

TOWN OF PALM BEACH

Information for Town Council Meeting on: February 13, 2024

TO: Mayor and Town Council

VIA: Kirk W. Blouin, Town Manager

VIA: Robert Miracle, CPA Deputy Town Manager, Finance and Administration

FROM: Dean Mealy, II NIGP-CPP, CPPO Town Procurement and Contract Manager

RE: Resolution awarding RTN No. 2023-39, Computer Aided Dispatch and Records Management System to Tyler Technologies, Inc. in the amount of \$408,805 and awarding year one of the maintenance contract in the amount of \$245,000 for the initial amount of \$653,805 and approving future annual maintenance expenditures for year two and three in the amount of \$245,000 annually as they are renewed based on budget approval and satisfactory vendor performance

DATE: January 29, 2024

STAFF RECOMMENDATION

Staff recommends the Town Council approve Resolution No. 007-2024, awarding RTN No. 2023-39, Computer Aided Dispatch and Records Management System (CADRMS) to Tyler Technologies, Inc. in the amount of \$408,805 and awarding year one of the maintenance contract in the amount of \$245,000 for the initial amount of \$653,805 and approving future annual maintenance expenditures for year two and three in the amount of \$245,000 annually as they are renewed based on budget approval and satisfactory vendor performance.

SUMMARY EXPLANATION/BACKGROUND

The Town of Palm Beach public safety departments have approximately 185 positions, including sworn law enforcement, certified fire rescue personnel, and civilian personnel. The Town's public safety departments utilize the CAD system to enter and track calls for service, dispatch police and fire rescue personnel, and coordinate service delivery to residents, business owners, and visitors to the Town of Palm Beach. Law enforcement officers use the RMS to issue traffic citations, investigate traffic and vessel crashes, create incident reports and arrest reports, and other related records. The current CAD and RMS system also provides a suite of functions and applications to include evidence submission and management, a data reporting and analytics application, and quartermaster and training records management applications.

The Town's current CAD/RMS system, which has been in place since 1987, is installed on an existing on premise Windows server environment and connected to the public safety departments' office desktop computers, Communication Center workstations, and laptop computers used as Mobile Computer Terminals (MCT's). The current CAD/RMS system is back ended by SQL

server running SQL Server 2016 on a Windows 2016 server. All workstations, laptops and MCT's are running Windows 10, 64 bit. The current CAD/RMS system infrastructure is administered and supported by the Town.

The Town issued this RFI in advance to explore the available solutions to continue to provide a benefit to the Town both economically and efficiently and ensure the Town remains up to date with the latest technology. A modern CAD/RMS solution will provide increased public safety capabilities, reduced response times, and serve as the backbone for an envisioned public safety command center.

Not knowing the full extent of the scope required to update the system, Town Procurement and Contract Management issued a Request for Information (RFI) to survey the marketplace. The Town received six submissions as to possible solutions.

The selection committee consisted of:

- Angela Olivares
- Darryl Donatto
- Jim Palmer
- Sean Baker
- Shaun Martin
- William Rothrock

The selection committee decided, after reviewing all six solution proposals, to interview all six firms. This is when the procurement process went from the RFI to a Request to Negotiate (RFN). From the interview, the firms were shortlisted to three consisting of:

- Mark43
- ProPhoenix Corporation
- Tyler Technologies

Each of these three firms were asked to come back and provide an in-depth demonstration of their products. The selection committee then shortened the list to two firms:

- ProPhoenix Corporation
- Tyler Technologies

Then the reference team's calls were made to agencies that were noted as current customers by the entire selection committee. After verifying, site visits were made to one governmental agency for each firm.

Procurement negotiated the best pricing with both firms. The committee ranked Tyler Technologies as the top-ranked firm. The initial pricing from Tyler was \$661,237, however subsequent maintenance costs were reduced \$10,000 annually for a five-year period savings of \$50,000.

FUNDING/FISCAL IMPACT

The Town Council accepted a donation at the January 2024 Town Council Meeting in the amount of \$653,805 for the first year from the Palm Beach Police and Fire Foundation for the new system. Year two and three maintenance costs of \$245,000 annually will require funding as part of the budget process.

TOWN ATTORNEY REVIEW

This format has been utilized by the Town in previous recommendations and was approved by the Town Attorney.