

47377

DATE: June 17, 2015

TO: Board of Acquisition and Contract

FROM: John B. McCaffrey
Chief Information Officer
Department of Information Technology

RE: AUTHORITY TO ENTER INTO AN AGREEMENT (IT-1367) WITH INTERGRAPH CORPORATION FOR SUPPORT SERVICES FOR ITS COMPUTER ASSISTED DISPATCH SYSTEM, FOR A TERM COMMENCING NOVEMBER 1, 2015 AND CONTINUING THROUGH OCTOBER 31, 2017, FOR AN AMOUNT NOT-TO-EXCEED \$463,015.00

BACKGROUND:

- The County of Westchester (the "County") has regularly entered into contracts with Intergraph Corporation ("Intergraph"), pursuant to which Intergraph has provided the County with support services for its Computer Assisted Dispatch system ("CAD") and Records Management Systems ("RMS") through a single resident system administrator ("RSA"). The most recent of these contracts is set to expire October 31, 2015.
- The CAD and the RMS currently manage and track critical information regarding fire and medical emergency events, and will soon also manage and track critical information regarding matters for the Department of Public Safety. The RSA works full time at the Department of Emergency Services and supports the operation of the County's CAD and RMS by performing services including, but not necessarily limited to, the following:
 - a. Provide setup, configuration, database backups, database performance and general Intergraph system administration duties
 - b. Manage the CAD security and access to the Intergraph system per the County's instructions and security plan
 - c. Develop and maintain Intergraph system support procedures as needed.
 - d. Perform the first level of CAD diagnostics for failures, identifying hardware or software problems
 - e. Perform routine, daily operational tasks applicable to Intergraph system operations, such as purging system log files, checking database size, archiving data, checking status of interfaces and remote connections
 - f. Perform the scheduling and administration of the CAD server back-ups and recovery of data and CAD configuration files per the County's guidelines
 - g. Change and customize user configurable forms within the CAD software as

- possible, on-site
- h. Monitor Intergraph system loading and provide guidance on efficient use of equipment and software
 - i. Monitor and adjust CAD database system parameters and Intergraph system operations for peak performance
 - j. Install and administer operating system software as it relates to the use of the CAD system, or utilities and service packs as purchased from Intergraph to maintain the system
 - k. Administer user CAD accounts and passwords as directed by the County's system administrator
 - l. Assist the County training staff in development of workflows, operating procedures to improve dispatcher efficiency or deploy new functionality
 - m. Aid in installation of Intergraph CAD application software upgrades (software supplied under separate agreements)
 - n. Train the County's technical staff for backup Intergraph system administration duties via hands on, regular-work apprenticeships
 - o. Document any system anomalies for inclusion into periodic site reports as requested
 - p. Complex issue troubleshooting and resolution
 - q. Support for disaster recovery testing
 - r. Assist the County mapping staff in deploying new map data and files onto both the test live CAD systems
 - s. Manage Intergraph system problems with immediate communications to Intergraph headquarters and access to internal developers, systems engineers and hardware professionals
 - t. Provide the interface to the Intergraph product development process to promote future software features to enhance site operations
 - u. Provide the interface with Intergraph second-level engineers and software implementation engineers to expedite on-site support and answer complex system questions or configuration issues
- These support services continue to be necessary to ensure the full and proper operation of the CAD and the RMS. Accordingly, the County is seeking authority from your Honorable Board to enter into an agreement with Intergraph, pursuant to which it will provide the County with support services for the CAD and the RMS through a single RSA, for a term commencing November 1, 2015 and continuing through October 31, 2017, for an amount not-to-exceed \$463,015.00, payable as follows: an amount not-to-exceed \$228,086.00 for services during the period November 1, 2015 through October 31, 2016 and an amount not-to-exceed \$234,929.00 for services during the period from November 1, 2016 through October 31, 2017 (the "Agreement").
 - The CAD and the RMS software is owned by Intergraph. Due to the proprietary nature of the software, Intergraph is the only entity that can provide these support services. Accordingly, I recommend that your Honorable Board deem this agreement to be a sole source procurement pursuant to Section 9 of the Westchester County Procurement Policy and Procedures.
 - The proposed Agreement will serve a public purpose by providing the County with the support services it needs to ensure that the CAD and the RMS operate 24 hours per day, 7 days per week, to facilitate the dispatch of services.

- The goal and objective of the proposed Agreement is to provide the County with the support services it needs to ensure that the CAD and the RMS operate 24 hours per day, 7 days per week, to facilitate the dispatch of services.
- The goal and objective of the proposed Agreement is in the best interest of the County in terms of public safety, as the CAD and the RMS are critical to the efficient dispatch of services that help ensure the safety of the public.
- The goal and objective of the proposed Agreement will be tracked and monitored by the staff of the Department of Information Technology.

ACTION REQUESTED:

- Authority to enter into an agreement (IT-1367) with Intergraph, pursuant to which it will provide the County with support services for the CAD and the RMS through a single RSA, for a term commencing November 1, 2015 and continuing through October 31, 2017, for an amount not-to-exceed \$463,015.00, payable as follows: an amount not-to-exceed \$228,086.00 for services during the period November 1, 2015 through October 31, 2016 and an amount not-to-exceed \$234,929.00 for services during the period November 1, 2016 through October 31, 2017.

The attached resolution is submitted for your consideration.

JBM/KO/bdm/nn

APPROVED BOARD OF ACQUISITION & CONTRACTS 01/16/2015 - JOHARY VERA, SECRETARY

RESOLUTION

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER,
DEPARTMENT OF INFORMATION TECHNOLOGY, BE IT HEREBY

RESOLVED, that the County of Westchester (the "County") is hereby authorized to enter into an agreement (IT-1367) with Intergraph Corporation ("Intergraph"), pursuant to which Intergraph will provide the County with support services for its Computer Assisted Dispatch system and Records Management Systems through a single resident system administrator, for a term commencing November 1, 2015 and continuing through October 31, 2017, for an amount not-to-exceed \$463,015.00, payable as follows: an amount not-to-exceed \$228,086.00 for services during the period November 1, 2015 through October 31, 2016 and an amount not-to-exceed \$234,929.00 for services during the period from November 1, 2016 through October 31, 2017 (the "Agreement"); and be it further

RESOLVED, that this Agreement is deemed to be a sole source agreement pursuant to Section 9 of the Westchester County Procurement Policy and Procedures; 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 to execute and deliver any and all documents and to take all action necessary and appropriate to effectuate the purposes hereof.

Agreement # IT-1367

Account to be Charged/Credited:

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2015	101	16	6000	4420		\$228,086
2016	101	16	6000	4420		\$234,929

Budget Funding Year(s): 2015- 2016 Start Date: 11/01/15 End Date: 10/31/17

Funding Source

Tax Dollars: \$463,015.00

State Aid: _____

\$463,015.00

Federal Aid: _____

(must match resolution)

Other: _____

APPROVED BOARD OF ACQUISITION & CONTRACT - 01/16/2015 - JOMARY VEIRA, SECRETARY