



City of Alameda

Staff Report

File Number:2014-1087

City Council

Agenda Date: 12/2/2014

File Type: Consent Calendar Item

Agenda Number: 5-F

Recommendation to Authorize the City Manager, or his Designee, to Negotiate and Execute a Purchase Agreement with Tiburon, Inc. on Forms Acceptable to the City Attorney to Furnish, Install, and Implement an Upgrade to the Police Department's Computer Aided Dispatch (CAD) and Records Management Systems (RMS) including the Acquisition of Hardware and Software in an Amount Not to Exceed \$995,000. (Police)

To: Honorable Mayor and Members of the City Council

From: John A. Russo, City Manager

Re: Authorize the City Manager, or his Designee, to Negotiate and Execute a Purchase Agreement with Tiburon, Inc. on Forms Acceptable to the City Attorney to Furnish, Install, and Implement an Upgrade the Police Department's Computer Aided Dispatch (CAD) and Records Management Systems (RMS) including the Acquisition of Hardware and Software in an Amount Not to Exceed \$995,000

BACKGROUND

The Computer Aided Dispatch (CAD) and Records Management System (RMS) platforms used by the Alameda Police Department are a main, mission critical integrated system that supports most of the City's public safety activities, It is an essential tool for the efficient utilization of resources, effective tactical deployments, the sharing of information and serving the needs of the community. A CAD application typically consist of a suite of software packages used to initiate public safety calls for service, dispatch, and maintain the status of responding officers in the field. A RMS is an agency-wide system that provides for the entry, storage, retrieval, retention, analysis and review of information, records, documents, or files pertaining to law enforcement operations. Without these integrated systems, the Police Department could not operate effectively.

The City's CAD/RMS platform was purchased, developed and implemented by Tiburon, Inc. in 1984. There have been incremental upgrades to the platform since that time. Tiburon continues to provide support services for the platform under a Master Support Agreement it executed with the City in December of 2004, but the technology architecture based on an outdated UNIX platform has become functionally obsolete. As a result, technical support is becoming extremely difficult and eventually will be non-existent.

On June 11, 2013, the City Council adopted the FY13-15 budget, which included a \$995,000 Capital Improvement Project for the replacement of our current CAD/RMS. Tiburon, Inc. has presented the Police Department with a proposal for a CAD/RMS upgrade, which includes the acquisition and installation of hardware, the installation of the upgraded application platform, data migration and training for a fixed price of \$727,252.

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DISCUSSION

The CAD system is the nexus for virtually all initial emergency actions. Tiburon's CAD system supports comprehensive dispatching and incident control while managing emergency situations with speed and efficiency by providing immediate address verification, automated unit recommendations, and fully integrated maps.

Tiburon Total Command CAD version 2.9 provides fully distributed, server-independent processing of all critical CAD functions. Each dispatch position/location automatically becomes a redundant, real-time backup for the other while CAD automatically manages recovery from the failure.

The Tiburon Mobile product facilitates the rapid and accurate exchange of detailed information to patrol on the street. Tiburon's Total Enforcement Records Management System (RMS) enables the complete automation of law enforcement operations, records processing, and reporting. Tiburon RMS significantly streamlines the incident reporting process and frees officers so they can spend more time in the community and less time on administrative tasks.

After Tiburon conducted a comprehensive Operational Review of the Department's CAD/RMS and Mobile Systems, they provided a thorough demonstration of the proposed upgrade. Additionally, a site-visit was conducted at the Sunnyvale Department of Public Safety who has successfully implemented the same upgrade. Both demonstration and site-visit was attended by the Department's Technical Services, Communications, and Records Section personnel and resulted in staff's recommendation to proceed with the upgrade.

This proposal contains a substantial discount since it is considered an upgrade to our current CAD/RMS System. We are receiving a 100% discount on all license fees as this was sold through our current maintenance agreement with Tiburon. The maintenance and support we are currently receiving from Tiburon will continue with this upgrade.

FINANCIAL IMPACT

Funding (\$995,000) for the replacement of our current CAD/RMS has been accounted for in the FY14-15 Equipment Replacement Fund budget (Fund 701).

MUNICIPAL CODE/POLICY DOCUMENT CROSS REFERENCE

This action conforms to the Alameda Municipal Code and applicable City policies.

ENVIRONMENTAL REVIEW

This action is not a project and exempt from the California Environmental Quality Act (CEQA) as defined in CEQA Guidelines Section 15378(b)(5).

RECOMMENDATION

Authorize the City Manager, or his Designee, to negotiate and execute a purchase agreement with Tiburon,

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Inc. on forms acceptable to the City Attorney to furnish, install, and implement an upgrade the Police Department's Computer Aided Dispatch (CAD) and Records Management Systems (RMS) including the acquisition of hardware and software in an amount not to exceed \$995,000.

Respectfully submitted,
Paul J. Rolleri, Chief of Police

Financial Impact section reviewed,
Juelle-Ann Boyer, Interim Finance Director

Exhibits:

1. Enhancement Proposal-3612: CAD, Mobile and RMS Migration
2. December 9, 2004 Master Support Agreement