



Office of the City Manager

CONSENT CALENDAR
July 28, 2020

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Savita Chaudhary, Director, Information Technology

Subject: Contract No. 10515A Amendment: Tyler Technologies, Inc. for New World Public Safety Computer Aided Dispatch (CAD 911) Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 10515A with Tyler Technologies, Inc. for New World's Computer Aided Dispatch (CAD) for Police and Fire, Mobile messaging and field reporting modules, for license renewal, software support and maintenance services, increasing the amount by \$367,500, for a total not to exceed \$1,555,230 for the period March 30, 2017 to June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the amendment in the amount of \$367,500 is available in Fiscal Year (FY) 2021 Department of Information Technology General Fund budget as outlined below. Spending in future years for this amendment is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$367,500	FY 2021: License renewal, Maintenance and Support Services Budget Code: 011-35-362-376-6001-000-472-613130- (General Fund, IT Department, Software Maintenance)
\$367,500	FY 2021: Total License renewal, Maintenance & Support Professional Services

CURRENT SITUATION AND ITS EFFECTS

Currently, the City utilizes Tyler Technology's New World Public Safety Systems software suite to support Police Department operations and a significant portion of Fire Department operations. This includes 911 Computer Aided Dispatch (CAD), Mobile Data Terminals (MDTs) for over seventy-five police & fire vehicles, Jail Management (Corrections MS) to support jail operations, mobile ticketing (Brazos), and Mobile Field Reporting (FR). To improve the efficiency of its operations, the Police Department partnered with the Fire Department and the Department of Information Technology to upgrade to the new system.

In August 2020, Staff will complete an upgrade of the Tyler-New World Public Safety system that allows for compliance with the Warren-911-Emergency Assistance Act and the California Assembly Bill (AB) 1168). This upgrade was a part of a previous contract.

The Warren-911-Emergency Assistance Act requires every local public agency to establish and operate, or to be a part of, an emergency telephone system using the digits "911," and creates the State 911 Advisory Board to assist in facilitating the purpose of the act to establish the number 911 as the primary emergency telephone number statewide. The City currently complies and has the 911 number available for emergencies.

California AB 1168 requires each public safety answering point to deploy a text to 911 service, no later than January 1, 2021, that can accept Short Message Service (SMS) messages and Real-Time Text (RTT) messages.

Other improvements that are not part of the Tyler software suite will complete the functionality for text messages to 911. The work below is completed or in progress for all items and expected to be completed before the January 2021 due date. These efforts include:

- The GeoComm project (paid for by State funding) completed earlier this year cleaned up accuracy of Public Safety GIS map data.
- The RapidDeploy project (also paid for by State funding) made improvements to GIS map layers which enable identification of locations accurate within feet even to a building and floor as compared to previously location was only accurate to a quarter mile. This data will be available for 911 use via New World CAD. This project was also completed earlier this year.
- Fiber connectivity to the CAD area is another part of preparation for AB 1168 compliance and was funded separately. Fiber is in place and equipment installation and training are pending.

To keep the software current and under a support agreement, the City pays an annual software maintenance fee that guarantees the City's right to software upgrades, patches, and vendor support with technical problems. Keeping the software current allow the City to meet these regulations and engage with vendor for any upgrades needed. This amendment is for license agreements and for maintenance of this software suite for FY 2021.

Tyler New World is a Strategic Plan Priority Project, advancing our goal to provide an efficient and financially healthy City government.

BACKGROUND

On July 25, 2006, City Council authorized the execution of a contract with New World Systems, Inc. for the acquisition and installation of public safety hardware and software.

Following a tough, two-year contract negotiation and ten months of software configuration, testing, and integration with other City software systems (such as Geographic Information Systems and Network Security Systems), as well as extensive public safety staff training, the first two modules (Computer Aided Dispatch and Mobile Data Terminals) went live on April 28, 2009.

On August 1, 2010, the third module (Records Management) went live, followed by the fourth module (Jail Management) on November 29, 2010. The module (Mobile Field Reporting for Police) went live on March 25, 2011.

On October 1, 2015 Tyler Technologies announced acquisition of New World Systems.

On March 31, 2017, City executed the contract #10515 with Tyler Technologies for New World Systems software suite.

On March 1, 2019, the module (Mobile Ticketing Platform) went live. This module provides electronic ticket submission to the courts, which facilitates and speeds up this process, providing for real time updated information for the courts.

On February 1, 2020, the module (Mobile Field Reporting for Fire) went live and resulted in ability to update status of emergency calls where Fire emergency and / or ambulances are called out. Updates are tied to the original CAD record.

Tyler New World software enabled police and fire personnel to shift from paper-based records management to a more modern, electronic case management system. In addition, the software suite provides streamlined access to law enforcement and emergency service records, enhanced crime analysis tools, and online crime reporting services.

ENVIRONMENTAL SUSTAINABILITY

The adoption and implementation of an Enterprise version will enable integration with GIS maps thus resulting in more accurate maps for dispatchers to respond to the calls. The addition of Shield Force (Mobile Field Reporting for Fire) module resulted in additional process improvement thus reducing paper-based processes resulting in an environmentally sound and cost-effective information technology infrastructure.

RATIONALE FOR RECOMMENDATION

The public safety computer system is a critical business solution which supports police and fire department operations, including 911 Computer Aided Dispatch (CAD), Mobile Data Terminals (MDTs) for over seventy-five police & fire vehicles, Jail Management module to support jail operations, and Mobile Field Reporting (FR) and Mobile ticketing. This system ties together all 911 communications, facilitates rapid updates to 911 call situations. CAD is identified as a critical application for EOCs and for disaster recovery. Emergency calls from Berkeley residents and visitors in Berkeley are fielded through this system, making it an essential part of public safety for the City of Berkeley.

ALTERNATIVE ACTIONS CONSIDERED

The alternative of forgoing maintenance payments would result in the loss of automatic patches, technical support, and troubleshooting services, and disqualify the City from receiving regular software upgrades. Not renewing this software maintenance agreement would result in higher cost ad hoc support services.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 10515A AMENDMENT: TYLER TECHNOLOGIES FOR NEW
WORLD COMPUTER AIDED DISPATCH (CAD 911) FOR POLICE AND FIRE

WHEREAS, ensuring efficient and effective public safety operations is an essential component of the City's mission and the Aegis Public Safety software suite from New World Systems, Inc. is at the core of Police and Fire operations; and

WHEREAS, City and Contractor entered Contract No. 10515, dated, March 30, 2017, which contract was authorized by the Berkeley City Council by Resolution No. 67,855-N.S.; and

WHEREAS, on December 19, 2017, an amendment was authorized by the Berkeley City Council by Resolution No. 68,259-N. S; and

WHEREAS, the City must keep up to date with current software versions to ensure our Police and Fire departments have current technology and tools with which to service the community; and

WHEREAS, funding for the additional software licenses in the amount of \$367,500 is available in Fiscal Year (FY) 2021 Department of Information Technology General Fund budget, and spending in future years for this amendment is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 10515A with Tyler Technologies for New World's Computer Aided Dispatch (CAD), Jail Management, Mobile messaging and field reporting modules, for software support and maintenance services, increasing the amount by \$367,500, for a total not to exceed \$1,555,230 for the period March 30, 2017 to June 30, 2021.

