did not include internal costs to implement a new system. Additionally, annual vendor software support costs ranged from $225,000 to $838,100, with an average of $500,000. Given the significant one-time cost to implement a new system and the likelihood of higher annual vendor support costs, the City has continued to utilize Tiburon software as it is the most cost-effective solution.

Over the past few months, City staff has been in discussions with Tiburon to finalize the scope of work for a software upgrade. The software version currently used by the City will fall out of vendor support in March 2015 and needs to be replaced. The new version would not only bring the City to the latest technology offered by the vendor, but will also

facilitate the consolidation of Police and Fire call taking and dispatch operations, and improve public safety interoperability.

This matter was reviewed by Deputy City Attorney Gary J. Anderson on August 9, 2012 and by Budget Management Officer Victoria Bell on August 14, 2012.

TIMING CONSIDERATIONS

City Council action is requested on September 4, 2012 to enable staff to initiate work on this important project. The project is estimated to take a year to complete.

FISCAL IMPACT

The vendor's proposed one-time cost to upgrade the system is $1,316,868. The project will be paid for using Department of Homeland Security grant funds for the 2009 Port Security Grant Program approved by City Council at its meeting on August 21, 2012.

Tiburon's annual support fee will not increase as a result of this enhancement. Further, as the new system will run on lower cost hardware technology, it is estimated that hardware vendor maintenance costs will decrease by approximately $50,000 annually.

Sufficient funds are budgeted in the General Grants Fund (SR 120) and the Police Department (PD) to support this activity. There is no local job impact associated with this recommendation.

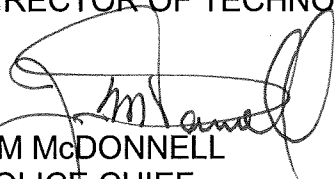SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,

CURTIS TANI
DIRECTOR OF TECHNOLOGY SERVICES

JIM McDONNELL
POLICE CHIEF

MICHAEL DUREE
FIRE CHIEF

APPROVED:

PATRICK H. WEST
CITY MANAGER