



Legislation Text

File #: 17-569, **Version:** 1

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)

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