

ACTION FORM BRYAN CITY COUNCIL

DATE OF COUNCIL MEETING: 09/22/2015		DATE SUBMITTED: 08/31/2015	
DEPARTMENT OF ORIGIN: Information Technology		SUBMITTED BY: Cray Crouse	
MEETING TYPE:	CLASSIFICATION:	ORDINANCE:	STRATEGIC INITIATIVE:
<input type="checkbox"/> BCD	<input type="checkbox"/> PUBLIC HEARING	<input type="checkbox"/> 1ST READING	<input checked="" type="checkbox"/> PUBLIC SAFETY
<input type="checkbox"/> SPECIAL	<input type="checkbox"/> CONSENT	<input type="checkbox"/> 2ND READING	<input type="checkbox"/> SERVICE
<input checked="" type="checkbox"/> REGULAR	<input checked="" type="checkbox"/> STATUTORY		<input type="checkbox"/> ECONOMIC DEVELOP.
<input type="checkbox"/> WORKSHOP	<input type="checkbox"/> REGULAR		<input checked="" type="checkbox"/> INFRASTRUCTURE
			<input type="checkbox"/> QUALITY OF LIFE
AGENDA ITEM DESCRIPTION: Approval of annual Public Safety software support and maintenance for the Tiburon, Inc., application in the amount of \$150,097.00 less Brazos County 911's portion of \$54,735, which results in the City of Bryan's net cost being \$95,362.			
SUMMARY STATEMENT: The renewal of this software support and maintenance contract is necessary to maintain operational functionality of the City of Bryan's Dispatch, Mobile, Fire Records, and Mapping Software used by City of Bryan's Fire and Police Departments, Brazos County, and the 911 District.			
<p>Consequences of not maintaining this agreement include: no 24/7 support for Computer Aided Dispatch (CAD) and no software updates, patches, or valuable assistance that only Tiburon can provide in accordance with the attached MSA (Master Service Agreement). The Maintenance Agreement Period is for FY16 (October 1, 2015, to September 30, 2016). All enhancements and associated maintenance increases are budgeted expenditures in the FY16 proposed budget.</p> <p>Past Maintenance costs have been as follows (totals are based on agency call volume and licenses used):</p> <ul style="list-style-type: none"> •FY15 - \$163,820.00: City of Bryan, \$109,070.06; Brazos County 911, \$54,749.94 •FY14 - \$131,771.00: City of Bryan, \$ 92,379.14; Brazos County 911, \$39,391.86 •FY13 - \$125,496.00: City of Bryan, \$ 87,172.51; Brazos County 911, \$38,323.49 •FY12 - \$102,332.00: City of Bryan, \$ 78,836.61; Brazos County 911, \$23,495.39 •FY11 - \$ 97,458.00: City of Bryan, \$ 75,081.76; Brazos County 911, \$22,376.24 <p>Tiburon CAD software is used by Brazos County 911, Bryan Police Department, and Brazos County to dispatch resources to emergency calls, track response times, and record all related information about public safety calls for service.</p> <p>MobileCOM is the software that runs in Police, Fire, Sheriff's Office, and Constable vehicles to allow access into the CAD system to get information from dispatch, run driver's licenses, and other critical information necessary to respond appropriately while in the field.</p> <p>Tiburon RMS (Records Management System) software is used by both Police and Fire personnel to track all additional investigative work done on calls for service. This process includes everything from receiving dispatch information real time to their cars, to finishing their report and tracking evidence and going to court, or preparing the paperwork for sending to ambulance billing. The City of Bryan and Brazos County are currently in the process of</p>			

upgrading to a multi-agency records management system, which is managed primarily by the City of Bryan's Information Technology staff.

Included in this agreement are regular patches, updates, and new releases as they become available. These features and enhancements to the software application extend the functional life of the software. This upgrade will result in cost savings for the City of Bryan with increased functionality.

The Tiburon Public Safety system originally went live in 2006 and with regular hardware and software upgrades was designed to last about ten years. There have been significant updates in recent years that extends the useful life out to at least 2020.

STAFF ANALYSIS AND RECOMMENDATION: Staff believes it is critical for the City to continue paying for maintenance on the Tiburon Public Safety application and recommends approval of the contract renewal to ensure 24x7 support coverage continues for the next year.

OPTIONS (In Suggested Order of Staff Preference):

1. Approve the agreement as recommended
2. Do not approve the agreement and provide direction to Staff.

ATTACHMENTS:

1. Master Support Agreement (pdf document)

FUNDING SOURCE: Budgeted Line Item for FY16: General Fund – Computer Administration, Equipment Maintenance/Software License Agreements

APPROVALS: Bernie Acre – 08/31/2015; Hugh R. Walker, 09/04/2015

APPROVED FOR SUBMITTAL: Kean Register, 9/1/2015

APPROVED FOR SUBMITTAL: Janis K. Hampton, 9/1/2015