



# COUNCIL REPORT

**DATE:** November 12, 2024  
**CATEGORY:** Consent  
**DEPT.:** Police  
**TITLE:** **Replacement Purchase of Computer-Aided Dispatch**

## **RECOMMENDATION**

Authorize the City Manager or designee to approve and execute an agreement between the City of Mountain View and Sun Ridge Systems, Inc., for the purchase of Computer-Aided Dispatch Software, hardware, maintenance, and support services in conjunction with the cities of Palo Alto and Los Altos.

## **BACKGROUND**

A Computer-Aided Dispatch (CAD) system facilitates incident response and communication. CAD systems, in many cases, are the first point of entry for information regarding an incident. Typical CAD system functions include resource management, dispatching, unit status management, call disposition, interfacing with mobile data computers, and interfaces with external local, state, and federal information systems.

In 2008, the city managers of Los Altos, Palo Alto, and Mountain View agreed to a broad initiative of sharing public safety technology as a method to conserve resources, improve response times, increase the resiliency and redundancy of these critical systems, and enhance interoperable communications between first responders in the three cities. This initiative presented the “virtual consolidation” concept and the framework to share public safety technology and communications systems. In 2012, the Tri-Cities Consortium was formed by agreement.

In 2013, the Tri-Cities Consortium deployed Hexagon as their tri-city regional CAD system vendor. The Tri-Cities Consortium Hexagon CAD system was implemented more than 10 years ago and is currently two software versions behind the current Hexagon version. In addition, the current CAD system is incompatible with the latest security patches, resulting in significant security vulnerabilities.

## **ANALYSIS**

In July 2023, the City of Los Altos, acting as the Contractual Agent of the Consortium, issued a Request for Proposals (RFP) for the Tri-Cities Consortium for a new police CAD system. A committee consisting of employees at all levels and positions within the three cities' police and fire departments was created. The committee was tasked with identifying CAD companies, coordinating demonstrations, and conducting site visits to other agencies. The committee sought vendors with excellent reputations of customer service and support and that provided a superior product.

In response to the published RFP, three companies submitted proposals. Staff assessed each proposal based on system costs, compliance to interface needs and essential functions as defined in the RFP, completeness of proposal, level of service, general experience, qualifications, and years of experience. The committee also assessed the financial stability, resources of the proposer, proof of successful implementation in similar projects, sample timeliness based on prior project experience, responsiveness, economic feasibility and justification of all project costs, and proposer's willingness and ability to negotiate a contract acceptable to the committee's city councils. Sun Ridge Systems, Inc. (Sun Ridge), was the vendor with the highest assessment and was recommended as the selection committee's preferred solution. The cities of Los Altos, Palo Alto, and Mountain View's legal counsels have approved the content of the agreement.

The selected fully integrated CAD system includes computer-aided dispatch software, iRIMS Fire mobile application software, RIMS mobile mapping software, Rims2Txt, and integrates with other systems, including the Records Management System, Report Writing, Mobile Field Reporting, Mapping, Citizen Public Access Module, Training Management System, and Property Module. This system also includes the capabilities of interfacing with state and federal systems as well as external systems that police and fire use.

## **FISCAL IMPACT**

The proposal submitted by Sun Ridge is in the amount of \$789,966 for implementation for all three agencies. This includes the software, associated interfaces to existing systems, installation, project management services, and the first year of software maintenance, support, and updates.

Based on the agreement to share the costs of joint public safety systems, Mountain View's share is \$447,590. The current replacement value of the CAD system is included in the City's Equipment Replacement Fund (ERF) at a value of \$1.1 million. Approximately \$477,000 is budgeted in the ERF in Fiscal Year 2024-25 for this project. Ongoing support costs are anticipated beginning in Fiscal Year 2025-26 at an annual cost of approximately \$46,000 with maintenance costs increasing 5% annually. These costs will be included in future operating budgets.

**LEVINE ACT**

California Government Code Section 84308 (also known as the Levine Act) prohibits city officials from participating in any proceeding involving a “license, permit, or other entitlement for use” if the official has received a campaign contribution exceeding \$250 from a party, participant, or agent of a party or participant in the proceeding within the last 12 months. A city official is similarly prohibited from accepting, soliciting, or directing a campaign contribution exceeding \$250 from a party, participant, or agent of a party or participant to any proceeding involving a license, permit, or other entitlement for use for 12 months after a final decision is rendered in said proceeding.

Please refer to the “X” in the checklist below for information about whether the recommended action for this agenda item is subject to or exempt from the Levine Act.

**SUBJECT TO THE LEVINE ACT**

- Land development entitlements
- Other permit, license, or entitlement for use
- Contract or franchise

**EXEMPT FROM THE LEVINE ACT**

- Competitively bid contract
- Labor or personal employment contract
- General policy and legislative actions

For more information about the Levine Act, please see the Fair Political Practices Commission website: [www.fppc.ca.gov/learn/pay-to-play-limits-and-prohibitions.html](http://www.fppc.ca.gov/learn/pay-to-play-limits-and-prohibitions.html).

**ALTERNATIVE**

1. Do not purchase the Sun Ridge Systems, Inc., Computer-Aided Dispatch system and continue to use the existing Hexagon CAD system.
2. Decline this contract and pursue another RFP.

**PUBLIC NOTICING**—Agenda posting.

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Attachment: 1. Sun Ridge Systems, Inc., Software and Services Agreement