

## CITY COUNCIL MEMORANDUM

**FROM:** The Office of the City Manager    **DATE:** December 8, 2025

**SUBJECT:** Authorize the purchase of annual renewal software maintenance and hardware support services utilizing the Department of Information Resources (DIR) Cooperative Contract with Motorola Solutions, Inc. in an annual amount not to exceed \$408,262 and total contract price not to exceed \$1,532,253 through Fiscal Year 2028-2029.

**PRESENTER:** Amy Stephens, Director of Information Technology

### **SUMMARY:**

Staff requests the City Council to approve the annual software maintenance renewal of Public Safety's Computer-Aided Dispatch (CAD) and Records Management System (RMS) software maintenance and hardware support services using DIR contract DIR-CPO-5433 with annual payments not exceeding \$408,262.

### **GENERAL DESCRIPTION:**

Motorola's Spillman CAD/RMS platform is the operational core of the City's Public Safety Departments, utilized by the Communications Center to dispatch emergency services and by Police and Fire personnel to electronically manage and store all incident reports, evidence, and mandated government records. This request authorizes the renewal of two critical annual support components. The Spillman software maintenance provides updates, security patches, and technical support. The Solutions II hardware managed services provides specialized hardware support, administration, and 24/7 monitoring. These renewals are essential to ensure the continuous operation of our emergency dispatch capabilities and protect the integrity and legal compliance of the public safety data stored within the system.

Motorola Solutions participates in the Texas Department of Information Resources (DIR) cooperative purchasing program. By participating in the DIR cooperative purchasing program, the City meets all state competitive bidding requirements. The DIR contract covering these purchases is DIR-CPO-5433 and expires on December 5, 2026 with optional automatic renewals extending the contract through December 5, 2029.

Funding for this purchase was included as part of the FY2025-2026 Adopted Operating Budget. As long as funds are appropriated in the city's annual budget each year, North Richland Hills would be able to take advantage of the available pricing, plus the standard



percentage increases. Provided that the terms and conditions of the contracts do not change, the remaining renewals will not require additional City Council approval.

**RECOMMENDATION:**

Authorize the purchase of annual renewal software maintenance and hardware support services utilizing the Department of Information Resources (DIR) Cooperative Contract with Motorola Solutions, Inc. in an annual amount not to exceed \$408,262 and total contract price not to exceed \$1,532,253 through Fiscal Year 2028-2029.