

COUNCIL COMMUNICATION

	Number:	21-317	Meeting:	July 19, 2021
	Agenda Item:	54D	Roll Call:	21-1141
	Submitted by:	Dana Wingert, Chief of Police		

AGENDA HEADING:

Recommend approval to enter into annual agreement for software licensing, maintenance, and support services for the current computer aided dispatch (CAD) system and authorize the City Manager to enter into future annual renewals with Intergraph Corporation d/b/a Hexagon (22205 Network Place, Chicago, IL, 60673-1222), for software associated with the Police and Fire Departments CAD.

SYNOPSIS:

Recommend approval to enter into annual agreement for software licensing, maintenance, and support services for the current CAD system and authorize the City Manager to enter into future annual renewals. This agreement provides licenses to operate pertinent software associated with the Public Safety CAD. The maintenance agreement ensures functionality of the system and priority response to any software problem.

This will allow for the City Manager to sign future annual maintenance without City Council approval: subject to availability of funds as determined by the Finance Director. The financial impact will vary annually due to the addition/removal of program licenses based on operational needs and the annual cost of the maintenance agreement. Information Technology (IT) Department and Police Department staff continually evaluate whether the existing services are needed or need to be expanded.

FISCAL IMPACT:

Amount: \$365,200, amount will vary based on additions and removals of software programs based on operational needs and maintenance cost increases.

Funding Source: The Adopted Operating Budget Fiscal Year (FY) 2022, Pages 189,191-193. Costs are shared with the 911 surcharge funds and Polk County.

ADDITIONAL INFORMATION:

- On July 22, 2002, by Roll Call Number 02-1882, the City Council approved a contract with Siemens ILG to construct a new CAD System, Records Management System, and Mobile Data System for the City's Police and Fire Departments. These systems operate using proprietary software designed by Intergraph Corporation d/b/a Hexagon. The programs have received periodic upgrades to increase functionality and security with the most substantial upgrade being completed in 2017.

- Emergency 911 dispatch center was reorganized in 2019 to include three (3) additional workstations. Each station requires an independent license to access the CAD. It is through the functionality of these systems that emergency vehicles and personnel are dispatched to City residents requiring life threatening assistance as well as fundamental police and fire service.
- The critical role of these systems dictates constant monitoring, upgrading and repair. Police and Fire Departments emergency response mandates timely and accurate information. These systems provide the medium needed to meet the demands of public safety. These systems are also shared with the Polk County Sheriff's Office and are capable of being shared with other communities in the future.

PREVIOUS COUNCIL ACTION(S):

Date: June 12, 2017

Roll Call Number: [17-0999](#)

Action: Bids from the following:

- (C) [Intergraph](#) Corporation d/b/a Hexagon Safety & Infrastructure (Steven Cost, President) as sole area-wide distributor for procurement of an upgrade to the City's existing Computer Aided Dispatch (CAD) system for use by the Police Department, \$604,956.20. ([Council Communication No. 17-457](#)) Moved by Hensley to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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