



## Legislation Text

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**File #:** 20-177, **Version:** 1

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*Report Prepared by: Marvin Dillsaver, Communications Systems Supervisor*

**SUBJECT:** Approval of Standard Software Maintenance Agreement (SSMA) with Tyler Technology for the Public Safety Software Used by Police and Fire for a Time Period Not to Exceed Five Years; First Year will be \$134,350.27 with a Yearly Increase Not to Exceed 4% Each Year

### REPORT IN BRIEF

Authorizes the city to enter into a renewal agreement for the existing SSMA already in force for a period not to exceed five years.

### RECOMMENDATION

**City Council** - Adopt a motion:

- A. Adopt a motion approving the maintenance and support agreement with Tyler Technologies for continued maintenance and support for the Public Safety software used by the Police and Fire Departments; and,
- B. Authorizing the City Manager or the Assistant City Manager to execute any necessary documents.

### ALTERNATIVES

- 1. Approve as recommended by staff; or,
- 2. Refer back to staff for reconsideration of specific items as requested by Council; or,
- 3. Take no action.

### AUTHORITY

Charter of the City of Merced, Section 200 et seq.

Chapter 3.04, Section 3.14.120, of the Merced Municipal Code requiring Council approval for contracts involving professional services exceeding \$32,780 dollars.

### CITY COUNCIL PRIORITIES

Enhance the efficiency and productivity of public safety staff by using technology to operate in a more resourceful manner.

### DISCUSSION

The Police Department uses public safety software developed and sold by Tyler Technologies of Troy, Michigan. The existing software is maintained under a (SSMA) which is set to expire June 30, 2020. The new SSMA and software license agreement is attached.

The proposed SSMA will provide maintenance and support service on an annual basis. The initial term of the agreement will start on July 1, 2020 and will remain in effect for two years. After such time, the contract may be renewed for an additional two years ("First Renewal Term") upon mutual agreement between both parties. After the initial term and the first renewal term, the agreement may be renewed for an additional one year upon mutual agreement of both parties for a total of five years of support.

The SSMA fees for the first year of the Initial Term will be \$134,350.27

The funds for this current year's maintenance have already been procured. The funding for the following years will be procured through budget. As outlined in the contract the maintenance and support fees will not increase by more than 4% over the prior year.

The purpose of the SSMA is to ensure that our public safety software is kept up to date as federal and state reporting requirements change. The SSMA also provides for software enhancements, phone support, 24 hour coverage for our Computer Aided Dispatch (CAD) software, and our ongoing participation in the annual New World Systems user group meetings.

The term for the new agreement is for a term not to exceed five years, July 1, 2020 to June 30, 2025. Tyler Technologies will bill the City of Merced each year on or near June 15th for the ensuing year.

### **IMPACT ON CITY RESOURCES**

No appropriation of funds are necessary. The funds for the SSMA are in our CORE budget every year under account 001-1006-522-24-00.

### **ATTACHMENTS**

1. Tyler Technologies Software Support and Maintenance Agreement