



# CITY OF HAYWARD

Hayward City Hall  
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## Cover Memo

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**DATE:** July 19, 2016

**TO:** Mayor and City Council

**FROM:** Director of Information Technology/CIO

### **SUBJECT**

Resolution of the City Council of the City of Hayward Authorizing the City Manager to Negotiate and Execute an Agreement Between the City of Hayward and Tyler Technologies Inc. to Continue the Standard Software Maintenance Support Services Agreement

### **RECOMMENDATION**

That the Council adopts the attached resolution approving the standard software maintenance support services agreement with Tyler Technologies Inc., to provide software upgrades, software fixes, software maintenance, business hour technical support, and emergency after-hour technical support for New World public safety software.

### **BACKGROUND AND DISCUSSION**

The City of Hayward utilizes the New World Systems public safety suite as the software provider for Computer Aided Dispatch (CAD), Records Management System (RMS), Corrections, and Mobile Field Reporting for both the Police and Fire Departments. The original software maintenance agreement was approved December 9, 2009. Within that original agreement, software maintenance fees were established and have been paid by the City of Hayward annually. Negotiations to renew the software maintenance agreement between the City of Hayward and Tyler Technologies Inc., the owner of New World Systems, began prior to the expiration date of the current software maintenance agreement, but have extended beyond the contract expiration date of 3/31/16.

Approval is needed to continue to receive software support and maintenance of the New World Systems public safety software suite. Extending the existing software maintenance agreement for a one-year period ending on 3/31/17 serves two purposes. First, this allows the City of Hayward to maintain access to business day and emergency technical support of mission critical public safety software as well as allows the City of Hayward to download and install the latest software releases which resolve key software problems. Without a current agreement, this puts the City of Hayward at risk of losing this critical public safety software support. Second, this allows the City of Hayward to continue to evaluate all available options related to CAD without being tied to one vendor/one solution for a long term. At this time, signing a multi-year agreement would not be in the best interests of the City of Hayward because there are currently outstanding software problems which must be addressed in the near term.

## FISCAL IMPACT

The maintenance fee for the standard software maintenance support services agreement is \$313,560. This fee is a 3% increase over the prior year maintenance fee, which is an increase percentage that is consistent with previous years' software maintenance fee agreements. The funding source is budgeted for and confirmed under the Information Technology Public Safety Systems-Computer fund.


## NEXT STEPS

Staff recommends that Council authorize the City Manager to execute an agreement with Tyler Technologies Inc., to continue the software maintenance support services agreement.

*Prepared by:* Nathaniel Roush, IT Manager Public Safety

*Recommended by:* Adam Kostrzak, IT Director/CIO

Approved by:



Fran David, City Manager

Attachments:

Attachment I

Resolution