

City Council – Action Request Form

Date: May 30, 2018
To: The City Manager
From: Catrina A. Thompson, Chief of Police

Council Action Requested:

Adoption of Resolution Awarding Contract Renewal for Annual Software Maintenance and Support to Superion.

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure service delivery and effectiveness.
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

The Police Department’s primary software applications for managing police records and computer-aided dispatching are part of the Superion application suite. The Records Management System (RMS) was purchased in 1999 and the Computer Aided Dispatch (CAD) System was purchased in 2001, both of which were chose following a competitive procurement process.

RMS and CAD software are continuously being modified in order to comply with changes in state and federal law, to support new technologies, and to provide new capabilities. Superion regularly releases new versions of the software to accommodate new laws and to support advances in technology. New releases of RMS and CAD often include new capabilities or enabling components that the Police Department may leverage as needed.

In addition to new and advanced software capabilities, Superion also provides emergency support during unplanned outages and technical support for ongoing initiatives. This is typically provided through telephone support or through the internet. There are circumstances where continued operations of public safety services to the public are dependent upon access to their senior technicians.

Committee Action:

Committee	<u>Finance 6/11/18</u>	Action	<u>Approval</u>
For	<u>Unanimous</u>	Against	<u></u>

Remarks:

Superion provides these services through a renewable maintenance agreement with the City that limits cost increases to 5% annually. The total maintenance fee to Superion for the 12-month period beginning July 2018 is \$241,437.48. Approval is requested to renew the annual maintenance agreement with Superion. Funding is included in the proposed FY 2018-2019 Police Department budget. It is also requested that at the conclusion of the initial maintenance period that authorization be provided to renew for four consecutive years at an amount not to exceed 5% increase annually.