



Interoffice Memorandum

March 2, 2020

TO: Mayor Jerry L. Demings
and the Board of County Commissioners

FROM:  Carrie Mathes, CFCM, 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 M99963, Software Support and Annual
Maintenance for Fire Rescue 911 Dispatch and Records Management
System

ACTION REQUESTED:

Approval of Purchase Order M99963, Software Support and Annual Maintenance for Fire Rescue 911 Dispatch and Records Management System, with Trittech Software Systems, Inc. in the amount of \$224,328.30.

PROCUREMENT:

This purchase order will procure software support and maintenance for the 911 Dispatch and Records Management System from April 1, 2020 through March 31, 2021.

FUNDING:

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

APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

DISCUSSION:

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 fire rescue services to the citizens of Orange County. Tiburon changed their name to Trittech Software Systems, Inc. on February 8, 2019.

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. 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 Tritech 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 Tritech Software Systems, Inc. software.

Tritech Software Systems, Inc.'s agreement for maintenance and extended services indicated their annual adjustments may be increased by a maximum of 5%. Industry standard for annual increases range from 3-5%. Tritech Software Systems, Inc. requested a 5% increase. Price reasonableness has also been determined by comparing pricing from the Volusia County Sheriff's Office and Brevard County that require software and support for Tritech Software Systems, Inc. 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.