



Legislation Text

File #: 10-0240, **Version:** 1

Recommendation to authorize City Manager to execute the Twenty-Second Amendment to Agreement No. 23214 with Tiburon, Inc. to provide software maintenance services for computer-aided dispatch and record management systems for an additional 12-month period through February 2011 in an amount not to exceed \$332,680. (Citywide)

On October 5, 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 to field units. Also, service call and field activity data captured by CAD and RMS is used for planning activities relative to staffing, crime analysis and homeland security. In addition to our Police and Fire departments, the Long Beach Airport uses CAD to support its security operations. Furthermore, the Signal Hill Police Department uses CAD and RMS to support its public safety operations, by means of a contract with the Long Beach Police Department.

As a result of a request for proposal process performed in 1993 by the Department of General Services (now Technology Services), Tiburon, Inc. was deemed the most responsible bidder and was awarded a contract to furnish and implement the CAD/RMS system. A provision of the contract requires the City, via the Department of Technology Services, to renew all relative software support and maintenance agreements annually.

As the sole provider of this CAD/RMS system, software maintenance is provided exclusively by Tiburon, Inc., and precludes the City from soliciting proposals from other vendors. Software maintenance services provided under this agreement include technical support, operational reviews, and software upgrades and enhancements.

The contracted five percent annual increase will raise software maintenance costs by \$15,843 to \$332,680. Of the renewal amount, 73 percent, or \$243,531 will enable continued software maintenance and support for Police systems, and 27 percent, or \$89,149 for Fire systems. Given the current economy, City staff requested the company to discount the renewal amount or forego the contracted annual increase; however, the company declined the request consistent with its policy for all of its local government clients.

Over the next few months, staff intends to issue a request for proposal to identify potential lower cost alternatives for a CAD/RMS system. We will present the results of this process to City Council when it is completed.

This matter was reviewed by Deputy City Attorney Gary J. Anderson on January 26, 2010 and by Budget and Performance Bureau Manager David Wodynski on February 9, 2010.

City Council action is requested on March 2, 2010, due to the expiration of the current maintenance agreement on February 28, 2010.

Increased FY 10 software maintenance costs are estimated at \$15,843. Software maintenance costs for the 12-month period will not exceed \$332,680 and will be recovered from client departments via TSD's MOU allocation. Sufficient funds have been budgeted in the General Fund (GP) and in the General Services Fund (IS 385) and in the Police (PD), Fire (FD) and Technology Services (TS) Departments to support this activity.

Provided that no upgrades are requested or installed during the term, FY 11 costs for current service levels are projected at \$349,314 and will be included in the FY 11 proposed budget.

Approve recommendation.

CURTIS TANI
DIRECTOR OF TECHNOLOGY SERVICES

APPROVED:

PATRICK H. WEST
CITY MANAGER