



City of Culver City

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Staff Report

File #: 18-0137, **Version:** 1

Item #: C-9.

CC: (1) Approval of an Amendment to the Existing Professional Services Agreement with the South Bay Regional Public Communications Authority for Emergency Police & Fire Dispatch Services in an Additional Amount Not-to-Exceed \$400,000 for the Purchase of a New Computer Aided Dispatch (CAD) and Records Management Software (RMS); and (2) Authorization of the Annual Maintenance Payments for the Software Estimated at \$160,000 Per Year.

Meeting Date: August 14, 2017

Contact Person/Dept: Hoa Diep/Information Technology

Phone Number: 310-253-6266

Fiscal Impact: Yes ☒ No ☐

General Fund: Yes ☒ No ☐

Public Hearing: ☐ **Action Item:** ☒ **Attachments:** ☐

Commission Action Required: Yes ☐ No ☒ **Date:**

Public Notification: (E-Mail) Meetings and Agendas - City Council (08/09/17);

Department Approval: Michele Williams (08/03/17)

RECOMMENDATION

Staff recommends the City Council (1) approve an amendment to the existing professional services agreement with South Bay Regional Public Communications Authority for emergency Police and Fire dispatch services in an additional amount not-to-exceed \$400,000 to support the purchase of a new Computer Aided Dispatch (CAD) and Records Management Software (RMS); and (2) authorize annual maintenance payments for the CAD/RMS software for a term of five years, estimated at \$160,000 per year, provided the software solution continues to be required to support the City's public safety operations.

BACKGROUND

In November 2007, City Council approved the procurement of New World Systems, a public safety software owned by New World Systems which was later acquired by Tyler Technologies. The public safety software consisted of Computer Aided Dispatch (CAD), Records Management

System (RMS) and Mobile technology. The suite of software products greatly enhanced the efficiency of dispatching, records management, case management, streamlined statistical analysis, report writing, and provided mobile computing.

DISCUSSION

On October 10, 2016, City Council approved a professional services agreement with the South Bay Regional Public Communications Authority (historically also known as “RCC” for Regional Communications Center) for public safety dispatching and other related services. The staff report detailed that the RCC was in the process of selecting a new CAD and RMS system. The report explained that a vendor had not been selected but it was expected that Culver City would pay for a portion of the purchase cost in addition to a portion of the ongoing annual maintenance. Culver City is responsible for paying 18.61% (based on usage) of the purchase price which results in an expenditure not to exceed \$400,000. Additionally, the City will be required to pay annual ongoing maintenance which is estimated at \$160,000 each year.

After several months of going through the RFP and selection process, the RCC has selected Mark43 as their public safety software of choice for Computer Aided Dispatch and Records Management System. Mark43 Inc. is a privately own company founded in 2012 with headquarters in New York, New York. Mark43 Inc. provides a Criminal Justice Information Services - compliant cloud hosted Computer Aided Dispatch and Records Management System, running off of Amazon Web Services GovCloud. Not only does the company provide services in the East Coast but has also expanded to the West Coast.

When Culver City transitioned to RCC dispatching in March 2017, Fire and Police began using the RCC’s current CAD software (Tiburon). Police continues to use the Tyler Technologies RMS system and will transition to the Mark43 law enforcement RMS module. The Fire Department identified a replacement RMS system in the interim and plans to transition to the Mark43 Fire Incident Reporting (RMS) after it has been made available by the vendor.

Selecting Mark43 as the new Records Management System will ultimately allow seamless integration with the Computer Aided Dispatch software. As it is a hosted solution, Mark43 will alleviate the need to support or maintain physical servers and will not impact services when software is updated. Also, the need to backup servers and data will be handled by the vendor.

The purchase, through RCC, of the Mark43 CAD/RMS software is exempt from formal bidding requirements pursuant to Culver City Municipal Code Section 3.07.045.E (purchase of software, hardware maintenance services or software maintenance services). This approval would result in the approval of a second amendment to the existing agreement with RCC.

FISCAL ANALYSIS

Funding to support this project has been appropriated in the City Council Adopted Budget for Fiscal Year 2017/2018 Public Safety CAD/RMS/Mobile Capital Improvement Project - PZ902

(42080000.619800.PZ902) which is managed by the Information Technology Department. The purchase for the software will increase the existing contract by an amount not to exceed \$400,000. Approval of this expenditure would also establish an ongoing commitment for annual maintenance for a term of 5 years which will be paid annually from account 10124100.600200 (in an amount estimated at \$160,000, which is approximate to our current annual expenditure). The five year term aligns with the term of the current agreement with RCC.

The payments for the purchase of the software and the annual maintenance will be paid to the City of Hawthorne as this agency manages the software contract and provides billing services to the RCC. The City of Hawthorne will be responsible for forwarding the payments to the vendor. This payment arrangement will be reflected in the amendment to the RCC Agreement.

ATTACHMENTS

None.

MOTION

That the City Council:

1. Approve an amendment to the existing professional services agreement with South Bay Regional Public Communications Authority for Emergency Police and Fire dispatch services, in an additional amount not-to-exceed \$400,000 to support the purchase of the Mark 43 CAD and RMS software; and,
2. Authorize the annual maintenance payment for a term of five years, estimated at \$160,000 per year;
3. Authorize the City Attorney to review/prepare the necessary documents;
4. Authorize the City Manager to execute such documents on behalf of the City.