



# Board Agenda Item 32

DATE: February 12, 2019

TO: Board of Supervisors

SUBMITTED BY: David Pomaville, Director, Department of Public Health  
Robert Bash, Director, Department of Internal Services

SUBJECT: Agreement with TriTech Software Systems

RECOMMENDED ACTION(S):

- 1. Make a finding that it is in the best interest of the County to waive the competitive bidding process consistent with Administrative Policy No. 34 for unusual or extraordinary circumstances for the solicitation of maintenance and support for emergency dispatch software for the Department of Public Health; and,**
- 2. Approve and authorize the Chairman to execute a sole source Agreement with TriTech Software Systems for emergency dispatch software maintenance and support, effective March 25, 2019, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$1,820,140.**

Approval of the recommended actions will continue utilization, support, and maintenance of the TriTech VisiCAD computer assisted dispatch system for ambulance and fire resources at the Fresno County Emergency Medical Services (EMS) Communications Center funded with dispatch revenue from agencies dispatched by the Fresno County EMS Communications Center, with no Net County Cost. The software maintenance and support is necessary due to the mission critical nature of the VisiCAD product to the EMS system. This item is countywide.

ALTERNATIVE ACTION(S):

There are no viable alternative actions. TriTech is the only vendor that provides maintenance and support of the current emergency dispatch software at the EMS Communications Center. The cost to replace the software and provide the necessary training would be significant.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Department of Public Health's request to waive the competitive bidding process is consistent with Administrative Policy No. 34 as TriTech is the only vendor that provides ongoing software maintenance and support of the emergency dispatch system used by the Fresno County EMS Communications Center. The Internal Services Department - Purchasing concurs with the Department's request to waive the competitive bidding process.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum compensation is \$1,820,140 for the five-year term. The annual costs include a) maintenance and support

for at a base cost of \$201,566 with a maximum 3% increase for a total of \$1,070,140 for the term, and b) additional licenses for \$150,000 with no increases for a total of \$750,000 for the term. TriTech may increase annual software maintenance and support fees upon a 30-day advanced written notice to the County provided that TriTech does not increase the fees more than once in any one-year period, and that each increase will not exceed the previous year's fees by 3% or the cumulative percentage increase in the Consumer Price Index (CPI), All Urban Consumers for the U.S., during the previous year, whichever is less. In the event of a negative CPI, there will be no change in the support fee percentage for the affected year. The services will be funded with revenue from agencies dispatched by the Fresno County EMS Communications Center. Sufficient appropriations and estimated revenues are included in the Department's Org 5620 FY 2018-19 Adopted Budget and will be included in future budget requests for the duration of the term.

DISCUSSION:

The Fresno County EMS Communications Center is a regional dispatch center responsible for the management and dispatch of all ambulance and fire equipment requests in Fresno, Kings, Tulare, and Madera Counties. The overall coordination of ambulance, fire resources, and emergency requests are accomplished with a state-of-the-art dispatch computer system, a product of TriTech, which has been used at the Center since 1993. TriTech has consistently met the expectations of the Department and their products continue to evolve with the needs of the EMS system.

On March 25, 2014, the Board approved Agreement No. 14-104 with Trittech Software Systems. The agreement provided 24-hour/7-day a week support and licenses for VisiCAD interfaces and modules. The system handles the EMS and fire request call volume and has been modified to meet the local needs of the EMS system, integrating with system-wide GPS, computer assisted dispatch to computer assisted dispatch links and records management systems, hospital communication systems, and the County's radio and paging system.

The recommended agreement deviates from the County's standard contract language by requiring 30-day advanced written notice and an opportunity to cure prior to termination for breach of contract for vendor or the County. Additionally, the agreement contains language that limits the Contractor's liability.

REFERENCE MATERIAL:

BAI #45, March 25, 2014 - Agt. No. 14-104

ATTACHMENTS INCLUDED AND/OR ON FILE:

Sole Source Acquisition Form  
On file with Clerk - Agreement with TriTech Software Systems

CAO ANALYST:

Sonia M. De La Rosa