



## Legislation Text

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**File #:** 18-442, **Version:** 1

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Staff Report for a City of San Leandro City Council Resolution to Approve an Annual Maintenance Agreement with Tyler Technologies for the Computer-Aided Dispatch System

### **SUMMARY AND RECOMMENDATIONS**

Staff recommends that the City Council approve a resolution authorizing the City Manager to approve payment to and an agreement with Tyler Technologies, Inc. for annual maintenance of the New World Systems software currently in use at the Police Department. The annual renewal cost is \$240,415.87.

### **BACKGROUND**

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

### **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 for full use of the software and related software modules. It also 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 as to form the purchase agreements.

### **Fiscal Impacts**

The total annual software and maintenance cost is \$240,415.87.

### **Budget Authority**

The cost of this service is already accounted for in the current budget. 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 #130-2206

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