



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 8th 2024
Re: Request to Sponsor Resolution approving an amendment to the agreement between City and County of San Francisco and Motorola Solutions, Inc.

About the Resolution

The Department of Emergency Management (DEM) respectfully requests that you introduce the attached legislation to approve an amendment to the Agreement between the City and County of San Francisco and Motorola Solutions, to increase the amount by \$35,159,320 for a total not exceed amount of \$44,845,036 and extend the term by eleven years for a total contract term of December 22, 2023 thru November 30, 2038. On of December 22, 2023, the City and County of San Francisco, acting through its Office of Contract Administration, entered into an agreement with Motorola Solutions, Inc., for the procurement of a Computer Aided Dispatch (“CAD”) and Mobile Computing (“Mobile”) System, associated interfaces and implementation, and project management to provide 9-1-1 dispatching services for the City and, The Agreement was awarded to Contractor based on a competitive solicitation pursuant to Sourcing Event ID 0000006285.

DEM leveraged its negotiating position to lock-in costs for 11 years for maintenance, support and upgrade services to support the City’s Computer-Aided Dispatch System Software (CAD). As part of the maintenance, support and upgrade services, the City will receive two (2) complete hardware and software CAD System upgrades. CAD is the software that is used to dispatch all 911 calls for police, fire, EMS, sheriff and SFMTA parking enforcement. 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.