

Agenda Report

June 13, 2022

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: **AUTHORIZATION TO ENTER INTO ANNUAL PURCHASE ORDER CONTRACTS WITH THE CITY OF GLENDALE FOR MONITORING, MAINTENANCE, AND UPGRADES OF THE CITY'S RADIO SYSTEM BY MOTOROLA SOLUTIONS, INC.**

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 Interim City Manager to enter into annual purchase order contracts with the City of Glendale for the monitoring, maintenance, and upgrades of the City's radio system by Motorola Solutions, Inc. in an amount not to exceed \$327,704 per year, or the grand total amount of \$1,802,119 for the six-year period beginning July 1, 2022 to June 30, 2028. Neither competitive bidding nor competitive selection are required pursuant to City Charter section 1002(H), and Pasadena Municipal code section 4.08.049(A)(3), contracts with other governmental entities; and
3. Authorize the City Manager to execute future annual purchase order contracts beginning July 1, 2028 for monitoring, maintenance, and upgrades to the City's radio system, for as long as the City is a member agency of the Interagency Communications Interoperability (ICI) system.

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 Solutions, Inc. (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, contract number 32153, was approved by City Council on September 20, 2021 totaling \$679,470, and expires on October 31, 2024.

Since that time, Motorola presented a Multi-Agency Support Services Agreement ("Agreement") to the City of Glendale that includes discounted services for all Interagency Communications Interoperability ("ICI") member agencies. The ICI System is a local government owned Land Mobile Radio ("LMR") Network that hosts more than seventy regional public safety agencies, as a primary means of radio communications. Pasadena has been a member of ICI since 2011. The Agreement allows Motorola to provide one invoice to the City of Glendale, giving Motorola the ability to increase the discount offered to all the ICI member agencies. With the Agreement implemented through the City of Glendale effective July 1, 2022, the City would cancel the existing contract, 32153, with Motorola effective June 30, 2022.

The Agreement will continue the monitoring and maintenance that 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.

In addition to the Agreement for annual monitoring and maintenance of the radio system, a Master System Upgrade Agreement (Master SUA) has also been implemented between the City of Glendale and Motorola, which offers a volume discount for both hardware and software system upgrades, and ensures that the system is working at optimum levels with the most state-of-the art components and operating systems. The entire system network must be upgraded and migrated as one, so coordination with all member and subscriber entities is essential, not optional.

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.

Both the Service Agreement and Master SUA between Motorola and the City of Glendale ensure the radio system will be properly monitored and maintained over the next six years beginning July 1, 2022. Maintaining the radio system through these agreements will provide a savings on annual maintenance of approximately \$55,000, and a savings of close to \$111,000 on hardware and software upgrades for a total savings of approximately \$166,000 over the next six years. The City of Glendale has indicated that annual purchase order contracts would be the preferable vehicle for payment, therefore, staff recommends authorization to enter into these beginning in FY 2023.

There are currently seven active contracts with the City of Glendale for regional development initiatives, public utility partnerships, and public safety support services.

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 annual purchase order contracts are exempt from 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 maximum cost of the annual purchase orders contracts for the next six years will be \$1,802,119. Annual funding for this action will be addressed by the utilization of existing budgeted appropriations in the DoIT Infrastructure Radio Operations budget for the annual monitoring and maintenance of the system, and the Capital Improvement Program project #71165 (DoIT Equipment Lifecycle Replacement FY 2020 - FY 2024) for the system upgrades. For FY 2023, the cost is estimated at \$274,202, which includes 24/7 systems monitoring and maintenance, as well as any cost for future system upgrades. There are no indirect or support costs anticipated as a result of this agreement.

The following table presents an overall cost summary for the next six years:

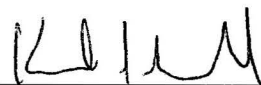
FY2023 Purchase Order Amount	\$ 274,202
Future Purchase Order Amount	\$ 1,527,917
Total Fiscal Impact	\$1,802,119

Respectfully submitted,



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