

Date action is requested: 8/24/2016

Title: Motion 2016-17 to authorize payment of the Hexagon (fka Intergraph) Computer-Aided Dispatch (CAD) Annual Maintenance

Attachments: Maintenance Quotation Summary

Type of action: Motion

SUBMITTED BY: Tim Hannah, Assistant Director, Communications Systems

RECOMMENDATION: Motion authorizing the Executive Director to pay the annual maintenance and services for the Hexagon CAD system in the amount of approximately \$645,890.32 net applicable taxes.

BACKGROUND: South Sound 911 provides 911 answering and emergency dispatching for several agencies on a 24 hour per day, 7 days a week basis. The CAD system is what allows information about calls and dispatching to be communicated electronically within the 911 center and to units in the field. It is imperative that South Sound 911 have a fully functional Computer Aided Dispatch (CAD) system. The maintenance program proposal as included in the original CAD contract overview presentation, includes \$100,000 in “Services” toward a 10-year plan to keep the CAD system updated with current versions/enhancements while reducing future large expenditures for CAD upgrades projects.

ALTERNATIVES: Discontinuing the current CAD support and maintenance would result in South Sound 911 assuming all technical support responsibilities for the CAD system. Not all problems would be able to be resolved in-house, which would require support from Hexagon on a time and materials basis. This would also mean that the current CAD system could see interruptions lasting more than several hours and possibly several days.

FINANCIAL IMPACT: approximately \$645,890.32 net applicable taxes (included in the 2016 budget).

Executive Director Review _____

