



MEMORANDUM

Council Agenda
Item No. IX. BN
8/13/2024

The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Renewal No. 1 of Solutions Agreement with TriTech Software Systems, a CentralSquare Technologies, LLC company for the purchase of software maintenance, support, update services, and licenses for the Public Safety Support System, estimated cost of \$850,000; and approval of Statement of Work under the Solutions Agreement for Computer Aided Dispatch system rebuild and professional services, estimated cost increase of \$650,000 for total of \$1,500,000, retroactive to July 1, 2024 through June 30, 2025.

Background:

On September 14, 2004 (Item No. VIII.Q.2), the City Council adopted a resolution approving a contract with ACS State and Local Solutions, Inc., for integration services, software, and related hardware to implement various Public Safety systems.

On January 13, 2009 (Item No. VI.W.), the City established an End User License and Support Agreement, through assignment of subcontractors, with TriTech Software Systems. On August 3, 2010 (Item No. VI.B.A), the City approved Amendment No. 1 extending the agreement with TriTech Software Solutions to June 30, 2012 to allow additional time to complete the remaining projects and allow for respective performance acceptance periods. On December 18, 2012 (Item No. VI.W.), the City approved Amendment No. 2 with TriTech Software Systems to provide software and services to implement various integrated Public Safety Information systems and establish an initial term through June 30, 2013.

There have been subsequent annual approvals of resolutions authorizing the sole source purchase of software maintenance, support, update services, and licenses for the Public Safety Support System from TriTech Software Systems, Inc. In approximately 2018, TriTech Software Systems merged with three other companies to create CentralSquare Technologies, LLC.

On September 12, 2023 (Item No. IX.BL), the City Council ratified and approved a Solutions Agreement with TriTech Software Systems, a CentralSquare Technologies, LLC company, for the purchase of proprietary software maintenance, support, update services, and licenses for the Public Safety Support System, estimated annual cost \$500,000, July 1, 2023 through June 30, 2024.

The Solutions Agreement provides various applications and services essential for the continued maintenance and support of the City of Oklahoma City's Public Safety Support System and may be renewed annually for additional successive one (1) year terms. TriTech Software Systems, a

CentralSquare Technologies, LLC company is the sole source for factory authorized support and upgrades for these products.

The Computer Aided Dispatch (CAD) system rebuild will move the system to the latest version release platform and provide multiple enhancements to include encrypted connections and data transfers, secure user management, alarm company interface connections which will significantly decrease 911 call taker workload by up to 30%, and provide an avenue to connect with the Fire Department Automatic Aid partners in Oklahoma City as well as external partners such as the Tulsa PSAP and EMSA. The current CAD system with TriTech Software Systems could not be upgraded to the newer version which is required for the security and feature enhancements without the proposed rehost.

Staff requests City Council approve renewal of Solutions Agreement with TriTech Software Systems, a CentralSquare Technologies, LLC company for the purchase of software maintenance, support, update services, and licenses for the Public Safety Support System, estimated cost of \$850,000, retroactive to July 1, 2024, through June 30, 2025; and approval of additional Statement of Work under the Solutions Agreement for Computer Aided Dispatch system rebuild and associated professional services, estimated cost increase of \$650,000 for total of \$1,500,000.

Estimated Cost:

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|-------------|--|
| \$ 850,000 | Estimated cost for recurring subscriptions and maintenance services |
| \$ 650,000 | Estimated cost increase for CAD system rebuild and professional services |
| \$1,500,000 | Total Estimated Cost |

Source of Funds:

\$850,000 - 1331-2501603-52010085 and 52010094 Information Technology > OCITY > 911 Support > PSC Dispatch Trittech and PSC Mobile Data and various funds.

\$650,000 - 1301-4500101-11555-52000029 Fire Sales Tax > OCITY > Fire Executive Leadership > Fire Technology > Miscellaneous Services and Charges.

Review:

Information Technology

Recommendation: Renewal and Statement of Work be approved.