

COUNCIL MEETING
August 22, 2006

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the City Council:

**SUBJECT: Communications and Information Technology and Fire Department -
Renewal of annual software maintenance and support agreement with
TriTech Software Systems.**

Expenditure: \$36,643.00

RECOMMENDATION

The Information Technology Director and the Fire Chief recommend that the City Council authorize the Support Services Renewal Agreement with TriTech Software Systems in the amount of \$36,643.

Funding

Funding is available through the Communications and Information Technology 2006-2007 department budget.

BACKGROUND/ANALYSIS

TriTech Software Systems provides Computer Aided Dispatch software (VisiCAD) to the Fire Department. The VisiCAD software was acquired in September 1997 under contract C97-214. VisiCAD is an essential part of the dispatching and records management functions in the Fire Department.

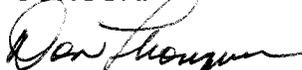
The annual software support and maintenance renewal covers the period of October 1, 2006 to September 30, 2007. TriTech's maintenance and support provides the City with fixes for errors, updates, enhancements, and new releases. Maintenance services provided are critical to keeping the VisiCAD system running smoothly with minimal downtime. The services provided under maintenance and support are proprietary to TriTech; therefore, the City cannot receive updates and enhancements from any other source. Due to the critical need to continue maintenance and support on the VisiCAD system and the proprietary nature of software provided by Trittech, it is recommended that the City Council approve a sole source expenditure to TriTech Software Systems.

Respectfully submitted,



RICHARD SHIGAKI
Information Technology Director

CONCUR:



For RICK BONGARD
Fire Chief



for LeROY G. JACKSON
City Manager

Attachment A) Trittech Support Services Renewal Agreement

Attachment A

**TriTech Support Services Renewal Agreement
City of Torrance**

Client agrees to renew its Software Support Agreement dated August 1997, the terms of which are incorporated by reference herein as though set forth in full, and according to the terms and conditions included herein. This Support Renewal Agreement and applicable support fees must be signed, paid and returned by September 30, 2006 to avoid any interruptions in the Technical Support Services provided by TriTech. The support period for this Support Renewal Agreement begins on October 1, 2006 and expires on September 30, 2007. Payment of \$37,584.00 for this period is due by September 30, 2006.

Early Support Renewal Program

Client desires to participate in TriTech's early support renewal program and agrees to pay its Support Renewal Fee by August 30, 2006 in order to be eligible for one of the following payment options (check one):

- X Single annual payment of USD \$36,643.00 (includes a 2 ½% discount, must be paid by August 30, 2006)
- Four (4) quarterly payments of USD \$9,396.00 totaling USD \$37,584.00.
(First quarterly payment must be received by August 30, 2006. If subsequent payments are not received by the beginning of the applicable quarter, support services will be suspended until paid.)

If payment for either of the above options is not received by August 30, 2006, Client must pay the full Support Renewal Fee in the amount of USD\$37,584.00. The discount option does not apply to Escrow and GDT Fees. Escrow and GDT Fees are calculated separately and added to your annual support fee.

Payment

For your convenience, we have enclosed an invoice for the full annual Support Renewal Fee. When you remit payment with this signed Support Renewal Agreement for either the annual payment with discount, or the first of the four quarterly payments, we will adjust the invoice accordingly.

Unless otherwise stated in your support agreement, if payment is not received by September 30, 2006, Client agrees to pay a reinstatement fee equivalent to **one percent (1%) per month** of the total Support Renewal Fee, pro-rated for any partial month, in order to re-establish support services.

The Support Renewal Agreement for TriTech Support Services is based upon the following TriTech Software licenses:

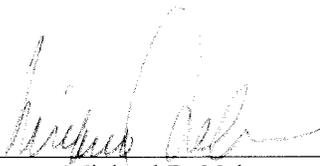
ACCEPTED AND AGREED:

TRITECH SOFTWARE SYSTEMS

Torrance
10/1/06-9/30/07

License	Qty	Value	Support
VisiCAD MapEdit License	1	5,000	1028
VisiCAD Fire/EMS Database Server License	1	35,000	6916
VisiCAD Fire/EMS Backup Database Server License	1	14,000	2766
VisiCAD Fire/EMS Full-User License	3	49,500	9781
VisiCAD Fire/EMS SSM Package License	1	15,000	2964
VisiCAD Archive License Data Purging & SQL Replication	1	25,000	4940
VisiCAD Archive License Near Real Time SQL Rreplication	1	15,000	2964
Standard Paging Interface Software	1	4,500	889
standard E911 Interface Software (ANI/ALI Download)	1	9,500	1877
VisiCAD Live Routing License	1	15,000	2964
VisiCAD Dispatcher Rules	1	2,500	494
Total Software Licenses Subject to Renewal Fee		\$ 190,000	\$ 37,584

CLIENT:
CITY OF TORRANCE:



Michael D. Nabors
Vice President of Client Services

Frank Scotto, Mayor

Date

ATTEST:

Sue Herbers, City Clerk

APPROVED AS TO FORM:

JOHN L. FELLOWS III
City Attorney

By: _____

Note: In 2000 TriTech Software Systems discontinued the three day site visit as a part of the Support Program.