



APPROVAL OF PROFESSIONAL SERVICES AGREEMENT WITH BUFFALO COMPUTER GRAPHICS, INC.

City Council Meeting
November 27, 2018

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CURRENT

- The City Emergency Operation Center (“EOC”) has a need to replace its “EOC software”
- Current system was developed and maintained in-house
- During October 2017 it was realized that a better “off-the shelf” solution was needed to help run the EOC
- EOC needs have outgrown what the in-house system was intended to do or can do

PROPOSED

- On April 25, 2018, Request for Proposals (RFP) 18-38, solicited by the City of Santa Rosa for web based emergency incident management software.
- A four-member evaluation panel from the City's Fire, Police and Information Technology Divisions carefully evaluated and scored the five proposals received.
- The top proposal vendor was invited to give a presentation and demonstration in a live environment how their proposed technology would meet the emergency response requirements of the City.
- Buffalo Computer Graphics, Inc, was the top scoring proposal at a cost of \$169,796.72.

BENEFIT

- Better situational awareness and EOC communication
- Faster real-time sharing of information and problem solving
- Ticket manger
- Resource tracking
- Better communication between shifts
- Ability to visualize and map data

RECOMMENDATION

- It is recommended by the Fire and Finance Departments that the Council, by resolution, approve the Professional Services Agreement with Buffalo Computer Graphics, Inc., of Blasdell, New York, for web-based emergency incident management software and maintenance, in an amount not to exceed \$169,796.72.

QUESTIONS?