

Request for Committee Action

To: Ways & Means
Date: 2/8/2016
From: Information Technology
Prepared by: Mary Meyer
Presented by: Otto Doll, Chief Information Officer
File type: Action
Subcategory: Contracts & Agreements

Subject:

Contract amendment with FirstWatch Solutions, Inc. for implementing of enhanced interface services

Description:

Authorizing an increase of \$126,864 to Contract No. C-37322 with FirstWatch Solutions, Inc., for a new not-to-exceed total of \$351,864, and extending the contract through Dec. 31, 2018, for enhancement, maintenance, and support of the FirstWatch System, which interfaces with the Minneapolis Emergency Communication Center 911 phone system and computer aided dispatch center.

Previous Actions:

March 26, 2013 – IT contracted with TriTech for the FirstWatch system that included the software purchase, implementation and CAD integration services, the first year of maintenance and support, and an option for ongoing support and maintenance services into 2015. FirstWatch is a third party software application and because the CAD integration is completed, IT would like to contract directly with FirstWatch for ongoing software support and maintenance services. The second year of support and maintenance for FirstWatch begins on 4/16/13.

Ward/Neighborhood/Address:

Not Applicable

Background/Analysis:

The City has a Contract for Professional Services, C-37322, with FirstWatch Solutions, Inc., for maintenance and support of the FirstWatch System that is an interface with the Minneapolis Emergency Communication Center 911 phone system and computer aided dispatch center.

Minneapolis Emergency Communication Center is now looking for FirstWatch Solutions, Inc., to implement enhancements to the current system. This new capability will fill the gap in linking 911 calls to individual police, fire, and EMS calls for service. Having this interface will also allow 911 to implement performance dashboards through the FirstWatch System for real-time assessment of 911 service levels.

Financial Review:

No additional appropriation required, amount included in current budget.