

COUNCIL COMMUNICATION

	Number:	25-085	Meeting:	March 10, 2025
	Agenda Item:	30	Roll Call:	25-0362
	Submitted by:	Mike McTaggart, Chief of Police		

AGENDA HEADING:

Approval and acceptance of the Statement of Work from Intergraph Corporation d/b/a Hexagon Public Safety, Inc. (50 Eagleville Road, Eagleville, PA 19403, Norbert Hanke, CEO), to upgrade the Computer Aided Dispatch (CAD) suite of software programs.

SYNOPSIS:

The CAD System plays a critical role in the daily operations of police and fire services. The CAD is integrated with additional data systems to support the dispatching of public safety services. The systems provide vital information to first responders quickly and accurately to support time efficient responses to calls for assistance. This system is also shared with the Polk County Sheriff’s Office through an executed Memorandum of Understanding (MOU) to provide data sharing and allow for redundant dispatch services.

The critical services provided by CAD dictates the need to ensure the continual operation and effectiveness of the computer software. City Council approved a non-competitive purchase of an upgrade to the CAD software in 2017 (Roll Call No. 17-0999) from Hexagon. The steady evolution in the use of technology to communicate and exchange information requires the upgrade to expand access and capabilities. Our most pressing need is replacing the old system before it becomes incompatible with modern (and supported) operating systems in late 2025.

FISCAL IMPACT:

<u>Amount:</u> \$679,340.09 - City of Des Moines Programs (only)	\$ 44,151.12
Polk County Programs (only)	\$ 16,492.43
Cost of the Des Moines Polk County Shared Programs	\$618,696.54
City of Des Moines cost	\$334,096.13
Polk County cost (46%)	\$284,600.41

Funding Source: 911 Surcharge, Page 212, Fiscal Year (FY) 2025 Adopted Budget

ADDITIONAL INFORMATION:

- The City of Des Moines originally purchased the CAD system in July 2002 (Roll Call No. 02-1882) for the Police and Fire Emergency Dispatch Center. The system consists of software programs manufactured by Intergraph Corporation d/b/a Hexagon Public Safety, Inc. The programs

directly support the dispatching of emergency responses as well as additional police and fire services. The system is integrated with additional software systems, such as Police and Fire Records Management and Mobile Data systems, to provide timely and accurate information to responders.

- The critical role of the CAD and other systems dictates constant monitoring, periodic upgrading and maintenance. The CAD, combined with additional systems, provide the medium needed to meet the informational and functional needs of public safety. This system is also shared with the Polk County Sheriff's Office to provide common information and allow for redundant dispatch services.
- Currently, the CAD system requires a software upgrade to enhanced capabilities to meet current technology and communication trends. The practical solution to upgrade and maintain such a sophisticated suite of programs is to enlist the assistance of the software manufacturer who is familiar with the software and can upgrade these tools to provide improved serves to both the City and Polk County. For this reason, the City Council has, in the past, approved the working relationship with Intergraph/Hexagon Safety and Infrastructure to upgrade and maintain the CAD system.
- The CAD was last upgraded in June 2017 (Roll Call No. 17-0999) with the City Council's acceptance and approval of a non-competitive purchase. The cost of the current request to upgrade the CAD system was found to be more cost effective than the estimated cost of replacement. Unlike a full-scale replacement, the upgrade option also allows us to save considerable time and money by maintaining numerous integrations with other technologies and to finish the upgrade before losing compatibility with our operating system.
- Municipal Code section 2-726(d) provides for a non-competitive procurement of goods and/or services that are of such a nature that they are the only goods and/or services which will fit and comply with the required use or are an integral part of a total system so as to be uniquely compatible with existing City need, materials or equipment to be cost effective.
- The Police Department also has an executed MOU with Polk County for the sharing of specific information technology services including software programs on the CAD. This upgrade will include programs that are specific to Des Moines at a cost of \$44,151.12, along with programs specific to Polk County operations at a cost of \$16,492.43. There are also programs that are shared between the two (2) agencies with a total cost of \$618,696.54. Polk County will reimburse the City for 46% (\$301,092.84) of the total cost of the shared programs.

PREVIOUS COUNCIL ACTION(S):

Date: June 12, 2017

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

Action: [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 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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