



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Sheriff's Department
Department No.: 032
For Agenda Of: May 10, 2011
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: 4/5

TO: Board of Supervisors

FROM: Sheriff Bill Brown
Contact Info: Sam Gross, Commander ext 4286

SUBJECT: **Execute a Contract Amendment with TriTech Software Systems for the extension of the Support and Maintenance Agreement for the County of Santa Barbara Public Safety Dispatch Center**

County Counsel Concurrence

As to form: Yes

Other Concurrence: Purchasing

As to form: Yes

Recommended Actions:

That the Board of Supervisors executes a third amendment to the agreement with TriTech Software Systems that extends the annual maintenance agreement for the CAD (Computer Aided Dispatch) system through March 2012 for a cost of \$145,159.01.

Summary Text: On June 27, 2006, the Board approved the purchase of the TriTech Computer Aided Dispatch System for the County Public Safety Dispatch Center run by the Sheriff's Department in the amount of \$1,175,000. The new Computer Aided Dispatch system has now been operational for three years and our support for the period April 2011 through March 2012 is now due. We now request the Board grant the approval to the Department and the Purchasing Agent to pay support and maintenance during the term April 1, 2011 through March 31, 2012 in the amount of \$145,159.01.

Background:

The dispatching services provided by the County Public Safety Dispatch Center operated by the Sheriff's Department generally include the dispatching of ambulance, fire and law resources to calls for services generated by receipt of 9-1-1 telephone calls. In January 2005, the County of Santa Barbara and American Medical Response (AMR) entered into a contractual agreement for the provision of ambulance service within the County of Santa Barbara. Part of that contract (section 4.2) mandated the use of a TriTech Computer Aided Dispatch System. Your Board entered into an agreement with TriTech Software Systems on June 27, 2006 for the development and operation of this software system. Maintenance and support were included in the system for the first year of production (warranty). An

amendment for the continuing software support and maintenance was adopted on June 16, 2009 for fiscal year 2008/2009. Last year a second amendment was adopted on April 6, 2010 for the CAD to CAD project to connect Dispatch Systems between the County of Santa Barbara and the County of San Luis Obispo and to continue the software support and maintenance for fiscal year 2010/2011. This amendment continues the support and maintenance for fiscal year 2011/2012.

Performance Measure:

The Sheriff's Department has a performance measure for the Computer Aided Dispatch System that states, "Maintain the amount of unscheduled downtime of the Computer Aided Dispatch (CAD) at or below 2% per year." Due to proper maintenance and support from TriTech, the system has had no unscheduled downtime since go-live, March 11, 2008.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Narrative:

The Maintenance and Support item is budgeted in line 7124 of the Department's FY 2010-11 General Fund (0001) budget and will be budgeted again in the FY 2011-12 Recommended Budget.

Special Instructions: Please return two (2) signed original "Third Amendment to System Agreement Between the County of Santa Barbara and TriTech Software Systems" to Sam Gross, Commander – Sheriff's Department

Please return a copy of the Board Minute Oder to Sam Gross, Commander – Sheriff's Department

Attachments:

Amendment and all supporting exhibits

Authored by:

Sam Gross, Commander – Sheriff's Department x4286

cc: