



# Administrative Report

---

H.9., File #20-0881

Council Action Date: 5/5/2020

---

**To:** MAYOR AND CITY COUNCIL  
**From:** KEITH KAUFFMAN, CHIEF OF POLICE

## **TITLE**

APPROVE LETTER AGREEMENT WITH HITECH SYSTEMS, INC DBA PULSIAM FOR COMPUTER AIDED DISPATCH AND RECORDS MANAGEMENT SOFTWARE MAINTENANCE FOR THE AMOUNT NOT TO EXCEED \$115,137.59 FOR THE TERM JULY 1, 2019 THROUGH MARCH 31, 2020 AND ADDITIONAL QUARTERLY BILLING FOR THE TERM JULY 1, 2020 - SEPTEMBER 30, 2020

## **EXECUTIVE SUMMARY**

On December 17, 2017, the Redondo Beach City Council, received and filed the consultant report from Cit Com and at the same meeting approved a five-year agreement with Mark 43 for a replacement Records Management System (RMS), with an option to purchase the Computer Assisted Dispatch (CAD). On July 2, 2019 the purchase of CAD was approved in addition to a first amendment to the master agreement to facilitate a complete RMS and CAD transition from the existing vendor Hitech Systems / Pulsiam (Pulsiam) to Mark 43. Mark 43 system configuration continues to occur and is expected to be fully implemented in early 2021. During the Mark 43 system implementation, Hitech systems is continuing to provide CAD and RMS system maintenance for the Police Department. Approval of this letter agreement will provide partial payment to Hitech Systems, Inc for software maintenance for the period from July 1, 2019 through March 31, 2020, in the amount of \$115,137.59 for quarterly billing through September 2020, and for clarification of contract terms on quarterly billing through the future drafting and execution of a second amendment to the master license agreement.

## **BACKGROUND**

In the September 2017 - March 2018 Strategic Planning Session there was a future public safety item, directing the Police Department to, "Present report to council on the requirements and selection of a new Records Management System (RMS) to include Computer Aided Dispatch (CAD) and begin the implementation process." Outside consultant Cit Com completed the technology assessment for RBPd on June 15, 2017. The report provided an evaluation of Pulsiam, the current RMS and CAD provider, for the Redondo Beach Police and Fire Departments.

The Cit Com report conclusion was that the City had a unique replacement option available, whereby it may leverage the purchase agreement established by South Bay Public Safety Consortium with their chosen vendor of Mark43. Mark43, was chosen by the Police Department, to replace Hitech / Pulsiam RMS. On December 17, 2017, the Redondo Beach City Council, received and filed the

consultant report from Cit Com and at the same meeting approved a five-year agreement with Mark 43 for RMS, with an option to purchase the CAD option at a negotiated reduced rate, providing that the CAD option is exercised by December 31, 2019. and that the Police Department would maintain Hitech Systems / Pulsiam's CAD and RMS systems until we could go live with Mark 43.

On June 26, 2017, Pulsiam representatives, met with representatives from the Police Department , Information Technology, and the City Attorney's Office to discuss this transition. At that meeting, Pulsiam agreed to provide the City with quarterly billing, specifically an "option for "3-6-month bills" during this transition. However, that request was continually denied for the three (3) years since meeting. The Police Department Records Manager reported making requests to representatives from Pulsiam approximately five or six (5-6) times over the past two to three (2-3) years to be provided with a quarterly bill and was told no; or, more often, received no response at all. Further, that request has been transmitted in with every annual contract renewal.

On July 2, 2019 the purchase of CAD was approved in addition to a first amendment to the master agreement to facilitate a complete RMS and CAD transition from the existing vendor (Hitech Systems / Pulsiam) to Mark 43. Mark 43 system configuration continues to occur. On November 20, 2019, the City received an email from Pulsiam which finally indicated Pulsiam's willingness to "make payment arrangements" for the remainder of the period of time that the City will be utilizing its services. Since then, the City Attorney's office has worked toward a payment arrangement for the period from July 1, 2019 through June 30, 2020 as well as on a forward going basis. The City intends to stop using Pulsiam's software sometime on or after July 1, 2020, the City desires to pay Pulsiam on a quarterly basis for the quarters commencing July 1, 2020. That agreement is represented in the letter.

Upon approval of this letter, the City will coordinate with Pulsiam to draft and execute a second amendment to the Master License Agreement amending the appropriate provisions regarding quarterly billing and term which will be presented to City Council for consideration at a future date.

### **COORDINATION**

The Police Department coordinated this letter agreement with the City Attorney's office.

### **FISCAL IMPACT**

<u>Funding</u>		<u>Expenditures</u>	
115,137.59	Police Department Operating Budget	115,137.59	Hitech / Pulsiam Invoice
115,137.59	Total	115,137.59	Total

### **APPROVED BY:**

*Joe Hoefgen, City Manager*

### **ATTACHMENTS**

Hitech Letter Agreement

Hitech Insurance