



CITY COUNCIL AGENDA REPORT

MEETING DATE: JUNE 7, 2016

ITEM NUMBER: **CC-5**

SUBJECT: FUNDING FOR SUNGARD CONTRACT AND AMENDMENTS FOR CITY COMPUTER AIDED DISPATCH (CAD)/RECORDS MANAGEMENT SYSTEM (RMS)

DATE: MAY 3, 2016

FROM: POLICE DEPARTMENT – SUPPORT SERVICES DIVISION

PRESENTATION BY: BRYAN GLASS, CAPTAIN

FOR FURTHER INFORMATION CONTACT: CPT. BRYAN GLASS – 714.754.5603

RECOMMENDATION:

Authorize additional funding not to exceed \$276,317.63 (\$20,153 in additional new appropriations) for previously approved Software Licenses and Services Agreement and Software Maintenance Agreement with SunGard Public Sector, Inc. (Contract #130585), including Amendments 1 through 4, for services performed and travel expenses incurred within the authorized scope of work.

BACKGROUND:

In July 2013, the City of Costa Mesa contracted with SunGard Public Sector, Inc. in Contract #130585 for the purchase and implementation services of a new Computer Aided Dispatch (CAD) and Records Management System (RMS). CAD/RMS is the main mission critical integrated system that supports most of the City's public safety activities, including Patrol, Fire, Dispatch, Records, Investigations, Property & Evidence, Crime Analysis, Training, and Jail operations. It is an essential tool for the efficient utilization of resources, effective tactical deployments, enhanced community policing efforts, and information sharing programs.

In August 2013, the CAD/RMS project planning and implementation began to replace the City's Motorola Premier CAD/RMS. The Motorola system was implemented in 2004 and had reached its "end of life" with no technical support available as of January 2014. In April 2014, the new SunGard CAD/RMS went "live" and became the operating CAD/RMS for the City.

ANALYSIS:

The SunGard Contract #130585 approved by the City Council on July 2, 2013, included the scope of work of services required by SunGard and terms associated to travel expenses. The contract itself did not set forth a not-to-exceed limit based on the undetermined costs associated to travel expenses and extent of work needed for implementation of the new system.

As part of the implementation of the SunGard CAD/RMS project which began in August 2013, four amendments were made to the original contract. Amendments 1, 2, and 3 were for the deletion of component systems, services, maintenances determined not to be necessary and for the addition of component systems and services which were operationally required. Amendment 4 was for a modification to the service agreement in the interest of the City to place a cap on maintenance fees through the existing term. The amendments are summarized below:

- Amendment 1 – Modification of Software License Agreement to delete component systems for OPS CAD and OPS RMS; services for Web Based Applications Implementation, MAS Alarm Monitoring System, and MAS Alarm Custom Modifications; and the addition of a Jail Management System (JMS) component system and services.
- Amendment 2 – Modification of Software License Agreement to delete specified component systems for CAD/RMS; services for COPLink Warrant Query; and maintenances for CAD, RMS, RMS Custom Modifications.
- Amendment 3 – Modification of Software License Agreement to delete a component system for JMS.
- Amendment 4 - Modification of Software License Agreement to replace Section 4(a) – Maintenance Fees and Section 5 – Term; and modify Exhibit 1.

During the implementation, SunGard encountered difficulties with the legacy system (Motorola) and devoted a substantial amount of time trying to determine how Alias Names are stored in the legacy system and executed multiple versions of conversion codes, but ended up with Alias Names being created without a link to the “real name.” SunGard was also required to complete additional data conversion which was required for the system to go “live” as planned.

These amendments and additional conversion services were approved by the project manager and were invoiced to the City as incurred. Once the purchase order limit was met, the City stopped making payments to SunGard. However, the costs were still accruing. City staff, in conjunction with SunGard staff, have thoroughly analyzed all the invoices for the project and determined there is an outstanding balance of up to \$276,317.63 owed by the City to SunGard for required conversion services, and, pending SunGard’s final documentation, travel expenses.

ALTERNATIVES CONSIDERED:

The City Council could decide not to pay the outstanding invoices for the SunGard project services. However, the City did authorize and receive the services from SunGard, and, excepting certain travel expenses for which documentation is forthcoming, it is undisputed that the services were required and properly rendered. Therefore, approval of the contract increase is recommended.

FISCAL REVIEW:

On February 4, 2016, the funding for the change order to increase SunGard Contract #130585 was allocated in the mid-year budget review in the amount of \$256,165. The

additional \$20,153 will be funded by the Police Department's salary savings in fiscal year 2015-16.

LEGAL REVIEW:

The City Attorney's office has reviewed this report. No contract amendment is needed for the funding increase because the contract itself did not specify a contract amount. SB 331 does not apply because there are no contract negotiations involved in this funding increase.

CONCLUSION:

Based upon the information contained in this report, staff recommends the City Council approve the increase to SunGard Contract #130585 as outlined in this report.

BRYAN GLASS
Captain

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Chief of Police

STEPHEN DUNIVENT
Interim Finance Director

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ATTACHMENTS:

1. [SunGard Public Sector Customer Contract #130585](#)
2. [SunGard Contract Amendment No. 1](#)
3. [SunGard Contract Amendment No. 2](#)
4. [SunGard Contract Amendment No. 3](#)
5. [SunGard Contract Amendment No. 4](#)
6. [SunGard Travel Expenses](#)