



Staff Report

Date: June 28, 2016

To: City Council

From: Valerie J. Barone, City Manager

Reviewed by: Jeff Lewis, Director of Information Technology

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Subject: **Considering approval of various annual license and maintenance agreements for IT hardware and software for Fiscal Year 2016-17 (General Fund)**

Report in Brief

This report requests authorization for the Director of Information Technology to expend budgeted funds of approximately \$604,600 to maintain various licenses agreements that provide the City with access to manufacturers' technical support and software upgrades for Fiscal Year 2016-17. Each of the license and maintenance agreements is for a single one year period and exceeds \$50,000 individually or collectively requiring authorization by Council to expend the funds required by the agreements.

Recommended Action

Staff recommends the City Council authorize the expenditure of Fiscal Year 2016-17 funds for the maintenance support agreements specified in this report to support the IT programs and applications used by the City; and authorize the Director of Information Technology to execute any supporting documents.

Background

The City depends on its mission critical business systems to support City staff as they provide services to the public. Consequently the City maintains manufacturer support agreements for each of the following Enterprise Systems listed below. Estimated cost is based on either contract amount or prior year's invoice amount.

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SYSTEM	MANUFACTURER/SUPPLIER	TERM	AMOUNT*
Accela Automation	Accela Government Software	12/21/16-12/20/17	61,214.37
HR/Finance System	Infor (name change from Lawson)	07/01/16-06/30/17	115,550.98
SmartNet Maintenance	Cisco/Quest	07/1/16 - 06/30/17	69,993.13
East Bay Regional Communications System	EBRCSA - JPA	07/01/16-06/30/17	185,280.00
ACCJIN (Criminal Justice System)	Contra Costa County	FY 2015/2016	8,941.45
ARIES (Sheriff's Office Info Exchange)	Contra Costa County	FY 2015/2016	33,400.00
CLETS (maintenance)	Contra Costa County	FY 2014/2015	
CLETS (level II software access)	Contra Costa County	FY 2014/2015	1,800.00
			9,021.62
Computer Aided Dispatch (CAD)	TriTech	08/01/16 - 08/01/17	119,390.71
			\$604,592.26

System manufacturers continually fix problems and create functional enhancements, such as changes in regulatory reporting and improved security. Without annual maintenance support from the respective system manufacturers, staff will not have access to technical support, product upgrades and service releases; this would jeopardize staff's ability to keep systems operational.

- Accela Government Software:** The Accela Automation software is used to process and print the Building, Neighborhood code Enforcement, and Planning required permits, track land use and zoning, and supports the Sewer Levy revenue process. Accela Automation provides multiple departments within the City a solution to automate permits, workflow, forms management, activity tracking, citizen relationship management and other important daily tasks. A centralized database allows information sharing across departments and facilitates configuration of various permit types, business processes, fees, and reports to match the City's practices. The GIS interface provides staff direct access to view geographic representations of all land use, zoning, and infrastructure information associated with a parcel, permit, inspection, or plan. If this system is not maintained the City would lose automated permits tracking, Sewer Levy assessments, land management and web access for the planning, building, housing and economic development and code enforcement groups.
- Infor:** Infor provides the Human Resources and Finance systems used to populate the Questica budgeting system, position control, financial reporting, benefits administration, accounts payable, receivables, purchasing, payroll, and employee services. Without maintenance, tax code changes, problem fixes, security fixes, and periodic system updates the City will not be able to comply with State and Federal Tax law and the City's ability to monitor and manage its financial operations would be negatively affected.
- CISCO/QUEST:** Provides support for network and telephone equipment. Without a maintenance contract in place, network devices that become unreliable and need to

be replaced immediately could result in the entire City including public safety having limited or no access to its technology business systems and/or telephones.

- **EBRCS - East Bay Regional Communications System:** Provides Radio Infrastructure and Police Dispatch Console support for all Police, Public Works, Parks & Recreation, Community & Economic Development, and IT radios. Without participation the City would incur additional operating costs for maintaining its own public safety radio system with less capability and increased cost.
- **Contra Costa County:** All County Criminal Justice Information Network “**ACCJIN**” in Contra Costa County, California, was established in 1990. This network serving 23 individual criminal justice systems in the County provides Concord Police with access to law enforcement data at the Local, County, State, and Federal levels. The Office of the Sheriff maintains the Automated Regional Information Exchange System “**ARIES**” database and the Domestic Violence Relational Database. Both have been completed to collect data from California jurisdictions and multiple counties utilize and share information to support increased monitoring and enforcement of law.

Police and Dispatch use Level II software for accessing the **ACCJIN** Network to query the Department Of Justice (**CLETS** and **ARIES**) Databases. These services also include the license plate reader capabilities currently deployed.

Without these services the Police Department would not be able to receive timely information from the Local, State or Federal criminal data bases.

- **TriTech:** TriTech provides the Police Department’s Computer Aided Dispatch System (CAD) used by Police Dispatch and Patrol staff, called VisiCAD.

VisiCAD Command is a feature-rich, Computer-Aided Dispatch (CAD) solution including the following features: Multi-agency functionality; integrated mapping with address verification; dynamic unit recommendations, quickest path unit recommendations with road network management.

Without manufacturer’s maintenance support technical issues affecting the PD-CAD system will result in extended service disruptions and problems affecting the dispatchers’ use of the system will not be fixable.

Financial Impact

Sufficient funding for maintenance and support for the IT systems specified are included in the FY 2016-2017 Information Technology proposed budget and 10 year plan.

Public Contact

The City Council Agenda was posted.