



Interoffice Memorandum

March 22, 2021

TO: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM: Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager,
Procurement Division

CONTACT: Rafael Mena, Chief Information Officer, Information Systems and
Services Division
407-836-5200

SUBJECT: Approval of Purchase Order M103879, Software Support and Annual
Maintenance for Fire Rescue 911 Dispatch and Records Management
System

ACTION REQUESTED:

Approval of Purchase Order M103879, Software Support and Annual Maintenance
for Fire Rescue 911 Dispatch and Records Management System, with Tritech
Software Systems, Inc. add space in the amount of \$235,544.72.

PROCUREMENT:

This purchase order will procure software support and maintenance for the 911
Dispatch and Records Management System from April 16, 2021 through April 15,
2022.

FUNDING:

Funding is available in account number 0001-031-0506-3192.

APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

REMARKS:

Tiburon initially installed their software system in 1998. A master agreement was
executed with Tiburon in April 2009 to continue system maintenance services, which
enable the provision of fire rescue services to the citizens of Orange County. Tiburon
changed their name to Tritech Software Systems, Inc. on February 8, 2019, and
now is known as Tritech Software Systems, Inc.

The current system handles, in real-time, a minimum of 200,000 incidents per year,
600 calls per day, 35 computer-aided dispatch workstations, and the tracking and
automatic location of 200 vehicles with a call load capacity of at least 108 per hour.

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In addition to the dispatch system, there are many software dependencies that are in use and critical to the County, such as EMSPro and FirstWatch.

The Information Systems and Services Division has verified that Trittech Software Systems, Inc. continues to be the sole vendor authorized to provide application software maintenance and support for its products. There are no authorized resellers that provide support and maintenance for the Trittech Software Systems, Inc. software.

Trittech Software Systems, Inc.'s agreement for maintenance and extended services indicated their annual adjustments may be increased by a maximum 5%. Industry standard for annual increases range from 3-5%. Trittech Software Systems, Inc. requested a 5% increase, which is below the negotiated agreement. Price reasonableness has also been determined by comparing pricing from the Volusia County Sheriff's Office and Brevard County Board of County Commissioners that require software and support for Tiburon applications and/or agencies that require support for similar computer-aided dispatch and records management systems. The degree of customization in software impacts the overall price. However, considering the different requirements of the County, the annual software support pricing is comparable to the pricing received by the Volusia County Sheriff's Office and the Brevard County Board of County Commissioners.