

## ACTION FORM BRYAN CITY COUNCIL

<b>DATE OF COUNCIL MEETING:</b> 09/24/2013		<b>DATE SUBMITTED:</b> 08/15/2013	
<b>DEPARTMENT OF ORIGIN:</b> Information Technology		<b>SUBMITTED BY:</b> Bernie Acre, CIO	
<b>MEETING TYPE:</b>	<b>CLASSIFICATION:</b>	<b>ORDINANCE:</b>	<b>STRATEGIC INITIATIVE:</b>
<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 checked="" type="checkbox"/> CONSENT	<input type="checkbox"/> 2ND READING	<input type="checkbox"/> SERVICE
<input checked="" type="checkbox"/> REGULAR	<input 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
<b>AGENDA ITEM DESCRIPTION:</b> Approval of payment of annual Public Safety software support and maintenance for the Tiburon, Inc. application in the amount of \$131,771.00. City of Bryan's portion is \$92,379.14 and Brazos County 911 portion is \$39,391.86.			
<p><b>SUMMARY STATEMENT:</b> The renewal of this software support and maintenance contract is necessary to maintain operational functionality of the City of Bryan's Tiburon Software used by City of Bryan's Police and Fire Departments and Brazos County 911. Consequences of not maintaining this agreement include: no 24/7 support for CAD, no 8:00 to 5:00 support for RMS, and no software updates, patches, or valuable assistance that Tiburon provides in accordance with the attached MSA (Master Service Agreement). The Maintenance Agreement Period is from October 1, 2013 to September 30, 2014. All enhancements and associated maintenance increases are budgeted expenditures.</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"> <li>•FY13 - \$125,496.00 less Brazos County 911 portion of \$38,323.49. City of Bryan's portion was \$87,172.51.</li> <li>•FY12 - \$102,332.00 less Brazos County 911 portion of \$23,495.39. City of Bryan's portion was \$78,836.61.</li> <li>•FY11 - \$97,458.00 less Brazos County 911 portion of \$22,376.24. City of Bryan's portion was \$75,081.76.</li> <li>•FY10 - \$92,816.00 less Brazos County 911 portion of \$17,500.00. City of Bryan's portion was \$75,315.00.</li> <li>•FY09 - \$87,255.00 less Brazos County 911 portion of \$16,346.43. City of Bryan's portion was \$70,908.57.</li> <li>•FY08 - \$74,433.00 less Brazos County 911 portion of \$11,233.54. City of Bryan's portion was \$63,199.46.</li> </ul> <p>Tiburon CAD (Computer Aided Dispatch) software is used by 911 to dispatch City resources to emergency calls, track response times, and record all related information about public safety calls for service.</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.</p> <p>The system originally went live in 2006 and with regular hardware and software upgrades was designed to last about ten years. In 2011, the City underwent a major system upgrade to extend the life of the system an additional 3 to 5 years if necessary. City staff will begin a review at such time to ensure continued dispatch and management system operations.</p>			

**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 that 24x7 support coverage continues for the next year. The system remains current with available patches and software updates as well as assuring support is available 24/7 when assistance is needed.

**OPTIONS (In Suggested Order of Staff Preference):**

1. Approve the agreement as recommended
2. Do not approve the agreement

**ATTACHMENTS:** (attachments are within a single .pdf file)

1. Invoice #00005800
2. Original Tiburon, Inc. Master Support Agreement & Software License Agreement.

**FUNDING SOURCE:** Budgeted Line Item for FY14: General Fund (001-0631-410-3109) – Computer Administration, Equipment Maintenance/Software License Agreements

**APPROVALS:**

**APPROVED FOR SUBMITTAL: CITY MANAGER** Kean Register, 08-19-2013

**APPROVED FOR SUBMITTAL: CITY ATTORNEY** Janis K. Hampton, 08-19-2013