

Agenda Report

September 20, 2021

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 \$679,470 for a period of three years from November 1, 2021 to October 31, 2024. 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, City Council authorized the purchase of a radio system to replace the City's aging radio communications infrastructure to enable reliable mission-critical radio services for both public safety and public services, including the Police, Fire, Water and Power, Public Works, Transportation, Public Health and Planning Departments.

In October 2012, City Council approved the first three-year monitoring and maintenance contract with Motorola that provides remote monitoring, notification, on-site maintenance, and security update services on the new radio system. The most recent three-year monitoring and maintenance contract was approved by City Council on September 24, 2018 totaling \$620,262 and expires on October 31, 2021.

The monitoring and maintenance agreement with Motorola provides the City with radio system monitoring 24 hours a day, seven days a week, and 365 days a year by Motorola's Network Monitoring Operations Center. The maintenance contract provides factory-level maintenance and support for all radio infrastructure items located at the City's three radio sites, as well as twelve radio dispatch consoles at the Police Department 911 dispatch center and the City's radio shop. Over 1,500 City owned handheld, vehicle-mounted or desktop radios 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 agreement 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 and labor 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, but is scheduled to be renewed before expiration. 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 \$679,470 will result in an average savings of approximately \$9,000 to \$13,000 per year.

There are currently two active contracts with Motorola Solutions, Inc. A contract for \$620,262 expiring on October 31, 2021 for radio system maintenance and monitoring, which this proposed contract will replace, and a second contract for \$375,000 for radio communications equipment and accessories purchases that will expire on June 30, 2022.

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.

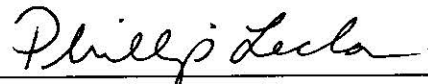
FISCAL IMPACT:

The cost of this action will be \$679,470 over three years. Funding for this action will be addressed by the utilization of existing budgeted appropriations in the DoIT Infrastructure Radio Operations budget. It is anticipated that \$219,829 of the cost will be spent during the current fiscal year. The remainder of the cost will be spent over the following two fiscal years, FY2023 and FY2024. There are no indirect or support costs anticipated as a result of this purchase order contract.

The following table presents an overall contract summary.

FY2022 Contract Amount	\$ 219,829
Future Contract Amount	\$ 459,641
Total Fiscal Impact	\$ 679,470

Respectfully submitted,



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