



Legislation Details (With Text)

**File #:** 17-569      **Version:** 1      **Name:** Staff Report for a Resolution Approving Annual Maintenance Agreement with Tyler Technologies, Inc. for Computer-Aided Dispatch System

**Type:** Staff Report      **Status:** Filed

**In control:** City Council

**On agenda:** 10/16/2017      **Final action:** 10/16/2017

**Enactment date:**      **Enactment #:**

**Title:** Staff Report for a Resolution to Approve the Annual Maintenance Agreement with Tyler Technologies, Inc. for a Computer-Aided Dispatch System

**Sponsors:** Jeff Kay

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
10/16/2017	1	City Council	Received and Filed	Pass

Staff Report for a Resolution to Approve the Annual Maintenance Agreement with Tyler Technologies, Inc. for a Computer-Aided Dispatch System

**SUMMARY AND RECOMMENDATIONS**

Staff recommends that the City Council approve a resolution that authorizes the City Manager to execute the agreement with and approve payment to Tyler Technologies, Inc. for annual maintenance and support services for the New World Systems software in use at the Police Department and authorizing the City Manager to make future annual renewal payments for a period of up to three (3) fiscal years from the date of this agreement, with each future annual renewal not to exceed a 5 percent increase from the base amount. The base amount of this annual renewal is \$231,169.08.

**BACKGROUND**

The City of San Leandro has an annual support and maintenance contract with New World Systems, now owned by Tyler Technologies, Inc., to support its computer-aided dispatch system since 2005.

**Analysis**

The City of San Leandro maintains an IT software solution developed by New World Systems, now Tyler Technologies, Inc, for its Police Department. These software applications are the core of the Police Department’s operations. They provide various functions, such as: computer-aided dispatch; records management; management of the San Leandro Jail; and mobile reporting for officers in the field.

The City is charged annually by the vendor for maintenance and support. This annual contract covers all the licenses needed by the City to fully use the software and related software modules and

includes services from the vendor, such as new software upgrades as they become available, and 24/7/365 priority telephone and email technical support.

### **Legal Analysis**

The City Attorney's office reviewed and approved the purchase agreements.

### **Fiscal Impacts**

The total annual software and maintenance cost is \$231,169.08.

### **Budget Authority**

The Finance Director has determined there are sufficient funds in Account 688-13-001-5311 for the annual payment.

### **Attachment(s) to Staff Report**

- Tyler Technologies, Inc. Invoice #030-10606
- Original New World Systems Contract (2005)

**PREPARED BY:** Tony Batalla, Information Technology Manager, City Manager's Office  
2866247.1