



CITY OF ORLANDO

April 2, 2014

MEMORANDUM

TO: David Billingsley, Chief Procurement Officer

VIA: Rosa Akhtarkhavari, Chief Information Officer & Chief Security Officer *Rakhtarkhavari*

FROM: Lisa Trout, Technology Business Analyst *LAT*

SUBJECT: Orlando Fire Department Computer Aided Dispatch Hardware Purchase and Software Maintenance Renewal

City Council approval is requested to renew the Orlando Fire Department Computer Aided Dispatch System (CAD) maintenance and support agreement with Motorola. The purchase of an upgraded HP NS2102 server to support the CAD system is also requested.

The Orlando Fire Department currently utilizes Motorola's Computer Aided Dispatch system. CAD is a critical public safety system. It is used by Fire Emergency Communications Specialists to initiate public safety calls for service, dispatch, and maintain the status of responding resources in the field. The system was originally purchased in 2000. The City has continually contracted with Motorola to support and maintain the system. The agreement has been renewed twice previously in 2003 and 2008. Another renewal is requested to continue support of this critical system. The new agreement will be for one (1) year with options to renew for three (3) additional years. The first year maintenance and support fee is \$161,031. This cost increases 4.66% per year for each year the agreement is renewed.

In addition, a replacement CAD server is required to support the system. The present CAD Server, an HP NS7402, only supports the use of the Windows XP Operating System, and does not support a migration to the Windows 7 environment. In order to ensure continued functionality and security, an upgrade to the server has become necessary. The purchase of an HP NS2102 is recommended. This upgrade will include the initial price of the hardware and a 5 year ongoing maintenance agreement. The purchase price of the server is \$169,384. The server is under warranty the first year. The second year cost is 27,251 with a 5% increase each subsequent year. Vendor support to migrate to the new server will be covered under the maintenance and support agreement.

Thank you in advance for your consideration regarding this request. Please let me know if you need any additional information.

Copy to:
Chief John Miller
Deputy Chief Chad Williamson