

City Council Agenda Report

Meeting Date: October 15, 2024
From: Daniel Calleros, Interim City Administrator
Department: City Administration
Submitted by: Sara Sandoval, Senior Administrative Assistant

Subject

Amendment No. 1 to Software Support Agreement with Tritech Software Systems and Additional Funds for CentralSquare Technologies, LLC

Recommendation

A. Approve and Authorize Amendment No. 1 to the Software Support agreement with TriTech Software Systems (a CentralSquare Company) for the Vernon Police Department Record Management System (Contract No. IT-0171) for a total amount not-to-exceed \$72,643.94;
B. Approve and authorize payment to CentralSquare Technologies, LLC for outstanding invoices for a total amount not-to-exceed \$22,285.05 for Lucity and Lucity Mobile Annual Maintenance; and
C. Approve and authorize payment to CentralSquare Technologies, LLC in the amount of \$3,000 for anticipated travel fees not included in Contract No. 20240184 for CentralSquare's Pro-Suite software implementation.

Background

CentralSquare Technologies, LLC (CentralSquare) is a software provider that offers solutions for both public safety and public administration organizations. Public safety agencies throughout the country use CentralSquare products including their Public Safety Suite for 911, dispatch, records and evidence management, and mobile and jail management and analytics. Public agencies also employ CentralSquare's user-friendly cloud-based enterprise software to support their finance, asset, compliance, and case management needs.

The City Council approved a Software Support Agreement with Central Square for a three-year period (IT-0171) effective August 25, 2021, concurrent with an End User Agreement. IT Division staff is seeking approval of Amendment No. 1 to the Software Support Agreement (IT-0171) to add one additional year to the contract extending the term through August 24, 2025 for an amount not-to-exceed \$72,643.94. Amendment No. 1 is backdated to an effective date of August 25, 2024, for continuity of software support provided as staff worked with the vendor on determining the amount due for the Amendment period based on software systems in use. On September 17, 2024 the vendor and staff agreed upon the amount of \$72,643.94 which reflected removal of the Vision RMS system that was no longer being used. The one-year term extension is necessary as the VPD completes a transition from the previous system provided under Tritech to CentralSquare's new system anticipated to go live later this year. The City will need to pay the annual maintenance fee for Fiscal Year 2024-25 upfront and will be reimbursed for the months from the go-live date of the new system. Pursuant to the Vernon Municipal Code Section 3.32.110(A)(2), Amendment No. 1 is exempt from competitive bidding and competitive selection, as Central Square is the manufacturer of the hardware and software and is the only supplier who can provide the annual software support services necessary to maintain the Records Management System (RMS), Mobile Computing Application (MCT), and Computer Aided Dispatch (CAD).

Both the Public Utilities (VPU) and Public works (PW) Departments utilize CentralSquare's Lucity enterprise asset management software for asset management and work order tracking. The

Lucity system can track work requests and work performed by location, address, or geospatial asset type and is essential for both Departments. Staff is requesting approval to pay outstanding invoices totaling \$22,285.05 for Lucity and Lucity Mobile Annual Maintenance dating back to June 2021. These invoices were inadvertently overlooked, as they were not tied to specific contracts or purchase orders in the City's purchasing system. Information Technology (IT) staff has since reviewed the outstanding invoices provided by the vendor, and confirmed the accuracy and validity of the invoices.

Following a competitive Request for Proposals (RFP) process, in August 2023, the Vernon Police Department (VPD) initiated a transition to CentralSquare Pro-Suite software and hardware for various applications, which has increased the overall efficiency of VPD operations. The CentralSquare Pro-Suite provides various advantages for the VPD including increased functionality and reporting capabilities, and seamless communication, with the ability to transfer information between dispatch, officers in the field, and records. Transitioning to this new system has also decreased the demand for IT staff to maintain outdated and unsupported applications previously in use, as the Pro-Suite software and hardware is maintained by CentralSquare under an annual subscription. The subscription service includes updates, upgrades, system-down issue handling, and hardware failure replacements. The transition is currently underway and is anticipated to be completed in November 2024 at which point the system will go-live. As part of the on-site support required during the go-live phase, the City will be responsible for reimbursing travel expenses incurred by vendor staff. The current contract for CentralSquare's Pro-Suite implementation (Contract No. 20240184) did not include any funds for travel reimbursement. Staff is now requesting an additional \$3,000 to be added to the contract to cover any necessary travel costs.

Since the City has paid or awarded the proposed vendor more than \$100,000 in the last 12 months, pursuant to Vernon Municipal Code Section 3.32.030(B), Council approval is required for the Central Square Amendment No. 1 and additional funds required to cover payment of Lucity outstanding invoices and travel reimbursement expenses for the City's Pro-Suite implementation. Amendment No. 1 has been approved as to form by the City Attorney's Office.

Fiscal Impact

The fiscal impact is not-to-exceed \$97,928.99. Sufficient funds are available in General Fund, IT Department, Repairs and Maintenance Account No 011-010-110-529110 for the current fiscal year.

Attachments

1. Amendment No 1 with CentralSquare Technologies, LLC (IT-0171)
2. CentralSquare Outstanding Invoices (Lucity)