



Legislation Details (With Text)

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**On agenda:** 2/26/2020      **Final action:** 2/26/2020

**Title:** Authorize Supplemental Agreement No. 12 to 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 - Not to exceed \$8,588,795.53, from \$7,317,196.93 to \$15,905,992.46 - Financing: 9-1-1 System Operations Fund (subject to annual appropriations)

**Sponsors:**

**Indexes:** 100

**Code sections:**

**Attachments:** 1. Resolution

Date	Ver.	Action By	Action	Result
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**STRATEGIC PRIORITY:** Government Performance and Financial Management

**AGENDA DATE:** February 26, 2020

**COUNCIL DISTRICT(S):** All

**DEPARTMENT:** Office of Procurement Services

**EXECUTIVE:** Elizabeth Reich

**SUBJECT**

Authorize Supplemental Agreement No. 12 to 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 - Not to exceed \$8,588,795.53, from \$7,317,196.93 to \$15,905,992.46 - Financing: 9-1-1 System Operations Fund (subject to annual appropriations)

**BACKGROUND**

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as-needed basis.

This Supplemental Agreement will provide for continued ongoing maintenance and support for the City's computer-aided dispatch (CAD) system, managed by the Department of Information and Technology Services for public safety personnel. This system supports the efficient mobilization of Police and Fire-Rescue personnel and resources in response to emergency calls. Maintenance and

support include upgrades to current releases of software, annual training, hardware support, dedicated remote technical support and 24-hour technical support.

The City has utilized the CAD system since 2007. The system facilitates the management of critical public safety information which include immediate broadcast of emergency information for officers in distress and data transmission between emergency vehicles to ensure optimal response time, and other critical functions. The use of this system is critical to first responders in assisting with handling vital information that links police officers, firefighters, and paramedics.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a "living wage" rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. This contract renewal option includes the most current living wage of \$11.15.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On September 22, 2015, City Council authorized a five-year service contract for maintenance and support of the City's existing computer aided dispatch system with Tritech Software Systems, Inc. by Resolution No. 15-1736.

**FISCAL INFORMATION**

Fund	FY 2020	FY 2021	Future Years
9-1-1 System Operations Fund	\$1,577,113.91	\$1,578,174.28	\$5,433,507.34

**M/WBE INFORMATION**

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Category	M/WBE Goal	M/WBE %	M/WBE \$
\$8,588,795.53	Sole Source	N/A	N/A	N/A
• The Business Inclusion and Development Program does not apply to Sole Source Agreements.				
TriTech Software Systems is providing ongoing maintenance and support of the City's existing CAD system. No sub-contracting opportunities are available.				

**OWNER**

**TriTech Software Systems**

Jeff Scherer, Interim Chief Executive Officer  
David Gai, Chief Operating Officer  
Elisabeth Kibler, Vice President of Treasury