



# City of San Leandro

Meeting Date: October 4, 2021

## Staff Report

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**File Number:** 21-537 **Agenda Section:** CONSENT CALENDAR

**Agenda Number:** 8.B

**TO:** City Council

**FROM:** Fran Robustelli  
City Manager

**BY:** Janelle Cameron  
Assistant City Manager

**FINANCE REVIEW:** Susan Hsieh  
Finance Director

**TITLE:** Staff Report for a City Council Resolution to Approve Annual Renewals for Fiscal Years 2021-2022 and 2022-2023 with Tyler Technologies, Inc for Computer Aided Dispatch and Records Management System for the Combined Amount of \$540,720.12 (Approves One Annual Renewal of \$257,485.77 in Fiscal Year 2021-2022 and One Annual Renewal of \$257,485.77 plus up to a 10% increase in Fiscal Year 2022-2023).

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### SUMMARY AND RECOMMENDATIONS

Staff recommends that the City Council approve a resolution authorizing the City Manager to approve payments to Tyler Technologies, Inc. of \$257,485.77 in Fiscal Year 2021-2022 and \$257,485.77 plus up to a 10% increase in Fiscal Year 2022-2023 for renewal of the Computer Aided Dispatch and Records Management System software for use at the San Leandro Police Department.

### BACKGROUND

Since 2005, the City has maintained an annual support and maintenance contract with Tyler Technologies to support and maintain its computer-aided dispatch and records management system.

### Analysis

The City of San Leandro maintains an IT software solution developed by New World Systems, now Tyler Technologies, Inc., for its Police Department. These software applications provide various functions, such as: computer-aided dispatch; records management; systems operation of the San Leandro Jail; and mobile reporting for officers in the field.

The City is charged annually by the vendor for maintenance and support. This annual contract covers all of the licenses needed by the City to fully utilize the software and related software

modules. This contract also includes services from the vendor, such as new software upgrades as they become available, and 24/7/365 priority telephone and email technical support.

### **Previous City Council Actions**

- On September 16, 2019, the City Council approved an annual maintenance renewal agreement with Tyler Technologies for the Computer-Aided Dispatch System;
- On September 17, 2018, the City Council approved an annual maintenance renewal agreement with Tyler Technologies for the Computer-Aided Dispatch System;
- On October 16, 2017, the City Council approved an annual maintenance renewal agreement with Tyler Technologies for the Computer-Aided Dispatch System;
- On June 2, 2014, the City Council approved an agreement with Tyler Technologies to upgrade the Computer-Aided Dispatch/Records Management System;
- On October 1, 2012, the City Council approved a five-year maintenance agreement with Tyler Technologies for the Computer-Aided Dispatch/Records Management System;

### **Legal Analysis**

The City Attorney's office reviewed and approved as to form the purchase agreements.

### **Fiscal Impacts**

The total annual software and maintenance cost for Fiscal Year 2021-2022 is \$257,485.77. Fiscal Year 2022-2023 is expected to be \$257,485.77 plus up to a 10% increase.

### **Budget Authority**

This Information Technology Fund 688 project has sufficient funding in Account 688-13-001-5311 for both Fiscal Years 2021-22 and FY2022-23 to cover the scheduled costs listed in the agreement between the vendor and the City.

**PREPARED BY:** Tony Batalla, Chief Technology Officer, City Manager's Office



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## Resolution - Council

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**File Number:** 21-538

**Agenda Section:** CONSENT CALENDAR

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**TO:** City Council

**FROM:** Fran Robustelli  
City Manager

**BY:** Janelle Cameron  
Assistant City Manager

**FINANCE REVIEW:** Susan Hsieh  
Finance Director

**TITLE:** RESOLUTION of the City of San Leandro City Council to Approve Annual Renewals for Fiscal Years 2021-2022 and 2021-2023 with Tyler Technologies, Inc for Computer Aided Dispatch and Records Management System for the Combined Amount of \$540,720.12 (Approves One Annual Renewal of \$257,485.77 in Fiscal Year 2021-2022 and One Annual Renewal of \$257,485.77 plus up to a 10% increase in Fiscal Year 2022-2023).

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WHEREAS, an invoice for the annual renewal amount from Tyler Technologies, Inc. has been presented to this City Council; and

WHEREAS, the City Council is familiar with the contents thereof; and

WHEREAS, the City Manager recommends approval of said agreement.

NOW, THEREFORE, the City Council of the City of San Leandro does RESOLVE as follows:

The agreement is approved and the City Manager is hereby authorized and directed, on behalf of the City Council of the City of San Leandro, to execute payment on behalf of the City, in a form approved by the City Attorney; and

The City Manager is authorized to take all actions necessary or appropriate to carry out and implement the terms of the agreement and to administer the City's obligations, responsibilities and duties to be performed under the agreement; and

The City Manager is further authorized to approve up to one additional annual renewal in Fiscal Year 2022-2023, in an amount not to exceed 10% above the amount of the current renewal; and

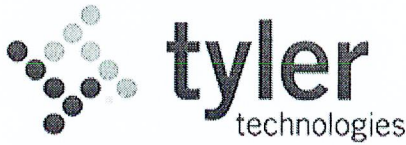
That said renewal for FY 2021-2022 with Tyler Technologies, Inc. is in the amount of

\$257,485.77; and

That said amount of \$257,485.77 is in the FY2021-2022 Operating Budget Account 688-13-001-5311 and said amount of \$257,485.77 plus up to a 10% increase is in the FY2022-2023 adopted budget, Account 688-13-001-5311.

**Attachment(s) to Resolution**

- Tyler Technologies, Inc. Invoice #130-122334



*POcad*  
**Remittance:**  
 Tyler Technologies, Inc.  
 (FEIN 75-2303920)  
 P.O. Box 203556  
 Dallas, TX 75320-3556

*9/9*  
**Invoice**

Invoice No	Date	Page
130-122334	09/01/2021	1 of 4

*V# 18218*

**Questions:**  
 Tyler Technologies - Public Safety  
 Phone: 1-800-772-2260 Press 2, then 5  
 Email: ar@tylertech.com

*Year Three (YR3)  
 9/01/2021 - 8/31/2022*



Bill To: City of San Leandro  
 835 East 14th Street  
 San Leandro, CA 94577-0000

Ship To: City of San Leandro  
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Cust No.-BillTo-ShipTo	Ord No	PO Number	Currency	Terms	Due Date
5284 - MAIN - MAIN	15566		USD	NET30	10/01/2021

Date	Description	Units	Rate	Extended Price
Contract No.: SAN LEANDRO, CITY OF				
	New World Enterprise Third Party Interface Standard Maintenance - State/NCIC Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	5,374.10	5,374.10
	New World Public Safety 24 Hour Standard Maintenance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	4,578.83	4,578.83
	Additional New World Software for LE Records Standard Maintenance - Alarm Tracking and Billing Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28
	Additional New World MSP for CAD Standard Maintenance - Data Analysis/Crime Mapping/Mgmt Reporting Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	7,499.64	7,499.64
	New World Enterprise Fire/EMS CAD Single & Multi-Jurisdictional Standard Maintenance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,919.60	2,919.60
	New World Third Party Maintenance - ArcGIS Runtime Desktop Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	409.69	409.69
	New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - In-Car Mapping Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	1,348.34	1,348.34
	Additional New World MSP for CAD Standard Maintenance - AVL Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	3,249.76	3,249.76
	Additional New World MSP for CAD Standard Maintenance - CAD AVL Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	3,249.76	3,249.76
	Additional New World MSP for CAD Standard Maintenance - AVL Mapping Server Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,999.13	2,999.13
	New World MSP Third Party CAD Interface Standard Maintenance -New World State/NCIC Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	New World Mobile Standard Maintenance on the RS/6000 - Base Message Switch to State/NCIC(51-100 Units) Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	19,997.43	19,997.43
	Additional New World Software for LE Records Standard Maintenance - Career Criminal Registry Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28
	Additional New World Software for LE Records Standard Maintenance - Case Management Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28
	New World Third Party LE Records Interface Standard Maintenance - Citizen Reporting Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,999.13	2,999.13
	New World Third Party Maintenance -Cogent Interface MSP Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28



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	New World State Compliance Reporting for Corrections Standard Maintenance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,749.71	2,749.71
	New World Corrections Management Standard Maintenance Base Package Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	22,996.54	22,996.54
	New World Mobile Management Server Standard Maintenance (51-100 units) - Data Merge to Aegis/MSP LE Records Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	874.80	874.80
	New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - Digital Imaging MSP Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	New World MSP Third Party CAD Interface Standard Maintenance - E-911 Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	3,419.67	3,419.67
	New World Law Enforcement Mobile Unit Standard Maintenance - In-Station-Based Reporting - Field Investigation Field Reporting(1 Form) Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	4,874.03	4,874.03
	Additional New World Software for LE Records Standard Maintenance - Field Investigations Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28
	New World Mobile Management Server Standard Maintenance (51-100 units) - Field Reporting Server Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	3,249.76	3,249.76
	New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - In-Car Mapping Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	7,311.66	7,311.66
	New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Accident Field Reporting Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	6,093.45	6,093.45
	New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Accident Field Reporting Compliance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,437.62	2,437.62
	New World Enterprise Single Jurisdiction Law Enforcement CAD Standard Maintenance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	23,695.43	23,695.43
	New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - LE CAD via Switch Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	9,139.57	9,139.57
	New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Accident Field Reporting Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	12,186.91	12,186.91
	New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - LE Field Reporting Compliance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,437.62	2,437.62
	Law Enforcement Management Data Mart (^CAD, RMS) Standard Maintenance - Includes 10+ users Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	5,999.46	5,999.46



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	New World Federal and State Compliance Reporting for LE Records Standard Maintenance - Federal UCR/IBR Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28
	New World Single Jurisdiction Base LE Records Standard Maintenance Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	22,996.54	22,996.54
	New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - Dispatch/Messaging/LE State/NCIC via Switch Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	6,093.45	6,093.45
	New World Mobile on MSP Server Integration Standard Maintenance - MDT/MCT Base CAD/RMS Interface (51-100 units) Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,749.71	2,749.71
	New World Fire Mobile Unit Standard Maintenance - Mobile Upload of Field Reports Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	7,311.66	7,311.66
	New World Fire Mobile Unit Standard Maintenance - Mobile Upload Software Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	8,749.17	8,749.17
	New World Law Enforcement Mobile Unit Standard Maintenance - Mobile Message - Mugshot Image Download Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,437.62	2,437.62
	New World Enterprise Third Party Interface Standard Maintenance - New World CAD to New World CAD Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	3,249.76	3,249.76
	New World Enterprise Third Party Interface Standard Maintenance - On-Line CAD Interface to State/NCIC Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	4,153.49	4,153.49
	New World Third Party LE Records Interface Standard Maintenance - On-Line Global Subjects Interface to State/NCIC Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,749.71	2,749.71
	New World Third Party LE Records Interface Standard Maintenance - On-Line Property Checks Interface to State/NCIC Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,749.71	2,749.71
	New World Third Party LE Records Interface Standard Maintenance - On-Line Wants and Warrants Interface to State/NCIC Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,749.71	2,749.71
	Additional New World Software for LE Records Standard Maintenance - Property Room Bar Coding Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	2,500.28	2,500.28
	New World Imaging Standard Maintenance - Corrections Public Safety Lineups/Mug Shots Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	7,249.00	7,249.00
	New World Mobile Standard Maintenance on the RS/6000 - Base Message Switch to State/NCIC(51-100 Units) Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	Additional New World Enterprise Standard Maintenance for CAD - Service Vehicle Rotation Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	3,176.26	3,176.26



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	New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - MCT Ticket Writer Interface Maintenance Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	New World Third Party LE Records Interface Standard Maintenance - Ticket Writer Interface Maintenance Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	New World Third Party LE Records Interface Standard Maintenance - Ticket Writer Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	New World Law Enforcement Mobile Unit Standard Maintenance - Field-Based Reporting - MCT Ticket Writer Interface Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	0.00	0.00
	New World Standard Maintenance - SceneDoc Collect Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	454.27	454.27
	New World Standard Maintenance - SceneDoc Platform Maintenance: Start: 01/Sep/2021, End: 31/Aug/2022	1	1,022.11	1,022.11

**\*\*ATTENTION\*\***  
 Order your checks and forms from  
 Tyler Business Forms at 877-749-2090 or  
 tylerbusinessforms.com to guarantee  
 100% compliance with your software.

Subtotal	257,485.77
Sales Tax	0.00
Invoice Total	257,485.77