File #:	14-1639
Type:	Purchase of Services

	In control:	City Council A Session

On agenda:	8/21/2014
Title:	An Ordinance accepting the offer from Intergraph Corporation to provide resident system administrator services for the San Antonio Police Department Automated Field Reporting and Records Management systems, in a cumulative amount up to $512,366.00, funding will be available from the Regional Interoperability System and CAD Project fund and the FY2016 and FY2017 IT Public Safety Budget contingent upon budget appropriations. [Ben Gorzell, Chief Financial Officer; Troy Elliott, Director, Finance]
Sponsors:	
Indexes:	
Code sections:	
Attachments:	1. Bid Tab, 2. RSA SOW, 3. COE, 4. Draft Ordinance, 5. Ordinance 2014-08-21-0584

Date	Ver.	Action By	Action	Result
8/21/2014	1	City Council A Session	adopted	Pass

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: City Wide

SUBJECT:

Annual Contract for Resident System Administrator Services

SUMMARY:

This ordinance authorizes an agreement with Intergraph Corporation to provide resident system administrator services for the San Antonio Police Department (SAPD) Automated Field Reporting (AFR) and Records Management (RMS) systems, in a cumulative amount up to $512,366.00 for a period beginning August 1, 2014 through April 30, 2017. The annual contract amount is $135,265.00 (first nine months of Year 1), $185,764.00 for Year 2 and $191,337.00 for Year 3. Funding for the initial term will be available from the Regional Interoperability System and CAD Project fund. Funds for the remaining years of the contract will be contingent upon City Council approval of the Annual Operating Budget for ITSD. The contract is renewed annually and subject to annual budget appropriations.

BACKGROUND INFORMATION:

The City of San Antonio Police Department currently utilizes the Intergraph Automated Field Reporting (AFR)

and Records Management (RMS) systems. The AFR system is a report writing system that enables police officers to record details about incidents from within the patrol car, saving time in report preparation and simplifying the follow-up process for investigative units. The RMS stores incident information that is captured by the AFR system. This information is provided to the public upon request and used for investigative purposes.

In October 2009, City Council approved a professional services agreement in the amount of $16,000,000.00 with TriTech Software Systems for the purchase of the Alamo Regional Public Safety System (ARPSS). This agreement resulted in multiple systems being implemented through TriTech Software Systems as integrator. These systems were implemented during 2010 to automate the manual process of police officers writing and submitting reports. Since implementation in 2010, approximately 300,000 incident reports have been created annually.

ISSUE:

Due to the demand for high availability of the systems, SAPD requires the services of a system administrator who will serve as a single point of contact for all issues for the Intergraph furnished software. This administrator will perform duties to support the activities required during the deployment lifecycle and production roll-out of the AFR and RMS systems. Specific duties include but are not limited to:

- Performing first level diagnostics for AFR/RMS failures; identify hardware or software problems, and perform complex issue trouble-shooting and resolution

- Setup, configuration, database backups, database performance and general system administration duties on the AFR and RMS systems

- Aiding in installation of application software upgrades

- Developing Intergraph system Support procedures

- Performing recovery of data and configuration files per COSA's guidelines, using server backups

- Changing, customization, and managing of user configurable forms in the RMS software

- Monitoring and adjusting database parameters and system operations for peak performance

As proof of concept, SAPD contracted for an Intergraph resident system administrator during 2013. This concept has proved its success by improving the response time and feedback from the vendor to questions about the operational and technical aspects of the systems. With this resource onboard, SAPD receives expert information and advice from the vendor firsthand, which enables the resolution of system issues more quickly and effectively.

This contract is exempt from competitive bidding and is excluded from the scope of the Small Business Economic Development Advocacy program.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to goods/supplies contracts, so no

preference was applied to this contract.

ALTERNATIVES:
The absence of a resident system administrator for this platform would severely tax the system support resources within SAPD and ITSD. Internal staff would require identification, designation and extensive training to provide the specific system support duties. If no alternative were selected, there would be no person responsible for immediate responses to AFR/RMS failures, which would result in a negative impact on system availability and efficiency.

FISCAL IMPACT:
This ordinance authorizes a nine month contract with the option to renew the contract annually for two years with Intergraph Corporation up to the amount of $512,366.00. The annual contract amount is $135,265.00 (first nine months of Year 1), $185,764.00 for Year 2 and $191,337.00 for Year 3. Funds for the remaining years of the contract will be contingent upon City Council approval of the Annual Operating Budget for ITSD. The contract is renewed annually and subject to annual budget appropriations.

RECOMMENDATION:
Staff recommends the approval of the agreement with Intergraph Corporation for a period beginning August 1, 2014 through April 30, 2017.

This contract was procured by means of sole source and a Contracts Disclosure Form is not required.