



# City of Santa Clara

1500 Warburton Avenue  
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## Agenda Report

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19-1253

Agenda Date: 11/19/2019

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### REPORT TO CITY COUNCIL

#### **SUBJECT**

Action on Amendment No. 1 to the Master Product and Services Agreement with Hexagon Safety & Infrastructure

#### **BACKGROUND**

The City of Santa Clara's Public Safety 9-1-1 Dispatch Center relies on a Computer Aided Dispatch (CAD) system to initiate calls for service, dispatch Police and Fire personnel and maintain the status of responding public safety units. The Police Records Unit relies on a Records Management System (RMS) to file police reports, maintain accurate records of law enforcement documents and submit required data to the Department of Justice. Both critical systems were nearing end-of-life, would no longer be supported by their respective vendors, and, soon, would not meet pending State and Federal hardware, software, network and security requirements.

In June 2016, the City Council approved \$3 million in funding for the CAD and RMS Upgrade project as part of the 2016/2017 CIP Budget. In October 2017, after an extensive and rigorous procurement process, Hexagon Safety & Infrastructure (Hexagon) was selected to deliver the software, related service and materials, maintenance agreement, customer service and warranty most appropriately meeting the project deliverables identified by the City of Santa Clara for an integrated CAD and RMS solution.

On November 5, 2018, the City of Santa Clara went live with the CAD portion of the project, which included all new Mobile Data Computers with stronger wireless infrastructure in police vehicles. The Police Department has been very pleased with the implementation of the new CAD system. To date, however, the RMS portion of this project has not been implemented.

This RMS issue was brought before Council in closed session on January 15, 2019, at which time Council directed staff to attempt to negotiate with Hexagon the severance of the RMS portion of the Master Agreement, within certain general parameters.

#### **DISCUSSION**

Hexagon has been unable to deliver RMS according to the production schedule. In order to satisfy impending state and federal data collection deadlines, the City must find an alternate RMS solution. City staff and Hexagon senior executives have met on several occasions and have mutually agreed to amend the original contract to a CAD only purchase. The terms of the amended Agreement include:

- Releasing each party from all obligations and liabilities pertaining to RMS and Field Based Reporting software
- Conclusion of the extended warranty for remaining CAD related subsystems on November 4,

2019

- Development, implementation and provision of software and services needed by the City for an interface between the remaining subsystems and the new RMS solution procured by the City, at no cost to the City
- Provide at no cost to the City 15 I/Net Viewer licenses for its production environment until such time the City's chosen replacement RMS solution is live and fully accepted by the City
- Hexagon shall be entitled to retain all previous payments in the amount of \$1,050,621 for performance related with CAD, Mobile for Public Safety and Mobile Responder software delivered to date
- Relieve the City of paying Hexagon \$632,154 for milestones related with RMS
- Remotely access the City's network within ten (10) days following execution of this Amendment to delete such software, documentation and related materials
- Hexagon shall provide the City with a credit in the amount of \$273,102 towards Year 1 recurring costs (maintenance expenses related to the CAD system), such that Year 1 maintenance services are provided to the City at no cost

The terms of the proposed Amendment, outlined above, fall within the general parameters of Council direction to staff.

### **ENVIRONMENTAL REVIEW**

This action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(4) in that it is a fiscal activity that does not involve any commitment to any specific project which may result in a potential significant impact on the environment.

### **FISCAL IMPACT**

The City Council approved \$3 million in the FY 2016/17 Capital Improvement Program Budget for the CAD/RMS Upgrade project. Through the writing of this report, a balance of \$1,393,944 remains in the CAD/RMS CIP project budget. Of this amount, \$154,011 is committed to pay for the City's consultant's work on this project. The total amount expended for the new RMS shall not exceed the remaining project balance to fund the one-time costs.

Annual maintenance costs will be included in the Operating Budget subject to the appropriation of funds.

### **COORDINATION**

This report has been coordinated with the Finance Department, City Attorney's Office and Police Department.

### **PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email [clerk@santaclaraca.gov](mailto:clerk@santaclaraca.gov) or at the public information desk at any City of Santa Clara public library.

**RECOMMENDATION**

Approve and authorize the City Manager to execute Amendment Number 1 to the Master Product and Services Agreement with Hexagon Safety & Infrastructure dated October 12, 2017.

Reviewed by: Daniel Winter, Assistant Chief of Police

Approved by: Deanna J. Santana, City Manager

**ATTACHMENTS**

1. Amendment #1 to Master Product and Services Agreement, dated October 12, 2017