




## Interoffice Memorandum

April 4, 2017

TO: Mayor Teresa Jacobs  
and the Board of County Commissioners

FROM:  Carrie Woodell, Manager, Procurement Division

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

SUBJECT: Approval of Purchase Order M84095, Software Support and Annual  
Maintenance for Fire Rescue 911 Dispatch and Records  
Management System

### ACTION REQUESTED:

Approval of Purchase Order M84095, Software Support and Annual Maintenance  
for Fire Rescue 911 Dispatch and Records Management System with Tiburon, Inc.  
in the amount of \$168,248.

### PROCUREMENT:

To procure software support and maintenance for the 911 Dispatch and  
Records Management System.

### FUNDING:

Funding is available in the 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. 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.

Approval of Purchase Order M84095 Software Support and Annual Maintenance for Oracle Applications and Databases

The Information Systems and Services Division has verified that Tiburon 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 Tiburon software.

Tiburon'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%. Tiburon only charged a 2.9% increase, which is below standard. Price reasonableness has also been determined by comparing pricing from agencies that require software and support for Tiburon applications and/or agencies that require support for similar computer-aided dispatch (CAD) and records management systems. The degree of customization in software impacts the overall price. However, taking into account the different requirements of the County against other agencies, annual software and support pricing from Tiburon is comparable.