

## Legislation Text

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File #: 15-9381, Version: 1

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### **Amend Contract for Fire Computer-Aided Dispatch System Maintenance and Support**

#### **Action:**

- A. Approve contract amendment #2 to the contract with TriTech Software Systems to provide computer-aided dispatch system maintenance and support,**
- B. Authorize the City Manager to approve price adjustments and amend the contract consistent with the purpose for which the contract was awarded, and**
- C. Authorize the City Manager to purchase such additional software licenses, services, hardware, maintenance, and support as required to maintain the system for as long as the City uses the system.**

#### **Staff Resource(s):**

Reginald Johnson, Fire  
Kevin Gordon, Fire

#### **Explanation**

- The Computer-Aided Dispatch (CAD) system is the primary software system used for dispatching the closest and most appropriate apparatus to a call for service.
- The Charlotte Fire Department (CFD) implemented a CAD system from TriTech Software Systems in 2002.
- On August 26, 2013, City Council approved a contract amendment (Amendment #1) for ongoing maintenance and support for the system for a term of one year, plus four, one-year renewals.
  - Amendment #1 covered maintenance and support for the CAD system after the initial warranty and original contract's maintenance expired.
  - The final term of the 2013 approved amendment (Amendment #1) expires in 2019.
- This amendment extends the contract to allow the City continued maintenance and support for as long as the City uses the software.
- Waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the City's best interest. A waiver has been approved for these services based on CFD's extended use of the CAD system and the need for ongoing maintenance and support.
- Annual expenditures are estimated to be \$200,000.

#### **Charlotte Business INclusion**

No subcontracting goal was established because there are no subcontracting opportunities (Part C: Section 2.1(a) of the Charlotte Business INclusion Policy).

#### **Fiscal Note**

Funding: Fire Operating Budget