

# 27 REVISED

March 4, 2025

Honorable Mayor and City Council  
City of Long Beach  
California

## RECOMMENDATION:

Recommendation to authorize the City Manager, or designee, to execute all documents necessary to amend Contract No. 23214 with CentralSquare Technologies, LLC, formerly TriTech Software Systems, of Lake Mary, FL, to provide software support services for Computer-Aided Dispatch (CAD) and the Fire Department Records Management Systems (RMS), to increase the contract amount by \$22,311, for a revised annual contract amount of \$468,531, for one year with the option to renew for two additional one-year periods with a maximum increase of 7 percent annually, for a total contract amount of \$4,763,732, at the discretion of the City Manager. (Citywide)

## DISCUSSION

City Council approval is requested to amend Contract No. 23214 with CentralSquare Technologies, LLC, formerly TriTech Software Systems, to provide software support services for Computer Aided Dispatch (CAD) and the Fire Department Records Management Systems (RMS).

At its meeting on October 5, 1993, the City Council authorized Contract No. 23214 with Tiburon, Inc. (Tiburon), for the purchase of a CAD and RMS software and maintenance for the Long Beach Police Department (LBPD) and Long Beach Fire Department (LBFD). Software maintenance services provided under this contract include technical support, software patches, and software upgrades.

At its meeting on September 4, 2012, the City Council authorized Tiburon to assist the City of Long Beach (City) with the implementation of the latest version of its CAD/RMS system and the upgrade was completed in January 2014. The new version of the software enabled the use of a lower cost server and mobile computer technology and allowed for increased operational flexibility and efficiency. The software also facilitated the consolidation of LBPD and LBFD call-taking and dispatch operations and improved public safety interoperability.

In 2015, TriTech Software Systems, LLC (Tritech), acquired Tiburon. In 2018, TriTech merged with several other public administration software entities to form CentralSquare Technologies, LLC (CentralSquare).

The CAD and Fire RMS are critical systems supporting the City's public safety operations. Such a system ensures a timely dispatch of public safety resources as it processes emergency and

non-emergency calls for service from the public and enables information to be transmitted from the Emergency Communications and Operations Center (ECOC) and then to LBPd and LBFD field units. The Fire RMS provides the ability to capture and store all Fire operational records data for immediate access, reporting, and sharing with other jurisdictions.

LBPd is currently progressing implementation of its RMS upgrade, which was required to comply with the Department of Justice's revised crime reporting standards. Once implementation of the LBPd RMS system is complete and stabilized, the Technology and Innovation Department (TID) and the public safety departments will explore initiating a competitive procurement process to upgrade or replace the current CAD system, which is nearing the end of its useful life. The competitive solicitation, integration, and implementation of a new or upgraded system is anticipated to take several years to ensure continuity of this critical public safety system.

This matter was reviewed by Deputy City Attorney Adam Jacobs on February 10, 2025, Administrative Analyst Tommy Ryan on February 6, 2025, and by Budget Analysis Officer Greg Sorensen on February 13, 2025.

#### TIMING CONSIDERATIONS

City Council action to amend Contract No. 23214 is requested on March 4, 2025, to ensure there is no interruption to services.

#### FISCAL IMPACT

The requested action increases the contract authority with CentralSquare Technologies, LLC, by \$22,311. The total annual amount of the contract will not exceed \$468,531 for the current year. In subsequent years, the contract may increase up to 7 percent annually. Sufficient appropriation is budgeted in the General Services Fund Group in the Technology and Innovation Department. Costs will be recovered from client departments through the annual Technology and Innovation Memorandum of Understanding (MOU).

This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

#### SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



Lea Eriksen  
Director  
Technology and Innovation

APPROVED:



THOMAS B. MODICA  
CITY MANAGER