

## CITY COUNCIL MEMORANDUM

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

**SUBJECT:** Consider Amendment No.1 to the Cooperative Purchase Customer Agreement with Baycom, Inc., an authorized reseller of Panasonic Corporation of North America, to increase spending for the purchase of annual renewal software maintenance and ratify purchases utilizing the Department of Information Resources (DIR) Cooperative Agreement for a cumulative amount not to exceed \$251,203 through January 3, 2029.

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

### **SUMMARY:**

Staff requests City Council to approve an amendment to increase spending for renewal of annual software maintenance for the mass notification system and device monitoring solutions as well as implementation costs and subscription services to a cloud hosted wireless network connection provided by Baycom, Inc. using DIR-CPO-5525 with the cumulative amount not to exceed \$251,203 through January 3, 2029.

### **GENERAL DESCRIPTION:**

Baycom, Inc. is an authorized reseller for Panasonic Corporation of North America that supplies software such as Informacast, NetCloud and Absolute Secure Access. In Fiscal Year 2025, these software renewals were purchased under the existing Cooperative Purchase Customer Agreement (Agreement) with Baycom, Inc., in the total of \$49,703. The Agreement only allows up to \$49,999 in spending with Baycom, so this Amendment is requested to increase the spending limit through January 3, 2029.

The NetCloud subscription provides cloud-based management and network services for Cradlepoint devices, ensuring secure and reliable connectivity for city vehicles. The Absolute Secure Access subscription enhances mobile performance and security by optimizing network connections and providing secure access to city resources for police, fire and other city departments. This application is migrating to a cloud hosted solution. The InformaCast subscription offers a mass notification system that quickly and efficiently sends critical alerts and messages through City facilities' Public Announcement (PA) systems to staff and visitors who are on site.



The expected expenses are categorized as follows:

**Total Cost Through January 3, 2029**

Subscription Expenses	
NetCloud (\$15,000 x 3 renewals)	\$45,000
Absolute Secure Access (\$24,000 x 4 renewals)	\$96,000
Informacast (\$14,500 x 3 renewals)	\$43,500
Cumulative Software Inflation Expense (5%)	\$8,000
One-Time Cost	
NetMotion Cloud Implementation Services	\$9,000
Ratify FY 2025 Renewal Purchases	\$49,703
<b>Total Amended Contract Amount</b>	<b>\$251,203</b>

Baycom, Inc. participates in the Texas Department of Information Resources (DIR) cooperative purchasing program as an authorized reseller. 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-5525 and expires on January 3, 2026 with optional automatic renewals extending the contract through January 3, 2029 under the same terms and conditions.

Funding for these purchases was included as part of the FY 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:**

Approve Amendment No.1 to the Cooperative Purchase Customer Agreement with Baycom, Inc., to increase spending for a cumulative amount not to exceed \$251,203 through January 3, 2029.