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TO: Mayor Richard C. Irvin

FROM: Jeff Anderson, Deputy Chief Information Officer
              Michael Pegues, Chief Information Officer

DATE: November 4, 2022

SUBJECT:
A Resolution authorizing a professional services agreement with Intergraph Corporation ("Hexagon") of Madison, Alabama, for a computer-aided dispatch (CAD) resident administrator (RSA), in a contract amount not to exceed $204,587.00.

PURPOSE:
Resolution R22-367allowed for a CAD RSA to be onsite for one year to provide improvements to Hexagon CAD solution.

The City of Aurora IT Department is seeking continued assistance from Hexagon Safety and Infrastructure to support Infrastructure technical workload and projects as identified in the statement of work. Duties include but are not limited to:

1. Single technical point of contact for logging and resolving system issues
2. Creating custom reports for the CAD system
3. work with the Customer's systems administration staff to manage and work with the Hexagon systems as directed by the Customer.
4. Provide setup, configuration, database backups, database performance, and general Hexagon System administration duties.
5. Perform Hexagon CAD-MPS server setup and configuration.
6. Manage the CAD-MPS system security and access to the Hexagon System per Customer instructions and security plan.
7. Develop and maintain Hexagon System Support procedures as needed.
8. Perform the first level of diagnostics for failures, identifying hardware or software problems
9. Perform routine, daily operational tasks applicable to Hexagon System operations, such as purging system log files, checking database size, archiving data, the status of interfaces, and remote connections
10. Perform the scheduling and administration of the CAD-MPS server backups and recovery of data and configuration files per the Customer's guidelines
11. Change, customize and manage user-configurable forms for the CAD-MPS software (where possible)
12. Monitor Hexagon System loading and efficient guide use of equipment and software
13. Monitor and adjust CAD database system parameters and Hexagon system operations for peak performance

14. Assist Customer training staff in the development of workflows, operating procedures to improve dispatcher efficiency or deploy new functionality

15. Install and administer operating system software on CAD-MPS servers related to the use of the Hexagon CAD-MPS system or utilities and service packs as purchased from Hexagon to maintain the system.

16. Administer CAD user accounts and passwords as directed by the Customer's system administrator

17. Aid in installing Hexagon CAD application software upgrades (software supplied under separate Software Maintenance Agreements). Since CAD interface software upgrades can be a significant work effort on an active system, additional resources will be needed to handle the workload. Hexagon can provide quotes for these services as needed.

18. Train the Customer's technical staff for backup Hexagon System Administration duties via hands-on, daily work apprenticeships

19. Document any system anomalies for inclusion into periodic site reports as requested

20. Conduct Operating System patch and Service Pack testing and deployment for CAD servers as well as provide support of Customer IT team efforts to certify patches and updates

21. Participate in CAD application update testing and deployment

22. System reliability monitoring

23. Complex issue troubleshooting and resolution

24. Support for Disaster Recovery testing

25. Manage Hexagon System problems with immediate communications to Hexagon headquarters and access to internal developers, systems engineers, and hardware professionals

26. Provide the interface to the Hexagon product development process to promote future software features to enhance site operations

27. Provide the interface with Hexagon second-level engineers and software Implementation Engineers to expedite on-site support and answer complex system questions or configuration issues.

BACKGROUND:
One of the guiding principles of the IT Division evolution outlined in the Technology Strategic Plan is the "One IT" concept, which focuses on creating cooperative and collaborative IT service provision. A critical component of this model was maintaining service levels while seeking opportunities to enhance Public Safety Operations.

Over the past year, Infrastructure has significantly matured and expanded its capacity. Unfortunately, due to turn-over and the uniqueness of the processes required to support Public Safety technology and business processes, the IT department will need backfill with a designated Hexagon resource.

DISCUSSION:
During the past year, the RSA consultant has proved to be very successful for the Public Safety and played an integral role in improving the overall CAD environment by fixing software issues, working with APD staff to provide process improvements as well as implement larger solutions like the move from the current Uniform Crime Reporting (UCR) solution to the mandated National Incident-Based Reporting System (NIBRS) and the configuration and testing of the workstations in the new Public Safety Answering Point (PSAP) / 911 Call Center.

The benefits include maintaining Service Level Agreements (SLAs) with our stakeholders while completing tasks on PMO projects without sacrificing quality or compromising timelines. These

benefits align with CoA proactive strategy that supports city goals; strengthens communication and processes across stakeholders.

Hexagon originally quoted the CAD RSA at $250,000 annually. City IT staff was able to negotiate down to $204,587.00 which represents a 19% discount and equates to an hourly rate of $93.44. This is a 5% increase from 2023.

A budget transfer has been completed to 101-1282-419.32-80 (Consulting Fees).

IMPACT STATEMENT:
IT support for critical Public Safety process will be negatively impacted without the support of this specific resource.

RECOMMENDATIONS:
Approve a Professional Services for a Computer-Aided Dispatch (CAD) Resident Administrator (RSA) with Hexagon Safety & Infrastructure, 305 Telegraph Way, Madison, AL 35758 in the amount not to exceed $204,587.00.

cc: Infrastructure & Technology Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____
DATE OF PASSAGE _____

A Resolution authorizing a professional services agreement with Intergraph Corporation ("Hexagon") of Madison, Alabama, for a computer-aided dispatch (CAD) resident administrator (RSA), in a contract amount not to exceed $204,587.00.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the Information Technology Department ("Department") is seeking continued assistance from Hexagon to provide a Computer-Aided Dispatch (CAD) Resident Administrator (RSA) identified in the attached statement of work; and

WHEREAS, the RSA consultant model approved in R22-367 has proven to be highly effective in improving the overall CAD software environment; and

WHEREAS, one of the guiding principles of the Department's evolution outlined in the Technology Strategic Plan is the "One IT" concept, which focuses on creating cooperative and collaborative IT service provision; and

WHEREAS, the Department has completed a budget transfer to 101-1282-419.32-80 (Consulting Fees).

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: that the professional service agreement with Hexagon as set forth in Exhibit A to this Resolution shall be and hereby is approved in a total contract amount not to exceed $204,587.00; and further

BE IT RESOLVED, that the Director of Purchasing shall be and hereby is authorized and directed to issue a purchase order for the services described in the agreement attached to this Resolution as Exhibit A and to execute said agreement on behalf of the City and deliver the same to Hexagon.