



City of San Antonio

Legislation Details (With Text)

File #: 19-6577

Type: Purchase of Services

In control: City Council A Session

On agenda: 9/19/2019

Title: Ordinance approving a contract amendment with Tritech Software Systems in the amount of \$238,663.94, from contract execution to September 30, 2020, which includes required implementation and project management services and first year license fees to provide the San Antonio Police Department (SAPD) with a required upgrades to the Tritech Software Systems Public Safety Computer Aided Dispatch (CAD) System. Funding is available from the FY 2019 Adopted ITSD Operating Fund. Additionally, the contract amendment will provide for up to five additional one-year terms at \$75,180.50 annually for maintenance and support costs. Funding for subsequent years is subject to City Council approval of the annual budget and of funds. [Ben Gorzell, Chief Financial Officer; Troy Elliott, Deputy Chief Financial Officer, Finance]

Sponsors:

Indexes:

Code sections:

Attachments: 1. Amendment 3, 2. Tritech Quotation - Inform CAD/MobileRehost, 3. Tritech Quotation - Routing Server, 4. Tritech Quotation - COSA/Bexar County Mobile Upgrade, 5. Draft Ordinance, 6. Ordinance 2019-09-19-0730

Date	Ver.	Action By	Action	Result
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DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Approval of a Contract Amendment with Tritech Software Systems for Multiple Upgrades to the Public Safety Computer Aided Dispatch System

SUMMARY:

An ordinance authorizing a contract amendment with Tritech Software Systems in the initial amount of \$238,663.94, from contract execution to September 30, 2020, which includes required implementation and project management services and first year license fees to provide required upgrades to the Tritech Software Systems Public Safety Computer Aided Dispatch (CAD) System for enhancements to feature sets and an operating system uplift required for continued system supportability. Funding is available from the FY 2019

Adopted ITSD Operating Fund. Additionally, the contract amendment will provide for up to five additional one-year terms at \$75,180.50 annually for maintenance and support costs. Funding for subsequent years is subject to City Council approval of the annual budget and of funds.

BACKGROUND INFORMATION:

In October 2008, City Council approved a contract with TriTech Software Services for a Computer Aided Dispatch (CAD) system that provides multiple public safety agencies with a means to efficiently communicate and receive vital information in the field.

Since 2009, the current CAD environment has been utilized by the San Antonio Police Department (SAPD), San Antonio Fire Department (SAFD), Bexar County Sheriff's Office, Bexar County Fire, Schertz PD/Fire/EMS, and the Southwest Texas Regional Advisory Council (STRAC) MEDCOM Regional Trauma System. The CAD environment is managed by the City of San Antonio Information Technology Services Department. Annual maintenance and support and license fees were authorized through Ordinance 2010-04-01-0276 for the life of the system through a sole source agreement. It has become necessary to provide additional product enhancements in order to continue to provide law enforcement and first responders with these vital automated services.

The task orders contained within this contract amendment will provide all public safety agency users with multiple system software fixes that address issues that COSA and other clients have observed within the functionality of the CAD/Mobile environments; a new ESRI mapping engine for desktops and mobiles; necessary implementation services to provide an interface re-hosting to new servers as the Windows Server 2008 operating system is entering end of life, a new routing server to improve routing query response efficiency for driving directions, closest units to incidents, closest hospital for transports and unit recommendations during the dispatch process; and Windows 10 desktop compatibility which supports the City's migration to Windows 10.

The City's intent is to amend the City's maintenance and support contract with Trittech Software Systems to procure these necessary enhancements to allow for more robust use of the system along with operating system supportability for the foreseeable future.

ISSUE:

This action will authorize a contract amendment with Trittech Software Systems in the initial amount of \$238,663.94 which includes required implementation and project management services and first year license fees to provide all public safety agency users with a required upgrades and additional enhancements to the Trittech Software Systems Public Safety CAD System.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to goods/supplies contracts, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract amendment not be approved, law enforcement and first responders would not realize the

impact of the product improvements available and would take a great risk moving forward with a system that is no longer supported at the server and user operating system level.

FISCAL IMPACT:

An ordinance authorizing a contract amendment with Tritech Software Systems in the initial amount of \$238,663.94, from contract execution to September 30, 2020, which includes required implementation and project management services and first year license fees to provide all public safety agency users with a required upgrades and additional enhancements to the Tritech Software Systems Public Safety CAD System. Funding is available from the FY 2019 Adopted ITSD Operating Fund. Additionally, the contract amendment will provide for up to five additional one-year terms at \$75,180.50 annually for maintenance and support costs. Funding for subsequent years is subject to City Council approval of the annual budget and of funds.

RECOMMENDATION:

Staff recommends approval of a contract amendment with Tritech Software Systems in the amount of \$238,663.94 which includes required implementation and project management services and first year license fees to provide all public safety agency users with a required upgrades and additional enhancements to the Tritech Software Systems Public Safety CAD System.

The goods and services items authorized through this contract amendment are procured via a Sole Source according to the provisions of Texas Statutes Local Government Code 252.022.07 and a Contracts Disclosure Form was not required.