



Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Maria Öberg

SUBJECT: See Below

DATE: November 17, 2025

Approved

Date:

11/17/25

COUNCIL DISTRICT: Citywide

SUBJECT: First Amendment to the Master Service Agreement with Intergraph Corporation for the Computer Aided Dispatch System

RECOMMENDATION

Adopt a resolution authorizing the City Manager or her designee to negotiate and execute the First Amendment to the Master Service Agreement with Intergraph Corporation (Madison, AL) for the Computer Aided Dispatch System to:

- (a) Extend the term of the agreement for up to four additional one-year option terms, through December 31, 2029, subject to the appropriation of funds.
- (b) Increase the compensation by \$8,030,000, for a total not-to-exceed amount of \$19,909,000, subject to the appropriation of funds.

SUMMARY AND OUTCOME

Authorizing the City Manager, or her designee, to perform these actions will ensure continued software maintenance, support and related professional services for the City of San José's (City) mission-critical Computer Aided Dispatch System which supports 24/7 operations for the Police and Fire Departments and ensures the uninterrupted delivery of emergency response services.

BACKGROUND

The Computer Aided Dispatch System automates emergency communications for dispatchers serving Police and Fire units in the field. The Computer Aided Dispatch System is a suite of incident management software that provides integrated capabilities

for call handling and dispatching, intelligent mapping, field communications, data reporting and analysis, and application integration.

In 2002, the City Council approved the purchase of a new, state-of-the-art Computer Aided Dispatch System from Intergraph Corporation which was selected through a competitive Request for Proposal process pursuant to the City's procurement requirements. Since implementation, the City Council has approved multiple maintenance and support renewals to ensure continuous operation of this system.

In January 2016,¹ City Council authorized the execution of a Master Service Agreement with Intergraph Corporation for software maintenance, support, as-required upgrades and professional services for the Computer Aided Dispatch System. The agreement included an initial five-year term ending on December 31, 2020, and five option terms through December 31, 2025.

ANALYSIS

Since its commissioning in 2004, the Computer Aided Dispatch System has performed reliably and remains a mission-critical component for the City's emergency response infrastructure. Continuous support and maintenance are essential to ensure uninterrupted operation.

The Master Service Agreement with Intergraph Corporation provides the City with timely access to software updates, bug fixes, security alerts, critical patches, major product and technology releases and 24/7 help desk support. The Master Service Agreement also facilitates efficient processing of maintenance renewals, version upgrades and implementation services for future system enhancements.

Due to the mission-critical status of the Computer Aided Dispatch System software, the system must maintain 100% operational uptime. The comprehensive maintenance and support services include software updates and repair, system support, toll-free assistance, and on-site response available 24 hours a day, seven days a week. The current contract is set to expire on December 31, 2025. The City intends to initiate a formal solicitation process for a new agreement; however, the process began later than anticipated, resulting in insufficient time to complete the process prior to the contract's expiration. The Police Department will determine the timeline for the formal solicitation once additional information becomes available.

¹ [RES77646.PDF](#)

EVALUATION AND FOLLOW-UP

This memorandum will not require any follow-up from staff.

COST SUMMARY/IMPLICATIONS

As part of the full recommendation, the amount of \$2,650,000 for Option 6, which covers Fiscal Year 2025-2026, will be funded from the Police Department's Non-Personal/Equipment appropriation and current grant appropriations, the remaining amount is subject to the appropriation of funds for the upcoming years. Of the \$2,650,000 that will be expended in FY 2025-2026, the General Fund budget includes \$1,425,000 for annual maintenance and support (\$900,000) in addition to a major triennial upgrade (\$525,000). The agreement also includes \$1,225,000 in professional services and provisional funding for modifications on an as needed basis and one-time projects, subject to the appropriation of funds.

	NOT TO EXCEED
1. AMOUNT OF RECOMMENDATION	\$ 8,030,000
2. COST	
- Option 6 (1/1/2026-12/31/2026)	\$2,650,000
- Option 7(1/1/2027-12/31/2027)	\$1,620,000
- Option 8 (1/1/2028-12/31/2028)	\$1,640,000
- Option 9 (1/1/2029-12/31/2029)	\$2,120,000
Option Total Not to Exceed	\$ 8,030,000

BUDGET REFERENCE

The table below identifies the fund and appropriation to fund the contract recommended as part of this memorandum and remaining project costs.

Fund #	Appn. #	Appropriation Name	Total Appropriation	Amount for Contract	2025-2026 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
0001	0502	Police Department Non-Personal/ Equipment	\$27,777,755	\$1,425,000	760	10/21/25 31252

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COORDINATION

This memorandum has been coordinated with the City Attorney's Office, City Manager's Budget Office, and the Police Department.

PUBLIC OUTREACH

This memorandum will be posted on the City's Council Agenda website for the December 9, 2025 City Council meeting.

COMMISSION RECOMMENDATION AND INPUT

No commission recommendation or input is associated with this action.

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

PUBLIC SUBSIDY REPORTING

This item does not include a public subsidy as defined in section 53083 or 53083.1 of the California Government Code or the City's Open Government Resolution.

/s/

Maria Öberg
Director of Finance

For questions, please contact Sanjeev Gupta, Division Manager, Police Department, at Sanjeev2.Gupta@sanjoseca.gov. For procurement and contract-related questions, please contact Albie Udom, Deputy Director of Finance, Purchasing and Risk Management, Finance Department, at Albie.Udom@sanjoseca.gov.