


COUNCIL COMMUNICATION

	Number:	23-294	Meeting:	June 12, 2023
	Agenda Item:	39	Roll Call:	23-0839
	Submitted by:	Dana Wingert, Chief of Police		

AGENDA HEADING:

Requesting approval to accept an amendment to the Master Product and Services Agreement between the City of Des Moines and Intergraph Corporation, through its Hexagon Safety, Infrastructure & Geospatial Division while authorizing payment to renew annual priority maintenance and software licenses.

SYNOPSIS:

The Police Department recommends approval of the proposed amendment to the Master Product and Services Agreement with Intergraph, through its Hexagon Safety, Infrastructure & Geospatial division, to extend the expiration date of the agreement by six (6) months. This will provide an opportunity to review and update the agreement before it expires to avoid possible disruptions in services.

The Master Agreement includes specifications related to the software needed to operate the Computer Aided Dispatch (CAD) and the Records Management Systems (RMS) that are vital to daily operations in the City’s Emergency Dispatch Center. Annual software licenses must be purchased to access and utilize these software programs. The agreement also includes a provision for high priority maintenance for the software that includes 24/7/365 response to any software issues.

The Police Department also has an executed Memorandum of Understanding (MOU) with Polk County for the sharing of specific information technology services including software programs on the CAD. The MOU specifies that the City of Des Moines retains ownership of the software with Polk County contributing 33.5% of the total cost.

FISCAL IMPACT:

<u>Amount:</u>	City of Des Moines cost	\$207,322.91
	<u>Polk County cost</u>	<u>\$104,131.33</u>
	Total cost	\$311,454.24

Funding Source: Adopted Operating Budget, Department Detail, Fiscal Year (FY) 2023, Pages 192-194

ADDITIONAL INFORMATION:

- In 2003, the Police Department initiated the use of Intergraph software to create the CAD system. The system quickly became vital to the daily operations of the Emergency Services Dispatch Center. The system has been upgraded every three (3) to five (5) years to improve/expand services, provide data for required reporting and increase data sharing. The last system upgrade in 2017 created the Master Services Agreement being amended/extended for an additional six (6) months. The upgraded CAD system allows dispatchers to provide pertinent geographical information to first responders, medical reference information for EMS, and allows citizens to send photos/videos/text messages to the dispatch center.
- The Police Department also purchased software from Intergraph to increase the capabilities of the RMS which is another vital system to the Emergency Services Dispatch Center. The software connects the two (2) systems and allows seamless data collection and retention as calls for service are received and dispatched. Without these systems the Police Department would not be able to meet state reporting requirements.
- The Police Department also has an active MOU with Polk County for shared information technology services. The Sheriff's Department utilizes several software programs that are part of the City's CAD and RMS. Each agency provides redundancy backup for other's dispatch services. The sharing of the CAD and RMS system software programs supports a seamless transition for dispatchers to provide services for either center agency. Polk County agrees through this MOU to provide 33.5% of the cost for the software and maintenance of the CAD and RMS systems.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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