



CITY OF PLANO COUNCIL AGENDA ITEM

CITY SECRETARY'S USE ONLY				
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory				
Council Meeting Date:		6/23/2014		
Department:		Technology Services		
Department Head		David Stephens		
Agenda Coordinator (include phone #): Dianna Wike x7549				
CAPTION				
To approve the purchase of re-hosting services and system upgrade to the Computer Aided Dispatch software from TriTech Software Systems, the sole source provider, in the amount of \$57,788 and authorizing the City Manager to execute all necessary documents.				
FINANCIAL SUMMARY				
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP				
FISCAL YEAR:	2013-14	Prior Year (CIP Only)	Current Year	Future Years
				TOTALS
Budget		0	150,000	0
Encumbered/Expended Amount		0	-55,104	0
This Item		0	-57,788	0
BALANCE		0	37,108	0
FUND(S): TECHNOLOGY FUND				
COMMENTS: Funds are included in the 2013-14 Technology Fund budget for the Computer Aided Dispatch (CAD) software and application re-hosting services. The remaining balance will be used for other items related to the upgrade project.				
STRATEGIC PLAN GOAL: Periodic upgrades to the CAD software for Public Safety Communication applications relate to the City's Goal of Financially Strong City with Service Excellence and Safe Large City.				
SUMMARY OF ITEM				
The Technology Services Department recommends the purchase of re-hosting services and system upgrade to the Computer Aided Dispatch (CAD) software, from TriTech Software Systems, in the amount of \$57,788. TriTech is the developer and owner of the copyright to TriTech Software Systems' suite of software applications and is therefore the sole source provider of services and support of its products, including re-hosting services and system upgrades. This software upgrade is necessary to enable the Public Safety Communications staff to take advantage of the new capabilities and to enhance service to our citizens. The City is exempt from the competitive bid process for this purchase as allowed by Local Government Code Chapter 252 Subchapter B Section 252.022(a)(7)(A).				
List of Supporting Documents:			Other Departments, Boards, Commissions or Agencies	
Memorandum				



Memorandum

Date: May 28, 2014
To: Diane Palmer-Boeck, Purchasing Manager
From: Danny Housewright, Systems and Programming Manager
Subject: **Computer Aided Dispatch (CAD) System Upgrade**

TriTech Software Systems' Inform Computer Aided Dispatch (CAD) software plays an integral role in providing Police and Fire emergency services in the City of Plano. While Inform CAD Version 4.5 has served the City well, it is time to upgrade to Version 5.5 to take advantage of enhancements in the software which include the capability to identify specific locations that require special responses and a notification tool called Advisor that will assist in notifying dispatchers of significant changes in calls for service. This upgrade also includes updating the underlying technology from 32-bit to 64-bit architecture which will be required for all future CAD software upgrades.

The Technology Services and Public Safety Communications Departments have worked with TriTech Software Systems, a sole source provider, to create a plan for this upgrade. The plan calls for upgrading the CAD Training environment in August followed by the upgrade of the production environment in October, 2014. The upgrade will require re-hosting services from TriTech Software Systems for the CAD software from 32-bit to 64-bit on the CAD Training, Production, Hot Standby, Reporting and Interface servers.

Technology Services recommends approval of an expenditure of \$57,787.60 for re-hosting services from TriTech Software Systems. The approval of this expenditure will ensure that City of Plano Public Safety staff can take advantage of new capabilities to enhance service to our citizens and continue to provide the excellent service that our citizens have come to expect.