



Agenda Report

September 24, 2018

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH MOTOROLA SOLUTIONS, INC FOR THE MONITORING AND MAINTENANCE OF THE CITY'S RADIO COMMUNICATIONS SYSTEM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act (CEQA) pursuant to State CEQA Guidelines Section 15061(b)(3);
2. Authorize the City Manager to enter into a contract with Motorola Solutions, Inc. for the monitoring and maintenance of the City's radio communications system in an amount not to exceed \$620,262 for a period of three years from November 1, 2018 to October 31, 2021. Competitive bidding is not required pursuant to City Charter section 1002(H), contracts with other governmental entities or their contractors; and
3. Grant the proposed contract an exemption from the Competitive Selection process pursuant to Pasadena Municipal Code Section 4.08.049(B) contracts for which the City's best interests are served.

BACKGROUND:

On December 8, 2008, the City entered into a \$6.75 million contract with Motorola Solutions, Inc. for the purchase and installation of a radio communications system compatible with the regional Interagency Communications Interoperability (ICI) System public safety radio network, which has been in operation since 2002. This contract was entered into without competitive bidding or selection, because Motorola was the sole provider of the City's radio equipment, and the ICI System radio network also utilized Motorola equipment. Thus, it was deemed cost prohibitive to build a brand new stand-alone system without leveraging the existing Motorola hardware, and compatibility issues with the core components of the ICI System radio network manufactured by different companies could cause significant technical difficulties. The City did receive a 15% discount from Motorola at the time because a companion project was underway with the City of Glendale.

On November 1, 2011, the City's new radio system was put into operation for the Police, Fire, Water and Power, Public Works, Transportation, Public Health and Planning Departments. During the first year of operation, system maintenance and monitoring was included as part of the warranty on the equipment through Motorola, and because these services are provided exclusively by them, an annual maintenance contract with them would have to be developed once the warranty expired. Therefore, prior to the warranty expiring, City Council approved a three-year monitoring and maintenance purchase order contract with Motorola that provided remote monitoring, notification and on-site maintenance, which expired on October 31, 2015. Again, on October 19, 2015, City Council approved a new three-year monitoring and maintenance contract, 30386, which includes the addition of security updates services, totaling \$581,433 beginning November 1, 2015 and will expire on October 31, 2018.

To maintain the mission-critical services that the radio system provides to both Public Safety and Public Services, the radio system is monitored 24 hours a day, seven days a week, and 365 days a year by Motorola's Network Monitoring Operations Center. This maintenance contract will provide factory-level maintenance and support for all radio infrastructure items located at the City's three radio sites: Mirador Reservoir, Police Department, and Goodrich, as well as twelve radio dispatch consoles at the Police Department 911 dispatch center and the City's radio shop. Approximately 1,500 City owned handheld, vehicle-mounted or desktop radios, which are maintained and supported by Department of Information Technology (DoIT) Radio Infrastructure staff, operate off of the radio system that this contract will support. When problems are detected with the radio system, service cases are opened, Motorola technicians are dispatched to the affected site and DoIT Radio staff are notified.

The Service Agreement with Motorola Solutions, Inc. also provides:

- Dispatch Service with Service Tracking - When either DoIT Radio Infrastructure staff or Motorola's Network Monitoring Operations Center (NMO) notify Motorola's System Support Center (SSC) of an existing or potential problem, SSC will open a service case, prioritized by severity level for tracking purposes. Cases are immediately assigned to technicians and/or engineers for resolution.
- 24/7/365 On-Site Response - If required, Motorola will dispatch technicians and engineers to the affected site to resolve the issue. The service level for on-site response ranges from four hour to next day support depending on the severity of the issue.
- Replacement Parts and Guaranteed Availability - The cost of all replacement equipment supporting the radio system infrastructure and next-day delivery is included, regardless of the component or subsystem requiring replacement.
- Security Updates and Monitoring Service – This provides installation of the latest software security updates tested within Motorola's lab environment for complete

compatibility with the City's radio system. This also provides security monitoring to guard against system intrusions such as viruses and unauthorized access by an individual.

The City's radio system was designed, integrated and installed by Motorola in 2011 and contains proprietary hardware and software components which are not commercially available except through Motorola and its authorized certified channel partners. Authorized warranty, maintenance and support services for Motorola systems, hardware and software are exclusively provided by Motorola and its network of authorized and certified trained service providers.

The City of Glendale approved a Master Purchase and Service Agreement on September 27, 2011 with Motorola Solutions, Inc. for similar products and services, which expires on December 21, 2021. For any agency that participates in this agreement, a 3 percent year-over-year standard rate increase is offered versus a 5 to 7 percent year-over-year increase for single agency contracts. Therefore, the cost over the three-year period of \$620,262, represents only a 6.7 percent increase over the current three-year contract amount of \$581,433. Aside from the standard year-over-year rate increases, it is expected that additional equipment will be installed in the second year of the contract as part of the Pasadena radio system merger with the City of Glendale that was approved by City Council on December 4, 2017. As anticipated in that agenda report, this additional equipment will result in increased annual maintenance costs to ensure all parts of the system are vendor supported.

There are currently two active contracts with Motorola Solutions, Inc. As aforementioned above, contract 30386 for radio system maintenance and monitoring, which this proposed contract will replace, was approved for \$581,433 and expires on October 31, 2018. There is also contract 30937 for radio communications equipment and accessories that was approved by City Council on May 15, 2017 for \$375,000, and will expire on June 30, 2020. This was established under a different government contract through the County of Los Angeles, and provides discounted pricing on parts and accessories to keep the City's fleet of over 1,500 handheld, vehicle-mounted, and desktop radios operational.

COUNCIL POLICY CONSIDERATION:

This action supports the City Council's strategic goal to ensure public safety by maintaining critical radio communications infrastructure that is used by the City.

ENVIRONMENTAL ANALYSIS:

The proposed contract is exempt from the CEQA per section 15061 (b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action provides maintenance on the existing radio system, and will not result in any new development or physical changes.

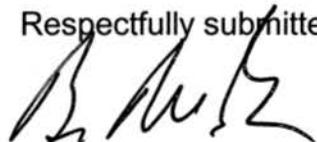
FISCAL IMPACT:

The cost of this action will be \$620,262 over three years. Funding for this action will be addressed by the utilization of existing budgeted appropriations in account 50114002-811400. It is anticipated that \$199,626 of the cost will be spent during the current fiscal year. The remainder of the cost will be spent over the following fiscal years, FY2020 to FY2021. There are no indirect or support costs anticipated as a result of this purchase order contract.

The following table presents an overall contract summary.

FY2019 Contract Amount	\$ 199,626
Future Contract Amount	\$ 420,636
Total Fiscal Impact	\$ 620,262

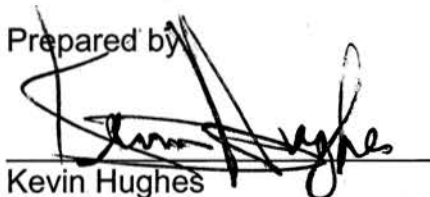
Respectfully submitted,



FOR
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Prepared by



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Approved by:



STEVE MERMELL
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Attachment: Taxpayer Protection Amendment