

## City Council Regular Meeting

I.3

**Meeting Date:** 08/19/2019  
**Recommended by:** Aaron Card, Information Technology Manager  
**Prepared by:** Aaron Card, Information Technology Manager  
**Finance Director Review:** Celina Morris  
**City Attorney Review:** Brett Wallace  
**Approved by:** Larry Rains                      **Date Submitted:** 07/29/2019  
**Type of Action Requested:** Ordinance

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### **SUBJECT:**

Request to utilize a CDW-G state and local government contract vehicle to purchase replacement mobile technology hardware and original equipment manufacturer software.

### **RECOMMENDATION:**

Staff recommends that the City Council approve the use of a CDW-G contract vehicle to purchase replacement mobile technology hardware and original equipment manufacturer software in an amount not to exceed \$78,000.

### **DISCUSSION:**

The City of Casa Grande relies extensively on Information Technology (IT) to meet its mobile response expectations. A key component of this effort is maintaining mobile technology in a sustainable, fiscally responsible manner while accounting for broader changes in the technology industry.

This project is expected to meet three main goals over its proposed 3-year timeframe:

- Meet the anticipated End of Extended Support for Microsoft Windows 7 in 2020.
- Implement a sustainable, standardized 5-year mobile technology replacement program for Planning & Development, Public Works, the Police Department, and the Fire Department.
- Accurately capture the primary and secondary costs associated with the deployment of mobile technology in the City of Casa Grande.

Mobile technology replaced under this program is expected to utilize Microsoft Windows 10 on ruggedized or semi-ruggedized hardware that's capable of running contemporary software packages such as the Tyler Technologies CAD / RMS solution.

Hardware purchased under this program will be subject to an equitable deployment schedule between Planning & Development, Public Works, the Police Department, and the Fire Department. In the case of public safety, preference will be given to mobile response

units that see consistent use.

Older hardware replaced under this program will be assessed case-by-case to determine if it should be retired from service or serve as a temporary replacement elsewhere while the multi-year program is underway.

The remaining number of ruggedized or semi-ruggedized computers as of the fiscal year 2020:

- Police Department: 1
- Fire Department: 7
- Public Works: 5

### **FISCAL IMPACT:**

This Capital Improvement Project (CIP) is now in year three. Staff anticipates a need for \$78,000 this fiscal year. Each replacement will include a 5-year warranty. In effect that will then set its replacement cycle and make the budget process more predictable for the 91 replacement-eligible Panasonic ToughBooks that fall under this program to date.

### **ALTERNATIVES:**

No more security patches will be released by Microsoft for Microsoft Windows 7 once it reaches End of Extended Support. This will have a severe impact on network security and data integrity. Additionally, opting not to upgrade to Microsoft Windows 10 will impact the long-term use of many software applications such as the Tyler Technologies CAD / RMS mobile response solution.

Research conducted by staff in search of a sensible route forward over the duration of this program exposed a considerable amount of mobile technology hardware used by public safety that cannot even support an upgrade to Microsoft Windows 10 due to age.

In the case of the Police Department, this had even larger ramifications. Staff fully expect the Department of Public Safety (DPS) to eventually treat Microsoft Windows 7 as a security risk. That would jeopardize continued Arizona Criminal Justice Information System (ACJIS) access.

Dealing with this matter over the course of a 3-year Capital Improvement Project (CIP) was an attempt by Casa Grande Information Technology (IT) to spread out the associated costs over a longer, more affordable timeframe and introduce hardware standardization to streamline ongoing maintenance operations.

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