

June 25, 2025

WHEREAS, on June 8, 2005, the City Council authorized the purchase of (1) computer hardware from Dell Marketing L.P. through the Department of Information Resources contract in an amount not to exceed \$432,885.00, and (2) hardware, software, training, managed services, installation, and support for a Computer Aided Dispatch system in an amount not to exceed \$5,192,370.00 with Tritech Software Systems, in a total amount not to exceed \$5,625,255.00, by Resolution No. 05-1795; and

WHEREAS, on February 11, 2009, the City Council authorized Supplemental Agreement No. 1 to increase the original contract to add maintenance and support for mobile application and to fund an additional sixty-months of maintenance for Computer Aided Dispatch system with Tritech Software Systems, in an amount not to exceed \$4,864,260.00, from \$0 to \$4,864,260.00, by Resolution No. 09-0455; and

WHEREAS, on September 22, 2015, the City Council authorized Supplemental Agreement No. 2 to allowing a five-year service contract for maintenance and support of the City's existing computer aided dispatch system with Tritech Software Systems in an amount not to exceed \$7,251,132.08 from \$4,864,260.00 to \$12,115,392.08, by Resolution No. 15-1736; and

WHEREAS, on May 3, 2016, Administrative Action No. 16-5981 authorized Supplemental Agreement No. 3 for maintenance and support of Arcserve component used in conjunction with the City's CAD system with Tritech Software Systems, in an amount not to exceed \$9,323.60 from \$12,115,392.08 to \$12,124,715.68; and

WHEREAS, on February 9, 2017, Administrative Action No. 17-5502 authorized Supplemental Agreement No. 4 for an upgrade to the City's CAD system with Tritech Software Systems, with zero cost, having no effect on the contract amount; and

WHEREAS, on June 2, 2017, Administrative Action No. 17-6136 authorized Supplemental Agreement No. 5 for change order to the maintenance and support contract to accept a credit for cost savings of \$22,925.00 due to a change in the project and install services procured under Supplemental Agreement No. 4 with Tritech Software Systems, with zero cost, having no effect on the contract amount; and

WHEREAS, on November 3, 2017, Administrative Action No. 17-7072 authorized Supplemental Agreement No. 6 to add Caller Location Query subscription for use with the CAD system with Tritech Software Systems, in an amount not to exceed \$12,327.25 from \$12,124,715.68 to \$12,137,042.93; and

WHEREAS, on February 1, 2018, Administrative Action No. 18-5212 authorized Supplemental Agreement No. 7 to purchase additional inform CAD licenses and a year of maintenance for use with the CAD system with Tritech Software Systems, in an amount not to exceed \$26,840.00 from \$12,137,042.93 to \$12,163,882.93; and

June 25, 2025

WHEREAS, on May 13, 2018, Administrative Action No. 18-5804 authorized Supplemental Agreement No. 8 to add CAD software at the City's designated back-up public safety answering point with Tritech Software Systems, with zero cost, having no effect on the contract amount; and

WHEREAS, on October 2, 2018, Administrative Action No. 18-6578 authorized Supplemental Agreement No. 9 for secondary replication of data within the City's CAD system with Tritech Software Systems, in an amount not to exceed \$7,369.00 from \$12,163,882.93 to \$12,171,251.93; and

WHEREAS, on July 31, 2019, Administrative Action No. 19-6286 authorized Supplemental Agreement No. 10 for a 3-day onsite inform CAD Post Go-Live System Optimization and Advanced Configuration workshop for up to fifteen Dallas Fire-Rescue staff with Tritech Software Systems, in an amount not to exceed \$8,609.00, from \$12,171,251.93 to \$12,179,860.93; and

WHEREAS, on October 9, 2019, Administrative Action No. 19-6629 authorized Supplemental Agreement No. 11 for a change order to allow to update records check functionality within the CAD system with Tritech Software Systems, in an amount not to exceed \$1,596.00 from \$12,179,860.93 to \$12,181,456.93; and

WHEREAS, on March 6, 2020, Administrative Action No. 20-5416 authorized Supplemental Agreement No. 12 for the extension of the maintenance and support services until April 30, 2020 with Tritech Software Systems, with zero cost, having no effect on the contract amount; and

WHEREAS, on March 25, 2020, the City Council authorized Supplemental Agreement No. 13 to extend the terms and increase the service contract with Tritech Software Systems for maintenance and support of the City's existing computer-aided dispatch system for the Department of information and Technology services with Tritech Software Systems, in an amount not to exceed \$8,854,672.21 from \$12,181,456.93 to \$21,036,129.14, by Resolution No. 20-0485; and

WHEREAS, on June 29, 2020, Administrative Action No. 20-5741 authorized Supplemental Agreement No. 14 for the purchase of additional mobile licenses with Tritech Software Systems, in an amount not to exceed \$33,306.00 from \$21,036,129.14 to \$21,069,435.14; and

WHEREAS, on January 11, 2022, Administrative Action No. 22-5094 authorized Supplemental Agreement No. 15 with Tritech Software Systems to allow law enforcement personnel access to the Tritech Message Switch CAD module, with zero cost, having no effect on the contract amount; and

June 25, 2025

WHEREAS, on June 14, 2023, the City Council authorized Supplemental Agreement No. 16 for the continued maintenance and support of the existing computer aided dispatch system, disaster recovery synchronization, and computer aided dispatch routing server for the Department of Information and Technology Services with Trittech Software Systems, in an amount not to exceed \$205,382.69 from \$21,069,435.14 to \$21,274,817.83 by Resolution No. 23-0810; and

WHEREAS, on July 28, 2023, Administrative Action No. 23-5935 authorized Supplemental Agreement No. 17 to provide training on the City's CAD system with Trittech Software Systems, in an amount not to exceed \$13,180.00 from \$21,274,817.83 to \$21,287,997.83; and

WHEREAS, on November 3, 2023, Administrative Action No. 23-6501 authorized Supplemental Agreement No. 18 to provide Additional licenses for the City's CAD system AD. System with Trittech Software Systems, in an amount not to exceed \$10,000.00 from \$21,287,997.83 to \$21,297,997.83; and

WHEREAS, on February 6, 2024, Administrative Action No. 24-5240 authorized Supplemental Agreement No. 19 to integrate NICE recording system with the Computer Aided Dispatch with Trittech Software Systems, in an amount not to exceed \$12,290.00 from \$21,297,997.83 to \$21,310,687.83; and

WHEREAS, on August 19, 2024, Administrative Action No. 24-6067 authorized Supplemental Agreement No. 20 to integrate the NICE Recording Capture feature with the Computer Aided Dispatch (CAD) System with Trittech Software Systems, in an amount not to exceed \$2,145.00 from \$21,310,687.83 to \$21,312,832.83; and

WHEREAS, on September 30, 2024, Administrative Action No. 24-6290 authorized Supplemental Agreement No. 21 to integrate the Colortokens network security segmentation system with the CAD (Computer Aided Dispatch) used by 911, Dallas Police Department, and Dallas Fire Rescue with Trittech Software Systems, in an amount not to exceed \$9,360.00 from \$21,312,832.83 to \$21,322,192.83; and

WHEREAS, on December 12, 2024, Administrative Action No. 24-6584 authorized Supplemental Agreement No. 22 to purchase twenty licenses for the CAD (Computer Aided Dispatch) used by 911, Dallas Police Department, and Dallas Fire Rescue with Trittech Software Systems, in an amount not to exceed \$1,868.80 from \$21,322,192.83 to \$21,324,061.63; and

WHEREAS, on March 5, 2025, Administrative Action No. 25-0075 authorized the extension of the contract term for an additional six (6) months until July 31, 2025 with Trittech Software Systems, with a not-to-exceed of \$0.00, having no effect on the Contract amount; and

June 25, 2025

WHEREAS, on April 8, 2025, Administrative Action No. 25-5612 authorized Supplemental Agreement No. 23 to procure licensing and maintenance for a Racial Profiling module, Crisis Response application and Windows Cluster for the Computer Aided Dispatch (CAD) server with Trittech Software Systems, in an amount not to exceed \$27,468.75 from \$21,324,192.63 to \$21,351,530.38.

Now, Therefore,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That the City Manager is hereby authorized to execute Supplemental Agreement No. 24 to increase the service contract amount with Trittech Software Systems (514648), approved as to form by the City Attorney, for continued turnkey delivery, installation, warranty, training, and maintenance of the Computer Aided Dispatch System and to extend the service contract period from August 1, 2025 to July 31, 2028 for the Department of Information and Technology Services, in an amount not to exceed \$5,589,604.78, increasing the contract amount from \$21,351,530.38 to \$26,941,135.16.

SECTION 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$5,589,604.78 (subject to annual appropriations) to Trittech Software Systems as follows:

9-1-1 System Operations Fund Fund 0191, Department DSV, Unit 2911, Object 3438 Contract No. DSV-2016-00000723 Vendor 514648	\$4,403,310.50
9-1-1 System Operations Fund Fund 0191, Department DSV, Unit 2911, Object 3110 Contract No. DSV-2016-00000723 Vendor 514648	\$ 702,695.15
9-1-1 System Operations Fund Fund 0191, Department DSV, Unit 2911, Object 3070 Contract No. DSV-2016-00000723 Vendor 514648	\$ 448,859.13
CSEC Prop 8 Next Generation 911 Service Fund Fund S415, Department DSV, Unit 679G, Object 3070 Contract No. DSV-2016-00000723 Vendor 514648	<u>\$ 34,740.00</u>
Total amount not to exceed	\$5,589,604.78

June 25, 2025

SECTION 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.