

17836

DATE: March 16, 2011

TO: Honorable Board of Acquisition and Contract

FROM: Marguerite Beirne, Chief Information Officer  
Anthony Sutton, Commissioner of Emergency Services

RE: AUTHORIZATION TO ENTER INTO AN AGREEMENT (IT-1186) WITH INTERGRAPH CORPORATION FOR ONE YEAR OF SOFTWARE MAINTENANCE AND SUPPORT COMMENCING ON MAY 1, 2011 AND TERMINATING ON APRIL 30, 2012 FOR A TOTAL NOT TO EXCEED CONTRACT AMOUNT OF \$154,358

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BACKGROUND:

- With approval from your Honorable Board, the County has contracted with Intergraph Corporation for software support and maintenance services of the Fire and Emergency Medical Service Computer Assisted Dispatch (CAD) System and a Records Management System (RMS), licensed to and in use by the Department of Emergency Services (DES), for a total of nine years commencing on May 1, 2002 and terminating on April 30, 2011, for a total not to exceed contract amount of \$1,083,554. The last resolution for these services was approved on March 4, 2010.
- Computer software maintenance covers telephone support and proprietary upgrades (bug fixes), which optimize the efficiency of the system to be sure it does not go down. Continued software support and maintenance of the CAD System and RMS for the Department of Emergency Services is needed.
- Pursuant to Section 9 of the Westchester County Procurement Policy and Procedures, it is our recommendation that after reasonable investigation, it has been determined that software support and maintenance of the CAD System and RMS from Intergraph Corporation is the only one practicable source for the maintenance of this software.
- Therefore, we now come before your Honorable Board requesting approval to enter into a new agreement (IT-1186) with Intergraph Corporation for one year of support and maintenance services on application software licensed to and in use by the County of Westchester commencing on May 1, 2011 at a cost of \$154,358.
- This contract will have a public purpose because it promotes timely dispatch of fire and emergency medical personnel in an emergency. This has a direct impact on the safety and welfare of the community.

- The objective of contract IT-1186 is to assure stability and business continuity 24 hours a day, 7 days a week for the Department of Emergency Services and the Fire and Emergency Medical agencies they provide services to. The Fire and Emergency Medical CAD System and the RMS manage and track critical information regarding fire and medical emergency events. Timely and reliable access to information in these applications is critical to the efficient delivery of services, therefore promoting public safety. Any reported application issues are tracked via a tracking process to assure compliance. Regular status meetings are held between the vendor and the Departments of Information Technology and Emergency Services to review and promote timely resolution to these issues.
- The contracted system supports all the stated County Performance Measures. The system supports the fiscal responsibility measure by promoting shared services by the Department of Emergency Services in the area of Fire and Emergency Medical Dispatch and Record Management, thus saving taxpayers money at the local municipal level in the areas of staffing and system procurement and support. The system supports the safety and security measure by promoting the public safety of County residents as stated in the contract's public purpose. The system supports the health and environment measure by directly contributing to the efficient and timely delivery of fire and medical dispatch services.

**ACTION REQUESTED:**

- Authorization to enter into an agreement (IT-1186) with Intergraph Corporation, located at P.O. Box 6695, Mail Stop IW17A2, Huntsville, Alabama 35813, for one year of software support and maintenance services (including upgrade) of the Fire and Emergency Medical Service Computer Assisted Dispatch (CAD) System, and a Records Management System (RMS), licensed to and in use by the County's Department of Emergency Services, commencing on May 1, 2011 and terminating on April 30, 2012, for a total not to exceed contract amount of \$154,358, subject to County appropriations, payable in a lump sum payment upon execution of the agreement.

A resolution authorizing the aforementioned agreement is submitted herewith for your consideration.

# RESOLUTION

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER, DEPARTMENT OF INFORMATION TECHNOLOGY AND THE COMMISSIONER OF EMERGENCY SERVICES, BE IT HEREBY

**RESOLVED**, that the County of Westchester is hereby authorized to enter into an agreement (IT-1186) with Intergraph Corporation, located at P.O. Box 6695, Mail Stop IW17A2, Huntsville, Alabama 35813, for one year of software support and maintenance services (including upgrade) of the Fire and Emergency Medical Service Computer Assisted Dispatch (CAD) System, and a Records Management System (RMS), licensed to and in use by the County's Department of Emergency Services, commencing on May 1, 2011 and terminating on April 30, 2012, for a total not to exceed contract amount of \$154,358, payable in a lump sum payment upon execution of the agreement; and be it further

**RESOLVED**, that this Agreement is subject to County appropriations; and be it further

**RESOLVED**, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

**RESOLVED**, that the County Executive or his duly authorized designee is hereby authorized and empowered to execute any and all documents necessary to effectuate the purposes hereof.

Account to be Charged/Credited:  
 Agreement Number: IT-1186

Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
101	16	6000	4070		\$154,358.00

Budget Funding Year(s): 2011  
 (must match resolution)

Start Date: May 1, 2011

End Date: April 30, 2012

Funding Source      Tax Dollars:      \$154,358.00

State Aid: \_\_\_\_\_

\$154,358.00  
 (must match resolution)      Federal Aid: \_\_\_\_\_

Other: \_\_\_\_\_