



STAFF REPORT

Meeting Date: November 4, 2010
To: Honorable Mayor & City Council
From: David Schirmer, Chief Information Officer
Subject: Discussion on the approval of a Contract to New World Systems for the City's Computer Aided Dispatch System, Police Records Management, Automated Field Reporting, Jail Management and Mobile Systems, and Fire Records Management and Mobile Systems [Collectively Known as "Public Safety Information Systems"].

Attachments: 1. None.

INTRODUCTION

This report is intended to provide project overview for the replacement of various Public Safety Information Systems that Information Technology, Police and Fire Departments have been working on for the past several months. These systems are crucial tools for Police and Fire. Specifically, the Computer Aided Dispatch (CAD) system provides 9-1-1 emergency dispatching services and the Mobile client enables the receipt and dissemination of critical emergency information from the City's 9-1-1 Dispatch Center to personnel in the field. The Records Management System (RMS) and Jail Management System (JMS) are centralized databases for law enforcement records and inmate booking and management activities. The Automated Field Reporting (AFR) is the software used by BHPD personnel to write required reports in the field and initiate the case management process. Similar to the Police RMS, the Fire Records Management System (FRMS) is a centralized database for BHFD records. The useful lifespan of Public Safety Information Systems is 8 – 10 years. The City's current system is at year 10 and is at the end of its useful life, therefore requiring replacement.

In 2008/2009, the City identified the replacement of the Public Safety Information Systems as a critical need. Key business drivers for the replacement included:

- Outdated and underutilized technology
- Multiple standalone systems
- Information bottlenecks
- Inefficient processes in use to compensate for obsolete technology
- Redundant data entry

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- Challenges in extracting information from the systems
- Substandard customer service

The City anticipates realizing the following benefits through this project:

- Cost and process efficiencies
- Improved accuracy of information
- Heightened systems integration across all systems
- Robust and easy to use analytical tools
- Simplified data collection
- Linked information

In 2009, the City hired DELTAWRX, a management consulting firm based in Woodland Hills, CA, to assist the City with this project. Project tasks included developing a business needs assessment, writing the RFP, assisting the City in the evaluation of proposals, and contract negotiations. Pending contract signing, DELTAWRX will be providing project management services to the City during system implementation.

On October 21, 2010, staff presented the project to the City Council Smart City/Technology Committee which included input from Public Safety. As a result, staff received valuable input and direction from the Committee that maybe summarized by the following:

- Emphasis should be placed on the fact that end users from the Police, Fire and IT Departments were involved throughout the evaluation and selection process.
- Emphasis should also be placed on the fact that finalists were selected independent of their separately sealed cost proposals.
- Suitable training and change management should be emphasized throughout implementation.
- Appropriate standard technology platforms are being utilized.

The Committee recommended approval of the complete project.

DISCUSSION

On November 12, 2009, the City released an RFP for an Integrated Public Safety System (RFP 10-17) that included the purchase of the following systems:

- Police and Fire Computer Aided Dispatch (CAD)
- Police Records Management System (RMS)
- Automated Field Reporting (AFR)
- Jail Management System (JMS)
- Mobile Computing (Mobile)
- Fire Records Management System (FRMS) [optional]

The RFP specified the City's detailed functional and technical requirements for the new Public Safety Information Systems. The vendor responses to these requirements served as the basis for vendor evaluation and the selection of the most appropriate system for the City. The City formed a Selection Team consisting of representatives from the City's Information Technology (IT), Police and Fire departments to conduct the evaluation.

Prior to releasing the RFP, the City developed a vendor list that was reviewed by all team members. Upon the release of the RFP, the City notified vendors that the RFP, including exhibits, appendices and the City's contract, was available on the City's

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website. Subsequent addendums were directly emailed to vendor representatives. Additionally, a notice was posted on the City's website that any vendor who did not have a copy of the RFP and/or addendums was to contact the City's RFP coordinator to receive said copies.

On December 8, 2009 the City hosted a non-mandatory pre-proposal conference to provide vendors the opportunity to clarify questions regarding the RFP. Representatives from the Selection Team, members of the City's IT, Police and Fire departments and DELTAWRX were present during this conference. Shortly following the conference, an addendum documenting answers to vendor questions received orally at the pre-proposal conference and in writing during the RFP release period was distributed via the aforementioned process. Proposals were accepted until January 21, 2010.

Sealed bids were publicly opened by the City Clerk on the proposal due date. In total, four bid proposals were received. The bid results are as follows:

<u>Bidder</u>	<u>One-Time Costs</u> <u>(excluding</u> <u>options) Bid</u>	<u>One-Time Costs</u> <u>(including</u> <u>Options)</u>	<u>Total Five-Year</u> <u>Cost of</u> <u>Ownership</u>
AT&T:	\$3,002,050	\$3,517,785	\$4,578,836
New World Systems:	\$1,430,880	\$1,623,680	\$2,214,267
SunGard:	\$1,193,434	\$1,253,434	\$2,047,154
VisionAir:	\$3,860,931	\$3,924,906	\$4,878,991

During the Proposal Evaluation phase, the Selection Team thoroughly analyzed each proposal. DELTAWRX completed comprehensive evaluation documentation and facilitated discussions with the Selection Team personnel to ensure that all relevant information and issues regarding the vendor proposals were identified. Proposals were evaluated based on a number of quantitative and qualitative criteria including, but not limited to, the following:

- Vendor Experience and Resources
- Contract Compliance
- Hardware/Software Design and System Architecture Approach
- Application Software and Integration
- System Testing and Acceptance
- Implementation and Project Management
- Training and Documentation
- Customer Support, Warranty and Maintenance
- Cost

After conducting a thorough evaluation of these four proposals, the Selection Team convened to complete a vendor evaluation worksheet that considered all of the quantitative and qualitative information gathered to date in the context of the proposal evaluation criteria. Following this scoring, the City invited the two highest ranking firms, SunGard and New World Systems, to demonstrate their solution.

Prior to the vendor demonstrations, the City sent each vendor a set of questions that were raised during the review of their respective proposals. Each vendor was required to provide a written response to each of the questions prior to the vendor demonstration. Each vendor demonstration followed an agenda developed by the City and was allotted the same amount of time for the demonstration. Additionally, prior to the

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demonstrations, members of the City's Selection Team also began conducting detailed reference checks for each vendor.

After the on-site vendor demonstrations, the Selection Team composed an additional list of questions that were raised during the demonstrations and requested each vendor submit responses prior to the re-scoring of proposals. Both vendors submitted responses to the follow-up questions.

After the completion of vendor demonstrations, reference checks and receipt of the responses from the second set of vendor follow-up questions, the Selection Team convened to complete a second vendor evaluation worksheet. This second evaluation worksheet considered all information learned to date in the context of the proposal evaluation criteria and was used for final scoring of proposals. The final scoring resulted in New World Systems being the highest ranked vendor. The primary reasons for New World Systems' high ranking included: experience with many current and past clients in California and Los Angeles County, strong technical architecture, overall functionality of the proposed solution, and strong references throughout the country. Based on this result, the City entered into contract negotiations with New World Systems.

SunGard was not selected based on a number of factors. SunGard had no prior client experience in Southern California, and in particular, Los Angeles County. The SunGard system was also considered to be less user-friendly and configurable as compared to the New World product. SunGard's field reporting client did not provide the ability to format text in the narrative field, which is a current source of frustration for the City as this problem also exists in the City's current field reporting application. SunGard did not assign specific individuals to the project team nor were resumes of potential team members provided (SunGard provided a description of the roles and responsibilities only). Lastly, a number of current SunGard clients expressed dissatisfaction with SunGard's customer support.

The implementation of the new Public Safety Information Systems will result in a variety of benefits for the City, including:

- The introduction of Automatic Vehicle Location (AVL) into emergency response vehicles, which will allow the City to track the location of vehicles in real-time as well as take into account their location for dispatch in real-time
- Crime analysis software for the Police Department to aid BHPD in identifying crime trends and developing appropriate responses
- Integrated mapping within the CAD/Mobile system, increasing situational awareness
- Increased access to information through a number of direct system interfaces, including the Sheriff's Data Network (a database of both LA County and National crime information), COPLINK (a crime information sharing database used by law enforcement agencies throughout the country), and the Fire Records Management System
- Systems integration that will allow for improved data capture, access, retrieval and analysis capabilities throughout the City

In summary, the Selection Team and leadership from the City's IT, Police and Fire departments believe that New World Systems has provided a fully-integrated solution that best meets the needs of all departments. This integrated solution will also offer increased and expanded functionality which will facilitate each department's ability to provide superior public safety services to the citizens of Beverly Hills.

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FISCAL IMPACT

After approximately two months of contract negotiations with New World Systems, the City has recently come to a mutually acceptable agreement that satisfies the legal and business needs of the City. The final negotiated agreement's one-time cost is \$1,870,201. This cost has increased due to the inclusion of optional items, the request for additional implementation assistance, the increases in the number of licenses required by the City, and a more robust hardware solution. It is estimated that due to the addition of the items mentioned above, costs of other proposals would also have experienced a similar rise in cost. In addition to system software, this cost also includes server hardware (including 5 year on-site 24/7 support), peripheral system hardware (e.g., barcode kits, handheld scanners, etc.), and CAD workstations (including 4 year on-site 24/7 support).

Following one-year of support at no-cost, warranty and maintenance costs for the system breakdown as follows:

- Year 2: \$146,000 (with an additional \$30,000 option for 24/7 support of all applications outside of CAD)
- Year 3: \$201,000 (with an additional \$40,000 option for 24/7 support of all applications outside of CAD)
- Year 4: \$201,000 (with an additional \$40,000 option for 24/7 support of all applications outside of CAD)
- Year 5: \$201,000 (with an additional \$40,000 option for 24/7 support of all applications outside of CAD)

Additionally, the project team is requesting contingency funds to address unforeseen professional services (such as training, additional interfaces, additional licensing, etc.) in the amount of \$100,000

Funds for this project were accrued in the Information Technology replacement fund over the past 10 years in anticipation of this purchase. Council approved funding for a Capital Improvement Project as part of the 2006/2007 Fiscal year budget and the CIP is currently in place to manage the accounting for this initiative.

RECOMMENDATION

If the City council agrees with Staff's determination and selection process, the Information Technology, Police and Fire Departments staff recommends that the City Council award Request for Proposals (RFP) No. 10-17 to New World Systems. The agreement is included on the consent calendar of the formal agenda.

David Schirmer (Initial)

Approved By