Recommendation for Council Action (Purchasing)

Austin City Council		Item ID:	47644	Agenda Number	54.
Meeting Date:		September 17, 2015			
Department:		Purchasing			

Subject

Authorize negotiation and execution of a 60-month contract with TRITECH SOFTWARE SYSTEMS for licenses, maintenance, and support of the emergency services dispatch software and interface system in an amount not to exceed $8,604,207, with two 12-month extension options in an amount not to exceed $1,951,492 for the first extension option and $2,033,721 for the second extension option, for a total contract amount not to exceed $12,589,420.

Amount and Source of Funding

Funding in the amount of $1,720,841 is available in the Fiscal Year 2015-2016 Operating Budget of Communications and Technology Management, Combined Transportation Emergency & Communications Center. Funding for the remaining 48-months of the initial contract and the extension options is contingent upon available funding in future budgets.

Fiscal Note

There is no unanticipated fiscal impact. A fiscal note is not required.

Purchasing Language:	Sole Source
Prior Council Action:	
For More Information:	Jonathan Harris, Senior Buyer Specialist, 512-974-1771
Boards and Commission Action:	
Related Items:	
MBE / WBE:	This contract will be awarded as a sole source and is exempt from City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program.

Additional Backup Information

The contract is for the continuance of maintenance and support for the TriTech Computer Aided Dispatch (CAD) software system. This system is utilized by the Austin Police Department, Austin Fire Department, Austin/Travis County Emergency Medical Services, Public Safety, Emergency Management, Texas Department of Transportation, Travis County Emergency Services Districts and the Travis County Sheriff's Office to receive and input 9-1-1 calls and to dispatch emergency services to the citizens of Central Texas.

The Inform CAD software helps communication center personnel manage a large amount of information such as: unit locations, unit statuses, pending and active calls and other critical data, while serving as a voice of reassurance to callers and providing vital information that links police officers, firefighters, and paramedics. The Inform CAD software captures, manages, and prioritizes mission-critical data to enable rapid decisions in situations where every second counts. The Inform CAD software also provides flexibility to define and manage response plans to match the individual needs of each agency it serves. By utilizing the street network to determine a unit's estimated arrival time, the system provides recommendations for the closest unit to the incident by actual drive time, not distance—even crossing jurisdictions when the situation is critical.

Without this maintenance contract there will be no support or maintenance for this highly visible and critical public safety system.

This agreement includes two components:
- **Annual Software and Maintenance**: TriTech Software Systems, as the author and copyright holder for the Inform CAD software package, provides annual maintenance services for the CAD software system and the Mobile Data Computers. These services include specialized technical support as well as the licensing and support of several third party products which are used as part of the Inform CAD software system installation. Annual maintenance fees are paid by the City, Travis County and the Texas Department of Transportation for the CAD software system. Costs are to be shared by the Combined Transportation Emergency & Communications Center partners. The City's portion is 72.41%.
- **Enhancement Support Services**: As the City's business needs change due to changes in law or policy, modification to the Inform CAD software system may be necessary. This includes additional software licenses, the purchase of additional modules for the system and technical consulting services.

TriTech Software Systems is the manufacturer of the system and is the sole provider of maintenance, support and enhancements of the system. The current contract expires on September 30, 2015.