

Meeting Date (?)	09/13/2016
Subject Matter * (?)	Tritech Annual Maintenance This must match rolling agenda entry
Department of Origin *	INFORMATION TECHNOLOGY
Submitted By *	Bernie Acre
Type of Meeting *	<input type="radio"/> BCD <input type="radio"/> Special <input checked="" type="radio"/> Regular
Classification *	<input type="radio"/> Public Hearing <input checked="" type="radio"/> Consent <input type="radio"/> Statutory <input type="radio"/> Regular
Ordinance *	<input checked="" type="radio"/> None <input type="radio"/> First Read <input type="radio"/> Second Read <input type="radio"/> First & Only Read
Strategic Initiative *	<input checked="" type="checkbox"/> Public Safety <input type="checkbox"/> Service <input type="checkbox"/> Economic Development <input checked="" type="checkbox"/> Infrastructure <input type="checkbox"/> Quality of Life
Agenda Item Description *	Approval of annual public safety software support and maintenance for Tiburon, Inc. (a Tritech Company), in the amount of \$129,517, less Brazos 911 portion of \$26,231 and Brazos County portion of \$31,494; City of Bryan's portion is \$71,792.
Summary Statement *	<p>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, the Brazos County, and the 911 District.</p> <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 Master Service Agreement (MSA). The Maintenance Agreement Period is for FY17 (October 1, 2016 to September 30, 2017). All enhancements and associated maintenance increases are budgeted expenditures in the proposed FY17 budget.</p> <p>Past Maintenance costs have been as follows (totals are based on agency call volume and licenses used): FY16 - \$189,787; City of Bryan, \$95,361; Brazos County/911, \$54,735 FY15 - \$163,820; City of Bryan, \$109,070; Brazos County/911, \$54,749 FY14 - \$131,771; City of Bryan, \$92,379; Brazos County/911, \$39,391 FY13 - \$125,496; City of Bryan, \$87,172; Brazos County/911, \$38,323 FY12 - \$102,332; City of Bryan, \$78,836; Brazos County/911, \$23,495</p> <p>Tiburon CAD software is used by the Brazos County 911, the Bryan Police Department, and the 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 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 upgrading to a multi-agency records management system, managed primarily by the City of Bryan's Information Technology staff. Also included are patches, updates, and new releases as they become available. All of these features and enhancements to the software application extends the functional life of the software, which will result in cost savings for the City of Bryan with increased functionality.</p> <p>The Tiburon Public Safety system originally went live in 2006 and with regular hardware and software upgrades was designed to last about ten (10) years. There have been significant updates in recent years that extends the useful life out to at least 2020.</p>
Staff Analysis & 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.

Funding Source*

General Fund, IT Budgeted Line Item

Attachments

FY17 Tiburon CAF Attachment.pdf

105.83KB

Please detail attachments and note attachments available for viewing in City Secretary's Office:

1. Quote for support and Exhibit 2 to Master Support Agreement

Dept. Head Signature



Bernie Aore

**Deputy City Manager
Signature**



Hugh R. Walker

City Manager Signature



City Attorney Signature



Janis K. Hampton