Thursday, August 28, 2008

Purchasing Office   **Item No. 50**
RECOMMENDATION FOR COUNCIL ACTION

Subject: Authorize award and execution of Amendment No. 8 to a requirements service contract with TRITECH SOFTWARE SYSTEMS, San Diego, CA, for additional software licenses, maintenance, and services in an estimated amount not to exceed $118,218, for a revised total estimated contract amount not to exceed $10,862,370.61.

Amount and Source of Funding: Funding in the amount of $89,368 is available in the Fiscal Year 2007-2008 Operating Budget of the Financial and Administrative Services Department, Combined Transportation, Emergency and Communications Center. Funding in the amount of $28,850 is available in the Fiscal Year 2007-2008 Operating Budget of the Austin Police Department.

Fiscal Note: There is no unanticipated fiscal impact. A fiscal note is not required.

For More Information: Mick Osborne, Specialist Sr. Buyer/974 2995

Purchasing Language: Contract Amendment.

MBE/WBE: This contract was awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this contract.

Prior Council Action: 3/29/01- approved original contract for the purchase of a computer aided dispatch system, with five 12-month extension options for maintenance. 2/15/07- approved Amendment No. 5 for licenses and system configuration for the 9-1-1 Backup Center. 6/5/08- approved Amendment No. 7 for a 120-day holdover of the
contract.

This contract amendment will provide for additional software licenses, maintenance, and services for the TriTech Computer Aided Dispatch (VisiCAD) system, which is utilized by the Austin Police Department, Austin Fire Department, Austin/Travis County Emergency Medical Services, Public Safety and Emergency Management, Texas Department of Transportation, Travis County Emergency Services Districts, & Travis County Sheriff's office to receive/input 911 calls and to dispatch emergency services to the citizens of Central Texas.

This amendment will cover the following five projects:
1) The Server Re-Host project entails transitioning VisiCAD software onto new server platforms on which the 911/Emergency Dispatch System will operate. The migration of the existing VisiCAD software to replacement server platforms is necessary as existing hardware is soon to be out of support.
2) Third party ESRI licenses are required to support a new version of VisiCAD, version 4.4, and related interfaces set for release in September. These licenses provide the means to execute future upgrades, include many needed fixes and enhancements, and sustain current maintenance and support to the 911/Emergency Computer Aided Dispatch infrastructure.
3) The Tri-Tech system originally supported two jurisdictions. The Austin/Travis County region is made up of multiple adjacent jurisdictions. Prior to VisiCAD 4.4 (most current version), the system could only handle two jurisdictions and this produced mapping errors in the system. To accommodate this limitation, extensive work-arounds and modifications were performed to the streets database. VisiCAD 4.4

functionality will allow additions and the ability to streamline the maintenance of multiple jurisdictions. Tri-tech will perform a custom map conversion with the new map data sets that include all jurisdictions. The opportunity to rebuild these maps is optimum during the server re-host/transition project.

4) VisiNet Mobile to Field Reporting Data Transfer is required to transfer information from the 911/Emergency Dispatch System to the Versadex mobile system. The Tritech CAD system currently captures information in mobile vehicles to perform State and Federal queries. This information is currently in CAD system. The field reporting program is a Versadex system. This data transfer allows users to take the information already captured in the CAD event and copy the information in the field reporting application, Versadex, to prevent double data entry, prevent errors in transcription and save time.

5) The TriTech ProQA Integration Module integrates the Priority Dispatch ProQA software with the VisiCAD software for 911 emergency call processing. This request is for the ProQA Integration Module, 1 year software maintenance and support, and project management services from TriTech Software Systems. This module is a required software component that integrates Priority Dispatch ProQA software with VisiCAD sofware for enhanced 911 emergency call processing.