



CITY OF LONG BEACH

R-16

DEPARTMENT OF TECHNOLOGY AND INNOVATION

333 WEST OCEAN BOULEVARD • LONG BEACH, CA 90802 • (562) 570-6455 • FAX (562) 570-5270

February 17, 2015

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Authorize the City Manager to execute an amendment to Agreement No. 23214 with Tiburon, Inc., to provide software support services for Computer-Aided Dispatch and Records Management Systems for an additional 12-month period through February 2016, in an amount not to exceed \$407,676. (Citywide)

DISCUSSION

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, patches and software upgrades.

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. The records management 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.

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. It 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 Kendra Carney on January 26, 2015 and by Budget Management Officer Victoria Bell on January 29, 2015.

TIMING CONSIDERATIONS

City Council action is requested on February 17, 2015, due to the expiration of the current annual maintenance agreement on February 28, 2015.

FISCAL IMPACT

The cost of this Agreement, in an amount not to exceed \$407,676, reflects a 6 percent increase from the previous year, and 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. Of the renewal amount, \$383,215 (94 percent) is the General Fund cost for the Police and Fire Departments, and \$24,461 (6 percent) represents the City of Signal Hill's cost, which is reimbursed to the Police Department under separate agreement. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



CHRIS WILDING
INTERIM DIRECTOR OF TECHNOLOGY AND INNOVATION

APPROVED:



PATRICK H. WEST
CITY MANAGER