



Legislation Text

File #: 20-397, **Version:** 1

STRATEGIC PRIORITY: Government Performance and Financial Management
AGENDA DATE: March 25, 2020
COUNCIL DISTRICT(S): All
DEPARTMENT: Office of Procurement Services
EXECUTIVE: Elizabeth Reich

SUBJECT

Authorize 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 - Not to exceed \$8,854,672.21, from \$12,181,456.93 to \$21,036,129.14 - Financing: 9-1-1 System Operations Fund (\$8,654,672.21) and 2018 Master Lease Equipment Fund (\$200,000.00) (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 2005. The system facilitates the management of critical public safety information which includes immediate broadcast of emergency information for officers in distress, 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 \$11.71.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On June 8, 2005, City Council authorized the purchase of computer, software, training, managed services, installation, and support for a Computer Aided Dispatch system with TriTech Software Systems by Resolution No. 05-1795.

On February 11, 2009, 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 by Resolution No. 09-0455.

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 | \$ 1,523,513.91 | \$1,605,894.28 | \$ 5,525,264.02 |
| 2018 Master Lease Equipment Fund | \$ 200,000.00 | \$ 0.00 | \$ 0.00 |
| Total | \$ 1,723,513.91 | \$1,605,894.28 | \$ 5,525,264.02 |

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 \$ |
|---|----------------|------------|---------|----------|
| \$8,854,672.21 | Other Services | N/A | N/A | N/A |
| • The Business Inclusion and Development Plan does not apply to Proprietary Software. | | | | |
| • TriTech Software Systems will provide maintenance and support of the City's existing computer-aided dispatch system for the Department of Information and Technology Services using proprietary software. No sub-contracting opportunities are available. | | | | |

OWNER

TriTech Software Systems

1000 Business Center Dr.
Lake Mary, FL 32746

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