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OAKLAND

# AGENDA REPORT

2013 JUL 11 PM 3:59

TO: DEANNA J. SANTANA  
CITY ADMINISTRATOR

FROM: Ahsan Baig  
Acting Director, DIT

SUBJECT: Public Safety IT Systems  
Maintenance Contracts Renewal

DATE: July 5, 2013

City Administrator  
Approval

Date

7-10-13

COUNCIL DISTRICT: City-Wide

## RECOMMENDATION

Staff recommends that City Council approve a resolution authorizing the City Administrator to expend (\$1,400,000) One Million Four Hundred Thousand Dollars each year beginning 2013 through 2018 from the Fiscal Year (FY) 2013-15 Budget to: 1) renew a five (5) year maintenance and support agreement with Motorola for FY 13-14 through FY 17-18 for an amount not to exceed \$700,000 per year, which includes software installation services for a not to exceed cost of \$100,000 per year; 2) negotiate and execute separate additional vendor agreements for equipment and services in an amount not to exceed \$600,000 per year, without returning to council; and, 3) waive the competitive bidding, advertising, and the request for proposal process and delegate authority to the City Administrator to award contracts related to maintenance and support of Public Safety Information Technology (IT) systems.

## EXECUTIVE SUMMARY

Mission critical nature of first responder services require high reliability and the best quality of support for public safety IT systems. These requirements of public safety systems must be met, either during normal business hour or during afterhours. Oakland public safety IT environment requires proper, adequate and efficient maintenance procedures to enhance service delivery and minimize interruption to the customers. The level of complexity and specialized customizable applications inherent in our current IT infrastructure must allow for an adequate and effective support maintenance system for all of Public Safety System.

Thus, by leveraging proper maintenance support, if problems did occur, interruption to customers is minimal. Maintenance support reduces or avoids interruptions to mission critical systems; support maintenance eliminates confusion for customers, and minimizes the number of service disruptions.

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The current Integrated Public Safety System (IPSS), purchased from Motorola, is more than 10 years old. And most of the critical hardware and software components of the IPSS systems are getting near the end of life. The City is in the process of hiring a Consultant to develop a comprehensive Request For Proposal (RFP) for the Public Safety Systems replacement. However, this process of total technology refresh may take two to five years, occurring in phases, and till that time the current IPSS system needs to be fully operational, maintained and supported around the clock.

The IPSS system includes the following subsystems:

- Computer Aided Dispatch for Police and Fire (CAD) - The CAD system allows call-takers and dispatchers to quickly and efficiently handle incident information. Incidents are transferred electronically between Police and Fire dispatch centers without having to create entirely new incident reports.
- Motorola Supervisory Control Data Acquisition (MOSCAD) - Fire CAD includes a Fire Station Alerting System, which via connectivity to the existing citywide network, provides fire alerting and acknowledgements to central dispatch from the station.
- Law Records Management System for Police (LRMS) - The LRMS System manages the recording, indexing, and tracking of criminal and non-criminal related incidents administered by Oakland Police Department, providing users with a full range of entry and retrieval capabilities.
- Police Mobile - The Mobile application provides access to Messaging, CAD and RMS functions which improve officer efficiency by delivering direct access to law-enforcement database information on local, state, and national levels, while minimizing radio traffic.
- Field Based Reporting Application for Police (FBR) - The FBR System allows officers to transmit reports wirelessly from the field into the Record Management System. This allows for instant access to information throughout the department.
- Fire Records Management System (FRMS) - The FRMS allows the Fire Department to have access to comprehensive incident reporting screens, with rules-based data entry for accurate reporting. FRMS empowers agencies to take advantage of emerging wireless technologies and enables access to critical fire records information in the field, as well as instant access to information throughout the department.
- Automated Vehicle Location (AVL) for Fire - The AVL broadcasts messages, such as unit location, current status, and other capabilities to the Dispatch, which seamlessly integrates with the CAD to provide a geographic display of emergency activities.

In addition to the IPSS system, there are many third party IT hardware and software components in place, supporting the IPSS operations. These systems are provided by a variety of vendors, and critically important for the upkeep of the IPSS system. The table below represents a preliminary list of the third parties IT hardware and software manufacturers, who provide maintenance and support services to Public Safety systems, including Motorola. Some of these manufacturers rely on certified value added resellers for professional services, including installation, maintenance and support services.

VENDORS	CATEGORIES	MAINTENANCE & SUPPORT	COST (\$)
Motorola	Hardware/Software	IPSS System – 24x7 maintenance and support	\$700,000
Motorola	Software	IPSS System – Software install services	\$100,000
Microsoft	Software	Microsoft Server, SQL Server, etc.	\$600,000
HP	Hardware/Software	CAD 911 Servers, Storage, IPSS Servers, etc	
NEXSAN	Hardware/Software	Storage and backup platform	
Omega Group	Software	Crime Dashboard and Crime Mapping Website	
RadioIP	Software	Encryption application for laptops	
SAP	Software	Adhoc reporting software and remote management application	
Lenovo	Hardware	Laptops for public safety employees	
Panasonic	Hardware	Ruggedized laptops for OPD and OFD Field Units	
ESRI	Software	GIS Mapping software	
VeriSign	Software	Security Certificates for Web encryption	
CISCO	Hardware/Software	Network equipment and software	
Juniper	Hardware/Software	Network security equipment and software	
Citrix	Software	Desktop Virtualization software	
NICE	Hardware/Software	Voice Logging System for 911 Calls	
ARUBA	Hardware	Centralized WiFi Access Points	
Misc	Hardware/Software	Emergency services	
<b>TOTAL</b>			

Oakland Municipal Code ("OMC") Section 2.04.050 requires advertising and bidding for contracts for the purchase of supplies, equipment, and computer software and the award to the lowest responsible, responsive bidder if award is made. Section 2.04.050 1.5 provides an exception to the advertising and competitive bidding requirement of the OMC upon a finding and determination by the Council that it is in the best interests of the City to do so.

Additionally, OMC Section 2.04.051 A. requires that a competitive Request For Proposal ("RFP") or Request For Qualifications ("RFQ") selection process for award of contracts that exceed \$25,000 for professional service contracts and which are exempt from bidding under Section 2.04.050.1.1. OMC Section 2.04.051 B provides that the Council can waive the RPP/RFQ requirement if it finds that it is in the best interests of the City to do so.

Staff recommends that it is in the best interests of the City to waive the RFP/RFQ and bidding and advertising requirements of the OMC because all of these maintenance and support agreements are already in place. Most of the current IT hardware and software vendor's products and services are tested and installed as part of the IPSS project. These applications have been in operations in the OPD and OFD for more than ten years, and any change may cause interruptions and delays. The current maintenance and support agreement with Motorola will be extended for

additional 5 years, with the option to opt out anytime. Motorola is the sole service provider and any vendor change may cause interruption of services. Continue using the existing maintenance and support will reduce interruptions to mission critical systems, eliminates confusion for customers, and minimizes the number of service disruptions.

The resolution will also waive the advertising, bidding, and the request for proposal process in order to continue the maintenance and support of third party Public Safety IT systems. To the greatest extent possible, staff will utilize existing contracts for equipment and services, including but not limited to, WSCA, CMASS, GSA, and other City contracts as part of this project.

### OUTCOME

Adoption of this resolution will allow the City Administrator to expend monies on continuing the maintenance and support of the mission critical Integrated Public Safety Systems (IPSS), consisting of 911 Computer Aided Dispatch (CAD), Records Management System (RMS), Mobile and Field Based Reporting (FBR) systems in Police and Fire departments.

This recommendation will enable Department of Information Technology to continue providing proactive IT support to ensure that public safety business clients and the citizens of Oakland are not impacted and the service delivery disruptions are minimized when IT problems may occur.

The City Public Safety IT maintenance solutions concentrate on monitoring all aspect of the 911 and dispatch systems by keeping it fully operational and functional, making sure that the system is operating at peak performance at all times, benefits the citizens efficiently through computer services that are reliable.

### BACKGROUND/LEGISLATIVE HISTORY

In September 1999, the City issued a Request for Proposal (RFP) to procure equipment and services by which it would upgrade and integrate its Police Department public safety services system(s). The City selected Motorola (formerly Printrak) from among the respondents to the RFP as the preferred vendor to upgrade the City's public safety services system (Resolution No.75907 C.M.S.).

In December 2002, the City and Motorola entered into Amended Specialized Services Agreement under which Motorola was to provide the City a fully integrated public safety system (Resolution No.77578 C.M.S.), including the maintenance and support services for five years after the end of warranty period. Motorola was unable to meet certain technical requirements and time periods in the Amended Specialized Services Agreement; and the five years of maintenance period didn't start on time. The five years of maintenance period is expiring on July 31, 2013, and the City needs to renew the maintenance contract for additional five years, with the option to opt out at the end of each maintenance year, if needed.

Over the past 10 years at the City of Oakland, Motorola CAD systems, its integrated platforms and current public safety solutions have been a heartbeat for the City of Oakland 911 systems.

Motorola maintenance have help shaped in place as well as has been a preventive measure that is essential to provide stable and secure IT systems for Public Safety.

Currently, in Police and Fire departments combined, there are more than 125 Hardware Servers, 100 applications and 70 databases. The majority of these applications support public safety operations for Police and Fire departments. The on-going support and maintenance agreements played crucial role in the system reliability, and these maintenance plans covers all 911 CAD Dispatch, Record Management and Mobiles implementations for Police and Fire Departments.

System Maintenance and Support agreements in IT systems are mandatory for the following reasons:

- 24x7 Support and availability of Technical System resource
- Security patches
- Hardware upgrades
- Software patches and upgrades
- Software and component installations
- Re-configurations
- Database Backup and Replications
- Others

Since 2003 The Customer Support Organization within Motorola Solution's Global Services for Public Safety and Service Applications have provided the City of Oakland customized, responsive and high-end support for the Premier CAD, Premier Mobile Data Console (MDC), LRMS, CAD to CAD Interface and 3rd Party Interfaces installed and in-use at the City of Oakland. Extending the Maintenance Agreement provides Oakland the ability to quickly respond to system issues compared to maintenance on a time and materials basis where each activity is required to be scoped, quote and signed for before starting work. The multiyear agreement provides Oakland with significant cumulative, multi-system discounts.

### ANALYSIS

Motorola's worldwide support organization specializes in high value-add service solutions in a mission critical environment. Motorola is a true 24X7 support operation, with total call management from beginning to end. Capabilities include call logging, dispatching, tracking and escalation of all service requests. Service offerings include remote support via telephone and Virtual Private Network (VPN), as well as on-site support, as necessary. The Extension Agreement includes all the professional services and training required to maintain and support

Oakland's PremierCAD™, LRMS™, PremierMDC™, CAD to CAD Interfaces and systems outlined in the maintenance agreement. Motorola maintenance and support service utilizes an

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industry standard software package for call management that integrates the support center with the centrally and remotely located personnel as well as with the appropriate quality and engineering departments. System reports provide City management with critical information on a real-time, as needed basis to ensure that the highest level of service is being delivered at all times. Motorola service is integrated with the Motorola Solutions System Support Center to provide City of Oakland with one service face from Motorola. Key reports and indicators can be provided at any level required so that customers with multiple Motorola solutions can receive a consistent level of service across all their product lines. Motorola Solutions organization offers Oakland one master support agreement for the Motorola products and 3rd Party products. The primary objective is to ensure Oakland has support that best meets the City's unique requirements.

Below is a summary of cases the City of Oakland has had for the last two years:

- City opened 641 cases.
- 452 cases were resolved in 1 day or less.
- 79 tickets were resolved and closed in 4 to 5 days.
- 40 tickets were resolved and closed in 6 to 10 days.
- 60 tickets were resolved and closed in 11+ days.
- 10 tickets currently open and being worked.

This needs to be emphasized, that there is no afterhours or a weekend when it comes to public safety. These systems need to be operational 24 hours a day, seven days a week, and 365 days each year. The mission critical Public Safety IT systems rely on technical resources and the availability of a support system around the clock.

### PUBLIC OUTREACH/INTEREST

The maintenance and support of Public Safety IT systems will enable OPD and OFD to continue using these systems, until the next generation IPSS system is put in place.

### COORDINATION

In consultation with the Contract Compliance, the Department of Information Technology is coordinating with OPD and OFD to select the best technical and cost-effective solution to meet the operational and functional needs. The Department of Information Technology has consulted with the City Attorney and the Budget Office in preparation of this report.

The staff report is provided to the Compliance Director for review and feedback.

**FISCAL IMPACT**

This resolution will authorize the City Administrator to expend an amount not to exceed \$1,400,000 from the FY 2013-15 Budget. The Department of Information Technology is

responsible for the maintenance and support of the IPSS hardware, applications, software, and databases, purchased as a result of the original IPSS contract. Any additional purchase of hardware, software licenses, databases and services will be paid by the requesting agency. If approved, this resolution will authorize the Department of Information Technology to use the following funding sources:

Amount	\$1,000,000	\$400,000
Fund	5510	5510
Org	94461	90591
Project	C234620	TBD
Program	IP75	TBD

The IPSS Maintenance Fund of \$1,400,000 will cover the maintenance, training, periodic upgrades, and operations support of these systems and no additional maintenance costs are anticipated once this funding is in place.

**SUSTAINABLE OPPORTUNITIES**

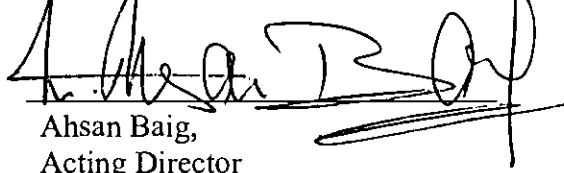
**Economic:** There are no economic development opportunities related to this report at this time.

**Environmental:** There are no environmental opportunities related to this report.

**Social Equity:** The City of Oakland continues to ensure that the Public Safety personnel are able to function and operate around the clock, with minimal disruptions, therefore providing first responders the ability to respond during emergencies to all of Oakland's residents and the community.

For questions concerning the contents of this report, please contact George Binda, Information Systems Supervisor at 510-238-2024.

Respectfully submitted,



Ahsan Baig,  
Acting Director  
Department of Information Technology

Prepared by:  
George Binda  
IS Supervisor, Applications, Servers and Desktops  
Public Safety Systems Services  
Department of Information Technology

Reviewed by:  
Stewart McGhec, Emergency Medical Services  
Oakland Fire Department



**DRAFT**

City Attorney

**OAKLAND CITY COUNCIL**

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND

RESOLUTION No. \_\_\_\_\_ C.M.S.

2013 JUL 11 PM 3:59

Introduced by Councilmember \_\_\_\_\_

**A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO EXPEND (\$1,400,000) ONE MILLION FOUR HUNDRED THOUSAND DOLLARS EACH YEAR BEGINNING 2013-2018 FROM THE FY 2013-15 BUDGET TO: 1) RENEW A FIVE (5) YEAR MAINTENANCE AND SUPPORT AGREEMENT WITH MOTOROLA FOR FY 13-14 THROUGH FY 17-18 FOR AN AMOUNT NOT TO EXCEED \$700,000 PER YEAR, WHICH INCLUDES SOFTWARE INSTALLATION SERVICES FOR A NOT TO EXCEED COST OF \$100,000 PER YEAR; 2) NEGOTIATE AND EXECUTE SEPARATE ADDITIONAL VENDOR AGREEMENTS FOR EQUIPMENT AND SERVICES IN AN AMOUNT NOT TO EXCEED \$600,000 PER YEAR, WITHOUT RETURNING TO COUNCIL; AND, 3) WAIVE THE COMPETITIVE BIDDING, ADVERTISING, AND THE REQUEST FOR PROPOSAL PROCESS AND DELEGATE AUTHORITY TO THE CITY ADMINISTRATOR TO AWARD CONTRACTS RELATED TO MAINTENANCE AND SUPPORT OF PUBLIC SAFETY IT SYSTEMS.**

**WHEREAS**, Oakland mission critical 911 hitegrated Public Safety System (IPSS) was purchased from Motorola in 2002; and

**WHEREAS**, the City passed Resolution 77578 C.M.S. authorizing the City Administrator to execute a maintenance and support agreement with Motorola for an amount not to exceed one million three hundred and sixty thousand dollars (\$1,360,000) per year for five (5) years without return to council; and

**WEHERAS**, the current five years maintenance and support agreement with Motorola is expiring on July 31, 2013;

**WHEREAS**, many of the IPSS hardware and software components are more than twelve years old and end of support life; and

**WHEREAS**, the City decided to replace the entire IPSS system and purchase a next generation integrated public safety system; and

**WEHERAS**, the City also decided to hire a Consultant to assist the City in the purchase of a new public safety system; and

**WHEREAS**, the IPSS replacement may take two to five years, while the current IPSS systems needs to be maintained for around the clock operations and use by first responders in the City; and

**WHEREAS**, the Department of Information Technology will continue to maintain and support the IPSS system with many other third party hardware and software IT systems; and

**WHEREAS**, staff has determined the required upgrades and improvements must be able to integrate into existing systems and facilities and therefore limit the qualified vendors which are able to provide the equipment and services to facilitate the upgrades and improvements at the

lowest possible cost; and

**WHEREAS**, Motorola, satisfactorily maintained the IPSS system and provided support services around the clock; and

**WHEREAS**, staff shall utilize existing third party IT vendor contracts for services and equipment to the fullest extent possible;

**WHEREAS**, Oakland Municipal Code ("OMC") section 2.04.050 requires advertising and bidding for contracts for the purchase of supplies, equipment, and computer software and the award to the lowest responsible, responsive bidder if award is made; and

**WHEREAS**, OMC section 2.04.051 requires that a competitive Request For Proposal ("RFP") or Request For Qualifications ("RFQ") selection process for award of contracts that exceed \$25,000 for professional service contracts and which are exempt from bidding under Section 2.04.050.1.1; and

**WHEREAS**, OMC sections 2.04.050.1. and 2.04.051.B permit the Council to waive advertising, bidding and the request for proposal/qualifications processes upon finding that it is in the City's best interest to do so; and

**WHEREAS**, staff has determined that a limited number of qualified vendors are able to supply the professional services for the maintenance and support of the Public Safety IT systems; and

**WHEREAS**, the City Administrator has determined that the services that will be needed for these public safety IT systems support are of a professional, scientific or technical and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore be it

**RESOLVED**, that the City Council hereby authorizes the City Administrator or her designee to negotiate and award IPSS contract maintenance and support contract to Motorola in an amount not to exceed \$700,000 per year, which includes software installation services for a not to exceed amount of \$100,000 per year; and

**RESOLVED**, that the City Council hereby authorizes the City Administrator or her designee to negotiate and execute separate additional vendor agreements for public safety IT equipment and support services in an amount not to exceed \$600,000 per year; and

**RESOLVED**, that \$1,000,000 funds will be drawn from Fund 5510, Org 94461, Project C23461 and Program IP 75; and

**RESOLVED**, that \$400,000 funds will be drawn from Fund 5510, Org 90591, Project TBD, and Program TBD; and

**RESOLVED**, the City Administrator is authorized to expend \$1,400,000 each year for five years 2013 through 2018 in fiscal year 2013-15 from the Fund 5510 to renew the current maintenance and support agreements; and be it

**FURTHER RESOLVED:** That pursuant to OMC sections 2.04.050.I. and 2.04.051.B and based on the reasons set forth in the City Administrator's agenda report accompanying this resolution, the City Council hereby finds and detennines that it is in the best interest of the City to waive the competitive request for proposal/qualifications process for the purchase of goods and services related to the Public Safety IT systems maintenance and support; and be it

**FURTHER RESOLVED:** That the City Council finds and determines based on the above determinations of the City Administrator, that the goods and services provided pursuant to the agreements authorized hereunder are of a professional, scientific, or technical and temporary nature, and shall not result in a loss of employment or salary by any person having permanent status in the competitive service process; and be it

**FURTHER RESOLVED,** that the contracts shall be reviewed and approved by the City Attorney and placed on file in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF and PRESIDENT KERNIGHAN

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_

LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California