



## Legislation Details (With Text)

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**Title:** Approve a Consultant Services Agreement with ConvergeOne, Inc., for the upgrade and replacement of the Police Department's Data911 hardware infrastructure in the amount of \$189,079.39.

**Sponsors:** Information Services Department

**Indexes:**

**Code sections:**

**Attachments:** 1. ConvergeOne Consultant Services Agreement.pdf, 2. ConvergeOne\_SOW.pdf

Date	Ver.	Action By	Action	Result
3/1/2018	1	City Council	approved	Pass

## REPORT TO THE CITY COUNCIL

**March 1, 2018**

**FROM:** BRYON HORN, Chief Information Officer  
Information Services Department

### SUBJECT

Approve a Consultant Services Agreement with ConvergeOne, Inc., for the upgrade and replacement of the Police Department's Data911 hardware infrastructure in the amount of \$189,079.39.

### RECOMMENDATION

Staff recommends that Council authorize the Chief Information Officer to execute a Consultant Services Agreement between the City of Fresno (City) and ConvergeOne, Inc.; (ConvergeOne) for the upgrade and replacement of the Police Department's Data911 computer hardware infrastructure. In accordance with Administrative Order 3-1, the equipment is being purchased through a cooperative purchase agreement.

### EXECUTIVE SUMMARY

On August 11, 2017, the hardware hosting the Police Department's Data911 system experienced a failure which resulted in an extensive system outage. The Data911 system is the Police Department's Computer Aided Dispatch (CAD) / Records Management System (RMS) and is critical to the Police Department's operation and public safety. The failure was caused by computer hardware infrastructure which is end of life and no longer under manufacturer support.

ConvergeOne has been selected to provide replacement equipment for the Data911 computer hardware infrastructure and work with Information Services Department (ISD) staff to upgrade, replace and integrate the new computer hardware into the City's existing network environment. This will reduce the risk of outage of the Data911 system, as caused by hardware failure.

## **BACKGROUND**

The Fresno Police Department's Data911 CAD/RMS system is dependent on a number of computer hardware devices. The infrastructure consists of components that vary in age, with older equipment past life expectancy and no longer covered under manufacturer support. On August 11, 2017, Data911 experienced a failure which resulted in an outage lasting more than eight hours. This resulted in an interruption to essential Police Department operations.

In response to this failure, ISD and the Police Department's Information Services Bureau (ISB) worked together to resolve the issue. ISB and ISD have examined a number of options to address risk areas and provide for more robust computer hardware infrastructure. After reviewing the options available it was determined that the solution presented by ConvergeOne provided the best degree of risk remediation, in the near-term, while providing a platform for potential future growth, at a cost lower than others we examined.

## **ENVIRONMENTAL FINDINGS**

The approval of this agreement is not a project for the purposes of the California Environmental Quality Act.

## **LOCAL PREFERENCE**

Local preference does not apply to these items because cooperative purchase agreements are through another governmental entity.

## **FISCAL IMPACT**

Funding for this purchase is appropriated in the Fiscal Year 2018 Budget.

Attachments:

ConvergeOne Consulting Services Agreement

ConvergeOne SOW