
RECORD MANAGEMENT SYSTEM (RMS) REPLACEMENT



CITY COUNCIL B SESSION |
NOVEMBER 6, 2019

PRESENTED BY: CHIEF WILLIAM MCMANUS

WHY REPLACE RMS?



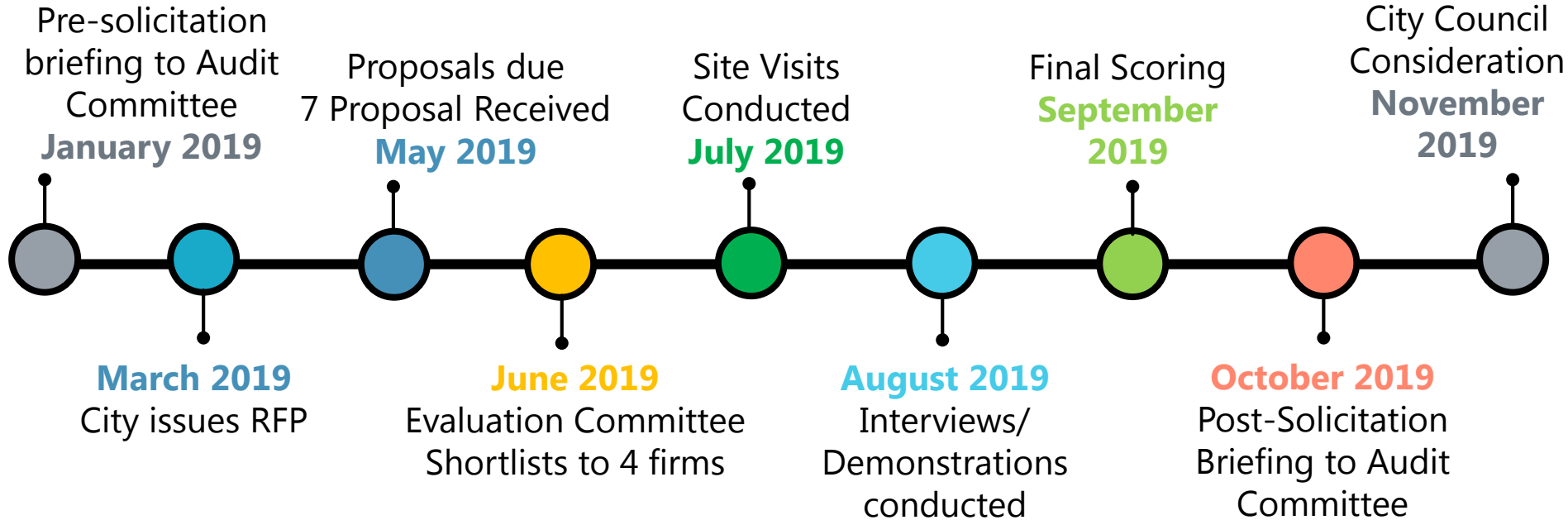
- Current RMS deployed in 2009
- Better technology available to Officers
- Compliance with FBI National Incident Based Reporting System (NIBRS) mandate by January 2021



RMS PRIORITIES

- ✓ NIBRS Compliant
- ✓ Reduce officer report writing time and increase officer availability
- ✓ Fully integrated, web-enabled RMS, Field-Based Reporting (FBR) and Case Management into one mobile platform

SOLICITATION TIMELINE



RESPONDENTS



Case.one



EVALUATION COMMITTEE



EVALUATION COMMITTEE

13 individuals

- San Antonio Police Department (6)
- San Antonio Police Officers Association (3)
- Information Technology (3)
- City Manager's Office (1)

TECHNICAL COMMITTEE

9 individuals

- San Antonio Police Department (7)
- Information Technology (2)

USER GROUP

75 Police Officers

Participated in live user testing sessions. Provided feedback to Technical and Evaluation Committees



TECHNICAL COMMITTEE SITE VISITS

Visited law enforcement agencies to see fully deployed solutions of 4 short listed firms in live environment

Law Enforcement Agency Site Visits



EVALUATION CRITERIA – 100 POINTS

35 Points

Experience, Background and Qualifications

30 Points

Proposed Plan

10 Points

Technical

10 Points

Price

10 Points

Local Preference

5 Points

Veteran Owned Small Business Preference

INITIAL PROPOSALS EVALUATION

	Tritech	Niche	Mark43	Hexagon	Optimum	Optimum	Tyler	Case.One
Experience, Background and Qualifications	29.63	30.63	24.88	20.88	15.38	15.38	17.63	6.88
Proposed Plan	23.63	23.38	24.13	20.88	15.25	15.25	12.63	7.00
Technical	8.38	6.05	7.18	5.91	2.77	2.77	3.50	2.38
Subtotal	61.63	60.05	56.18	47.66	33.40	33.40	33.75	16.25
Price	3.60	2.49	2.62	4.44	10.00	9.66	2.81	4.40
Local Preference	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
VOSB Preference	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total Score	65.24	62.54	58.80	52.10	43.40	43.06	36.56	20.65
Rank	1	2	3	4	5	6	7	8

FINAL EVALUATION

	Mark 43	Niche	Tritech	Intergraph
Experience, Background and Qualifications	28.75	28.75	21.50	16.88
Proposed Plan	28.50	21.0	15.25	13.00
Technical	8.45	6.36	5.09	3.76
Subtotal	65.70	56.11	41.84	33.63
Price	4.76	4.10	4.72	10.0
Local Preference	0.0	0.0	0.0	0.0
VOSB Preference	0.0	0.0	0.0	0.0
Total Score	70.46	60.21	46.56	43.63
Rank	1	2	3	4

MARK43 / NICHE COMPARISON



MARK43

- Cloud native; 100% web-based
- Device agnostic; can be deployed on any device that can access the web
- Robust FBR capability
- Minimal downtime for updates/upgrades
- Preferred NIBRS solution
- Current team sufficient for implementation and sustainment

NICHE

- Web-based through client installed on device
- Accessed through a desktop/laptop
- Downtime for updates/upgrades
- Adequate NIBRS solution
- Team size for implementation and sustainment would need to double

MARK 43 – MAJOR DEPLOYMENTS



Deployed in 2015

- Leveraged by 51 other agencies (Federal, Local and Universities)
- 14,000 users operating within the District of Columbia



Deployed in September 2019

- Solution deployed in 10 months
- 2,144 users



Deployed in May 2019

- 1,300 users

BENEFITS OF MARK43 RMS SYSTEM

- 50% reduction in officer report writing time
- Robust system interfaces and seamless integrations with applications/systems that officers use daily
- Links to body worn and in-car camera video
- Robust and customizable reporting features
- Minimal down-time for software/systems updates
- Seamless information sharing with partner agencies over a web interface



PROJECT COST



Five (5) Year Contract	\$4.96 Million
Initial Cost (Year 1)	\$3.8 Million
Annual Subscription Services	\$277,000

Projected Go-Live Date – November 2020
Dual NIBRS/UCR Reporting – December 1, 2020
NIBRS Report Due Date – January 1, 2021

NEXT STEPS



Five Year Contract with Mark43 scheduled for
City Council consideration at November 14 “A”
Session

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