



Agenda Item

Orange City Council

Item #: 3.4.

7/14/2026

File #: 26-0185

TO: Honorable Mayor and Members of the City Council

THRU: Jarad Hildenbrand, City Manager

FROM: Steven Scardina, Information Technology Manager

1. SUBJECT

Agreement with Triad Consulting & System Design Group, L.L.C. for security consulting services.

2. SUMMARY

Triad Consulting proposes to serve as the City's independent oversight and monitoring partner for its security systems, ensuring continuous uptime, proper maintenance, and reliable performance across cameras, access control, LPR, servers, and related infrastructure.

3. RECOMMENDED ACTION

Approve the two-year with three optional annual extension agreement with Triad Consulting & System Design Group, L.L.C. in the amount of \$147,000.00 for security consulting services; and authorize the Mayor and City Clerk to execute on behalf of the City.

4. FISCAL IMPACT

The total expense for the two-year agreement is \$147,000.00 and will be funded through General Fund (100):

100-1601-56999 Other repair and maintenance services \$

The two-year agreement total is \$147,000.00. Costs for year 1 is \$77,400.00 and year 2 is \$69,600. Year 1 contains a one-time configuration and setup cost and therefore higher than year 2. Optional years 3,4, and 5 are \$73,080.00, \$76,734.00, and \$80,570.00 respectively.

5. STRATEGIC PLAN GOALS

Goal 5: Improve Infrastructure, Mobility, and Technology

6. DISCUSSION AND BACKGROUND

The City has made significant investments in a security system platform initially starting with a City Council approval August 11, 2015. The initial procurement occurred to acquire cameras and license plate readers at the parking structure and train station followed by subsequent camera replacements for the Police and Library facilities. Further expansions occurred at various parks and other City facilities for cameras, duress buttons, and access control now encompassing a total of 340 cameras and 140 doors.

The system has grown so large it is difficult to manage with internal resources. Since 2019, the City

has increasingly relied on Triad Consulting for their expertise in security and specific knowledge of the City's security platform utilizing the Genetec software. Since 2021, the maintenance of the security platform system has been provided by Siemens as a security integrator. Their current contract is set to expire this fall. A request for proposal (RFP) is currently being drafted to competitively evaluate security integrators to support the system. This creates a unique opportunity to reexamine how maintenance of the system is conducted.

Triad Consulting proposes a practical and cost-effective solution to strengthen oversight of the City of Orange's security system. Rather than performing hands-on maintenance themselves, Triad would serve as the City's independent expert manager and 24/7 monitor, ensuring the security integrator delivers reliable performance across cameras, access control, license plate recognition, and supporting infrastructure. With Triad assuming these responsibilities, the City can reduce responsibilities provided by a security integrator.

Triad proposes to also act as the City's dedicated oversight and monitoring partner, ensuring the system stays healthy, secure, and fully operational. Triad will independently monitor the overall health of the City's security platform and oversee the performance of the security integrator, verifying that contractual maintenance obligations are fulfilled and advising the City regarding system performance. Instead of relying on the security integrator's self-reporting, Triad will verify all work, track issues, and ensure proper certifications and background checks, and confirm repairs and preventative maintenance are done correctly. This ensures accountability and avoids system failures caused by missed or low-quality maintenance.

In addition, Triad will manage software and firmware updates, cybersecurity alerts, lifecycle tracking, asset inventories, and health dashboards, giving the City one organized view of its entire security environment. This reduces surprises, extends equipment life, and supports better budgeting. With automated monitoring, Triad will identify issues immediately, determine whether they are hardware or software related, and coordinate the right team to fix the problem. The City gets faster resolution and clearer communication. Through lifecycle management and performance analytics, Triad will help the City plan replacements, upgrades, and maintenance proactively reducing emergency costs and limiting system downtime.

Overall, this arrangement delivers value by providing continuous remote system monitoring and catches problems early, preventive maintenance is completed on schedule, software and firmware updates are properly managed, and every repair or change is tracked with full accountability. Triad will provide structure, expertise, and real-time visibility to a system that has become complex and critical to manage informally.

Staff anticipates a lower overall cost for the security platform maintenance by shifting some of that responsibility to Triad with an expected overall reduction in scope and cost for the security platform system maintenance. The RFP for a security integrator is greatly influenced by this proposed oversight contract as it significantly affects the security integrator RFP scope. Upon approval, staff will immediately finalize an RFP for a security integrator.

7. ATTACHMENTS

- Agreement with Triad Consulting