


COUNCIL COMMUNICATION

	Number:	23-566	Meeting:	December 18, 2023
	Agenda Item:	48	Roll Call:	23-1784
	Submitted by:	Anna W. Whipple, CIO, Information Technology Director		

AGENDA HEADING:

Approving an exception to the procurement ordinance process for good cause, and authorizing negotiation and execution of a Master Agreement with Intergraph Corporation d/b/a Hexagon Safety Infrastructure (Paolo Guglielmini, CEO) for Computer Aided Dispatch system.

SYNOPSIS:

On June 12, 2017, by Roll Call No. 17-0999, the City Council approved procurement of a system upgrade to the City's Computer Aided Dispatch (CAD) System from Intergraph Corporation (d/b/a Hexagon Safety Infrastructure, 305 Intergraph Way, Madison AL 35758, Steven Cost, President) (Hexagon), and authorized the City Manager to negotiate and execute a five (5)-year Master Services Agreement with Hexagon. The 2017 Master Service Agreement was amended twice and extended to December 31, 2023.

The Police Department and Information Technology Department request the continuation of support services provided by Hexagon under a new Master Agreement for a proposed term of up to five (5) years and six (6) months (5.5 years) plus three (3) additional optional one (1)-year renewals through June 30, 2032. This action approves an exception to the competitive procurement requirements for good cause and authorizes the Information Technology Director and Finance Director to negotiate and the City Manager to execute a new Master Agreement and Primary Contracting Document with Hexagon for continued support of the CAD system. It also authorizes the City Manager to consider, approve and execute addenda providing for up to three (3) additional one (1)-year renewals through June 30, 2032, if the City Manager deems such renewal(s) to be in the best interest of the City.

FISCAL IMPACT: NONE

ADDITIONAL INFORMATION:

- Intergraph CAD software has been in use by the Police Department for operation of the Emergency Services Dispatch Center since 2003. The last CAD system upgrade in 2017 included a five (5)-year Master Agreement with Hexagon with no renewals.
- The 2017 Master Agreement was amended by Roll Call No. 23-0839 in order to extend it until December 31, 2023.
- The Master Agreement provides support and maintenance of the CAD software including high priority maintenance for 24/7/365 response to any CAD technical support issues. Under the Master

Agreement, the City may purchase additional software and services from Hexagon as needed for the Computer Aided Dispatch system.

- The City pays for annual software support and maintenance from Hexagon and has currently paid for support through June 30, 2024. Negotiating and executing the Master Agreement in advance of the support renewal ensures a timely continuation of support and no gap in service for this mission critical system. Annual support costs are approximately \$350,000 and are currently budgeted in Police Department operations.
- Under a Memorandum of Understanding (MOU) with Polk County, the City also supports the Hexagon CAD system in use by Polk County Sheriff's Office. The MOU specifies that the City of Des Moines retains ownership of the software with Polk County contributing 33.5% of the total cost.

PREVIOUS COUNCIL ACTION(S):

Date: June 12, 2023

Roll Call Number: [23-0839](#)

Action: [Second](#) amendment to Agreement with Intergraph Corporation d/b/a Hexagon Safety & Infrastructure for computer aided dispatch system. ([Council Communication No. 23-294](#)) Moved by Gatto to adopt. Second by Mandelbaum. Motion Carried 6-1. Absent: Sheumaker.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

The City will need to purchase the next year of annual support from Hexagon by June 30, 2024. Annual support costs are approximately \$350,000 and are currently budgeted in Police Department operations.

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