



City of San Antonio

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In control: Audit and Accountability Committee

On agenda: 10/15/2019

Title: Record Management System for the San Antonio Police Department [María Villagómez, Deputy City Manager; William P. McManus, Chief of Police]

Sponsors:

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Attachments: 1. SAPD RMS Audit PPT (3)

Date	Ver.	Action By	Action	Result
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CITY OF SAN ANTONIO SAN ANTONIO POLICE DEPARTMENT INTERDEPARTMENTAL MEMO

TO: Erik Walsh, City Manager

FROM: William McManus, Chief of Police, San Antonio Police Department
Craig Hopkins, Chief Information Officer, Director, Information Technology Services Department

COPY: Audit and Accountability Committee; Maria Villagómez, Deputy City Manager; Ben Gorzell, Jr., CPA, Chief Financial Officer; Kevin Barthold, City Auditor; Troy Elliott, CPA, Deputy Chief Financial Officer

SUBJECT: Post-Solicitation Briefing for Records Management System for SAPD

DATE: October 15, 2019

The City of San Antonio Police Department requested proposals from qualified firms to replace the current records management system (RMS) with a web-based National Incident Based Reporting System (NIBRS) compliant records management system. The NIBRS crime reporting standard has been mandated by the Federal Bureau of Investigation (FBI) to replace current Uniform Crime Reporting (UCR) standard by January 2021.

The Department's priority in evaluating the proposals was identifying a partner who could provide a robust (NIBRS) compliant solution. This solution will enhance operations, increase officer safety and efficiency in the field, promote trust and participation within the community, and support the growing data reporting and analysis needs.

The RMS is a department wide system that integrates with the City's Public Safety Computer Aided Dispatch (CAD) system. The RMS allows for report creation, storage, retrieval, retention, editing, archiving and viewing of information specific to law enforcement activities. New functionality existing within the new web-based RMS includes: 1) greater interfaces and integrations with applications and systems which officers use on a daily basis, 2) streamlined report writing in the field utilizing dynamic drop-downs for specific offenses/incidents, 3) links to body worn and in-car camera video for detectives, 4) robust and customizable reporting features reducing UCR back office custom report writing, 5) more frequent software and systems updates with reduced system down-time, 6) and seamless sharing of information with partner agencies over a web interface. The New RMS system will reduce the time it takes for an officer to write reports resulting in additional patrol time availability.

On March 15, 2019, the Request for Proposals (RFP) was released to select a vendor that has a proven record of successfully delivering a highly configurable turnkey Records Management System (RMS), Field Based Reporting System (FBR), and Case Management System (CMS) to other large municipal law enforcement agencies similar to SAPD. The RFP was advertised in The HartBeat and the City's bidding and contracting opportunities website. Responses were due May 20, 2019, and eight (8) firms submitted responses. One (1) firm was disqualified for submitting a substantially incomplete response and one (1) firm submitted two options. Seven firms were deemed responsive with a total of eight solutions which were evaluated independently.

All responses were reviewed by an evaluation committee consisting of staff from the City Manager's Office, San Antonio Police Department and the Information Technology Services Department.

The evaluation committee met on June 28, 2019, for initial discussion and scoring. The committee recommended shortlisting the top four respondents for interviews. Interviews were held in August 2019 and provided each vendor an opportunity to showcase their solution to SAPD and ITSD personnel. SAPD assembled an end user group consisting of 75 members from within the Department to participate and utilize each vendor's solution. This group evaluated the four solutions and provided feedback on the experience to the evaluation committee.

The evaluation committee met on September 20, 2019, to conduct final scoring and recommends awarding a contract to the highest ranked respondent. The initial contract term is for a period of three (3) years beginning on the date approved by City Council with two (2), one (1) year renewal periods.

This item is scheduled for City Council consideration on October 31, 2019.