



# City of Norman, OK

Municipal Building  
Council Chambers  
201 West Gray  
Norman, OK 73069

## Master

**File Number: K-1213-125 AMD#1**

**File ID:** K-1213-125 AMD#1

**Type:** Contract

**Status:** Consent Item

**Version:** 1

**Reference:** ITEM 16

**In Control:** City Council

**Department:** Police Department

**Cost:**

**File Created:** 01/30/2019

**File Name:** Amendment To Contract for CAD

**Final Action:**

**Title:** AMENDMENT NO. ONE TO CONTRACT K-1213-125: BY AND BETWEEN THE CITY OF NORMAN AND TYLER TECHNOLOGIES, INC., FORMERLY NEW WORLD, INC., FOR A SUBSTITUION OF SERVICES AND SOFTWARE; A SUBSTITUTION OF PARTIES; AND PROVIDING FOR A FINAL PAYMENT AMOUNT AND DATE FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT.

**Notes:** ACTION NEEDED: Motion to approve or reject Amendment No. One to Contract K-1213-125 with Tyler Technologies, Inc.; and, if approved, authorize the execution thereof.

ACTION TAKEN: \_\_\_\_\_

**Agenda Date:** 02/12/2019

**Agenda Number:** 16

**Attachments:** Amend. 1 to K-1213-125

**Project Manager:** Major Kevin Foster

**Entered by:** beth.muckala@normanok.gov

**Effective Date:**

### History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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### Text of Legislative File K-1213-125 AMD#1

Body

**BACKGROUND:** K-1213-125 was originally approved by the City Council on December 18, 2012. Prior to obtaining the services under this contract, the City of Norman emergency responders (police and fire) had been using multiple databases and software solutions to satisfy minimum response and reporting needs, which applications and database infrastructures had proven to be an inefficient and unreliable solution. The previous system created multiple serious issues, including delays, lock-ups, lengthy data back-ups computer process unit (CPU) spikes, and field-reporting limitations. Following a needs assessment performed by RCC Consultants, pursuant to K-1011-133, it was determined that replacement of the City's CAD, RMS and MD applications was warranted. New World was chosen through a bid process with RCC Consultants' assistance including thorough due diligence and evaluation of the applicants in light of the breadth of the City's needs. The goal for the New World Contract was for the City to invest in an integrated database system and to transfer necessary data for the purpose of reducing redundant data entry, improving application response, and enhancing public safety workflow,

which would ultimately increase personnel efficiency and public service.

Since the City proceeded under the contract with New World, several situations arose in which New World and the City identified particular needs that were different or in addition to those initially realized at the time of the bid or the original approval of K-1213-125. Over the course of these years, a merger resulted in a transition of the contract work from New World to Tyler Technologies, Inc. ("Tyler"). Amendment No. 1 to K-1213-125 addresses the basis for a formal substitution of Tyler for New World as a party to the contract. In working together in implementing the software purchased, the City and Tyler have identified and come to an agreement regarding the final services and software sought by the City, and to be provided by Tyler, under K-1213-125, in order to meet the City's goals for K-1213-125.

**DESCRIPTION:** The software and services now recommended for approval as an amendment to K-1213-125 are accomplished by means of a substitution of services. As set forth in the amendment, paragraph 14, certain hardware will be removed and certain software and hardware have been added, including those set forth in Exhibit 1 of the amendment. These include server migration services and 160 hours of training, which will be available through January 1, 2021. The city staff discussed these substitutions with Tyler and are satisfied that the City is receiving services more tailored to fit the City's needs than those originally anticipated in K-1213-125, and that are equivalent in value to those originally contracted for. Tyler is also satisfied with equivalent value for the substitutions and has already approved and signed the Amendment to K-1213-125.

Being at the conclusion of Tyler's services under K-1213-125, City staff has been able to identify what services the City will require in future agreements in order to meet the long-term objectives of the City in keeping an integrating system that collects and protects necessary data. City staff being satisfied with Tyler's performance pursuant to K-1213-125 as well as with the value of the final agreed services and software, is also agreeable to delivering a final payment to Tyler under K-1213-125 in the amount of \$213,278, to be made no later than February 28, 2019, in order to complete this first phase of services, and negotiating a phase two agreement for services addressing ongoing and future needs, which will be brought to City Council for approval at a later date.

**RECOMMENDATION:** Staff recommends that the City Council approve Amendment No. 1 to Contract K-1213-125 with Tyler Technologies, Inc., and approve a substitution of parties, services and software, as well as a final payment in the amount of \$213,278. Funds are available for the final payment in account (015-6115-421.53-04), Encumbered Purchase Order 309581, and future phase 2 services will be requested from those funds available via a transfer from Public Safety Sales Tax, Telecommunications Equipment/Computer Software (015-6115-421.53.04) or pursuant to a further appropriation.