



Office of the City Manager

CONSENT CALENDAR
September 10, 2024

To: Honorable Mayor and Members of the City Council
From: LaTanya Bellow, Interim City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 114159-1 Amendment: Tyler Technologies, Inc. for Computer Aided Dispatch (CAD) Software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 114159-1 with Tyler Technologies, Inc. for an extension of the maintenance and support of Computer Aided Dispatch (CAD) software, increasing the amount by \$645,173 for a total contract value not-to-exceed \$2,934,123, and extending the term of the contract through June 30, 2026.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the extension of CAD licenses in the amount of \$645,173 is available in the Fiscal Year (FY) 2025 and 2026 General Fund, #011, IT software maintenance budget. Spending in future years for this amendment is subject to City Council's approval of the proposed citywide budget and annual appropriation ordinances.

CURRENT SITUATION AND ITS EFFECTS

Currently, the City utilizes Tyler Technology's New World Public Safety Systems software suite to support Police operations and a significant portion of Fire operations. Tyler Technologies, Inc. continues to efficiently tie together all 911 communications and facilitate rapid updates to emergency call situations. An extension of license term is required for the City to continue to provide public safety services to the community.

The City uses multiple New World software modules in order to facilitate public safety communications. Those modules include Computer Aided Dispatch (CAD) which supports 911 emergency communications, Law Enforcement Records Management (LERMS) which support Police records, Corrections MS which supports management of the Berkeley jail, Mobile and Field Reporting (MR), and Mobile Data Terminals (MDTs) for over 75 police and fire vehicles.

Tyler New World software enables police and fire personnel to shift from paper-based records management to a more modern, electronic case management system. In addition, the software suite provides streamlined access to law enforcement and emergency service records, enhanced crime analysis tools, and online crime reporting services.

The New World software aligns with the City's strategic goal to create a resilient, safe, connected and prepared City.

BACKGROUND

In 2006, City Council authorized the execution of a contract with New World Systems, Inc. for the acquisition and installation of the public safety hardware and software based on the result of a request for proposal (RFP) in the same year. Following a tough, two-year contract negotiation and ten months of software configuration, testing, training, and integration with other City software systems, including the City's GIS and network security systems, the first two modules, Computer Aided Dispatch and Mobile Data Terminals, went live on April 28, 2009.

On August 1, 2010, the third module (Records Management) went live, followed by the fourth module (Jail Management) on November 29, 2010. The module (Mobile Field Reporting for Police) went live on March 25, 2011.

On October 1, 2015 Tyler Technologies announced acquisition of New World Systems.

On March 31, 2017, City executed the contract #10515 with Tyler Technologies for New World Systems software suite. In 2018, the City replaced their ERP system and contract number 10515 was updated at that time to 114159-1 to align with revised citywide naming conventions.

On March 1, 2019, the module (Mobile Ticketing Platform) went live. This module provides electronic ticket submission to the courts, which facilitates and speeds up this process, providing for real time updated information for the courts.

On February 1, 2020, Crew Force, or the mobile field reporting module for the Fire Department, went live and resulted in the ability to update status of emergency calls where Fire emergency and/ or ambulances are called out. Updates are tied to the original CAD record.

In August 2020, Staff completed an update of the New World Public Safety System that allowed for compliance with the Warren 911 Emergency Assistance Act and the California Assembly Bill (AB 1168). The Warren 911 Emergency Assistance Act requires every local public agency to establish and operate, or to be a part of, an emergency telephone system using the digits 9-1-1, and creates the State 911 Advisory Board to assist in facilitating the purpose of the act to establish the number 911 as the primary emergency telephone

number statewide. The City currently complies and has the 911 number available for emergencies.

California AB 1168 requires each public safety answering point to deploy a text to 911 service that can accept Short Message Service (SMS) messages and Real-Time Text (RTT) messages. Other improvements that are not part of the Tyler software suite have been completed that allow for full functionality for text messages to 911. These improvements include:

- The GeoComm project (paid for by State funding) completed in 2021, cleaned up accuracy of Public Safety GIS map data.
- The RapidDeploy project (also paid for by State funding) made improvements to GIS map layers which enable identification of locations accurate within feet even to a building and floor as compared to previously location was only accurate to a quarter mile. This data is available for 911 use via New World CAD. This project was also completed in 2021.
- Fiber connectivity to CAD environment was another part of preparation for AB 1168 compliance and was funded separately.

In January 2024, the City upgraded all New World system modules to the latest version which gives the City access to the latest feature and functions and continued support.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

The Tyler New World software enables police and fire personnel to shift from paper-based records management to a more modern, electronic case management system. The adoption and implementation of an enterprise CAD system enables integration with GIS maps thus resulting in more accurate maps for dispatchers to respond to calls.

Furthermore, the addition of Shield Force, the mobile field reporting module for the Fire Department, allows for additional process improvements, therefore reducing paper-based processes resulting in an environmentally sound and cost-effective information technology infrastructure.

RATIONALE FOR RECOMMENDATION

This public safety computer system is a critical business software that supports police and fire department operations, including 911 Computer Aided Dispatch (CAD), Mobile Data Terminals (MDTs) for over seventy-five police & fire vehicles, Jail Management module to support jail operations, and Mobile Field Reporting (FR) and Mobile ticketing. Because CAD unites all 911 communications and facilitates rapid updates to 911 call situations, CAD is identified as a critical application for EOCs and for disaster recovery. Emergency calls from Berkeley residents and visitors in Berkeley are routed through this system, making it an essential component of public safety for the City of Berkeley.

To keep this software current and under a support agreement, the City pays an annual software maintenance fee that guarantees the City's right to software upgrades, patches, and vendor support with technical problems. Keeping software current allows the City to meet regulations outlined above and engage with vendor for any upgrades needed. This amendment is for license agreements and for maintenance of this software suite for FY 2025 and 2026.

The New World software aligns with the City's strategic goal to create a resilient, safe, connected and prepared City.

ALTERNATIVE ACTIONS CONSIDERED

The alternative of forgoing maintenance payments would result in the loss of automatic patches, technical support, and troubleshooting services, and disqualify the City from receiving regular software upgrades. Not renewing this software maintenance agreement would result in higher cost ad hoc support services.

CONTACT PERSON

Kevin Fong, Director Information Technology, 510-981-6525

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 114159-1 AMENDMENT: TYLER TECHNOLOGIES, INC. FOR PROFESSIONAL SERVICES AND COMPUTER AIDED DISPATCH (CAD) SOFTWARE

WHEREAS, in 2006, City Council authorized the execution of a contract with New World Systems, Inc. for the acquisition and installation of the public safety hardware and software based on the result of a request for proposal (RFP) in the same year, and in 2009, the New World CAD system went live; and

WHEREAS, in 2010, implementation of additional modules began in order to expand the functionality of the New World software suite, these modules included Records Management, Jail Management, Mobile Field Reporting, installation of MDTs, Mobile Ticketing, and compliance with the Warren 911 Emergency Assistance Act and the California Assembly Bill (AB 1168); and

WHEREAS, on March 14, 2017, by Resolution 67,855 – N.S., Council authorized the City Manager to execute contract 10515 with Tyler Technologies for both software licenses and professional services to upgrade the CAD system, for a total-not-exceed \$1,164,210 for the period March 15, 2017 through June 30, 2020; and

WHEREAS, on December 19, 2017, by Resolution 68,259 – N.S., Council authorized the City Manager to execute an amendment to Contract 10515 with Tyler Technologies for additional professional upgrade services, increasing spending authority by \$23,520 for a total-not-to-exceed \$1,187,730, and extending the term to June 30, 2020; and

WHEREAS, on October 1, 2015 Tyler Technologies announced acquisition of New World Systems, and the existing contract was assigned to Tyler Technologies, Inc. and in 2018, the City replaced their ERP system and contract number 10515 was updated at that time to 114159-1 to align with revised citywide naming conventions; and

WHEREAS, on July 20, 2020, by Resolution 69,519 – N.S., Council authorized the City Manager to execute a second amendment to Contract 10515 (114159-1) with Tyler Technologies for an extension of CAD licenses, increasing spending authority by \$367,500 for a total not to exceed \$1,555,230, and extending the term to June 30, 2021; and

WHEREAS, on December 14, 2021, by Resolution 70,160 – N.S., Council authorized the City Manager to execute an amendment to Contract No. 114159-1 with Tyler Technologies, Inc. for additional professional services and an extension of the Computer Aided Dispatch (CAD) software, increasing the amount not-to-exceed by \$733,720 for a total contract value not-to-exceed \$2,288,950, and extending the term of the contract through June 30, 2024; and

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WHEREAS, it is imperative to keep this software current because it allows the City to meet local, state, and federal regulations, and engage with vendor for any upgrades and support for technical issues; and

WHEREAS, funding for the additional professional services and the extension of CAD licenses in the amount of \$645,173 is available in the Fiscal Year (FY) 2025 and 2026 General Fund Budget; and

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 114159-1 with Tyler Technologies, Inc. for an extension of the Computer Aided Dispatch (CAD) software, increasing the amount not-to-exceed by \$645,173 for a total contract value not-to-exceed \$2,934,123 and extending the term of the contract through June 30, 2026.