



London N. Breed  
Mayor

## Department of Emergency Management

1011 Turk Street, San Francisco, CA 94102

Division of Emergency Communications  
Phone: (415) 558-3800 Fax: (415) 558-3843

Division of Emergency Services  
Phone: (415) 487-5000 Fax: (415) 487-5043



Mary Ellen Carroll  
Executive Director

To: Mayor London Breed  
From: DEM Executive Director Mary Ellen Carroll  
Date: February 8<sup>th</sup> 2024  
Re: Request to Sponsor Resolution approving a second amendment to the agreement between City and County of San Francisco and Central Square

---

### About the Resolution

The Department of Emergency Management (DEM) respectfully requests that you introduce the attached legislation to approve a second amendment to the Agreement between the City and County of San Francisco and Central Square, to increase the amount by **\$1,211,501** for a total not exceed amount of **\$8,364,557** and extend the term by an additional three years for a total contract term of **June 29, 2012** through **October 31, 2027**. On Jun 29, 2012, the City and County of San Francisco, acting through its Office of Contract Administration, entered into an agreement with Tiburon, Inc., (now Central Square) for the joint implementation of a Computer Aided Dispatch System ("CAD") and Fire Station Alerting System ("FAS") to provide 9-1-1 dispatching services for the City; and, The Agreement was awarded to Contractor based on a sole source procurement request which was approved on March 13, 2012. The first amendment to the agreement was executed on October 30, 2019, to extend the term to November 30, 2024, and increase the maximum expenditure by \$1,905,904 to \$7,153,056, for continued software support and maintenance services.

DEM is extending the contract for an additional 3 years to maintain the City's Computer Aided Dispatching System Software (CAD). CAD is the software that is used to dispatch police, fire and EMS to all 911 calls made. DEM is in the process of replacing the CAD system and is starting the implementation of the new system and software. The current project schedule is targeting a go-live of the new system in late 2026. This is a COIT approved major IT project and DEM is actively collaborating with all the City's public safety departments to complete the project.

Thank you for your support by sponsoring this legislation. If you require additional information, please contact me at: 415-205-7873 or my Chief of Staff, Olivia Scanlon at [Olivia.scanlon@sfgov.org](mailto:Olivia.scanlon@sfgov.org).