

City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

To: Matthew Fertal
Dept: City Manager
Subject: HARDWARE MAINTENANCE CONTRACT
INCREASE AND SOFTWARE MAINTENANCE
CONTRACT RENEWAL – COMPUTER AIDED
DISPATCH (CAD) SYSTEM

From: Joseph M. Polisar
Dept: Police Department
Date: May 27, 2008

OBJECTIVE

To seek City Council approval to amend the current contract for hardware support and increase the compensation amount, renew the City's contract for software support with Northrop Grumman (NGES) for the Police Department's Computer Aided Dispatch system (CAD) and Mobile Computer Terminals (MCT's) through December 31, 2008 and October 31, 2012 respectively.

BACKGROUND

The Police Department's CAD system was purchased in July 1999. When the initial warranties expired in 2002, the City continued receiving software and hardware support from Northrop Grumman through contracted services.

DISCUSSION

The proposed increase will cover the hardware support needed to bridge the gap between the current CAD hardware and the CAD hardware upgrade that is currently in progress. Northrop Grumman is estimating that the installation, testing and approval will have been successfully completed by December 31, 2008. The additional costs were not anticipated when the contract was initially executed, however since then, NGES has extended the date of completion until the end of this year. Once the upgrade has been completed this cost will no longer be necessary since the hardware maintenance will be covered by the CAD hardware upgrade contract.

The proposed software maintenance contract renewal will cover the cost of maintenance and trouble calls for the next five years of the CAD system's life. With the pending CAD hardware upgrade the CAD is expected to serve the City for at least five more years. Past experience has shown that software maintenance is an integral part of keeping the CAD system functional and running efficiently.

The previous software contract expired on October 31, 2007, however due to a delay in the legal department at NGES the contract was only recently received. In the interim, NGES has continued to provide software support in good faith.

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Pursuant to Garden Grove Municipal Code Section 2.50.060(d), and based on the City's Information Technology recommendations, the Finance Director has determined that the hardware and software services that are the subject of these agreements can only be obtained through NGES.

FINANCIAL IMPACT

The hardware maintenance increase will raise the amount of compensation to NGES from \$25,000 to \$71,456.34. The total cost for software support through October 31, 2012, is \$453,925.76. This amount will be broken down into five yearly amounts starting at \$82,149.12 for the first year and will increase by 4.8% each consecutive year throughout the life of the contract. The Communications Division annually allocates funds for the CAD's maintenance contracts and there will be no additional impact on the City's General Fund.

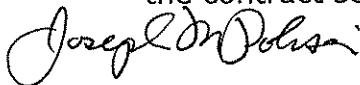
COMMUNITY VISION IMPLEMENTATION

The CAD hardware maintenance agreement and CAD software maintenance agreement meet the goals of the community's vision by improving the safety of the community through the more efficient and reliable delivery of police dispatch services to the community.

RECOMMENDATION

It is recommended that City Council:

- Approve the attached amendment to the Professional Services Agreement with Northrop Grumman for hardware support and the increase of compensation to \$71,456.34;
- Approve the attached Professional Services Agreement with Northrop Grumman for the software support of the Altaris CAD system in an amount not to exceed \$453,925.76;
- Authorize the City Manager to sign and execute the agreements, including making any modifications or signing any implementation agreements as necessary during the contract period for the operation and implementation of the contract services.


JOSEPH M. POLISAR
Chief of Police

Recommended for Approval


Matthew Fertal
City Manager

By: Rebecca Meeks
Communications Manager

Attachment 1: Amendment No. 1 between the City and NGES (hardware)
Attachment 2: Agreement between the City and NGES (software)