



City of San Antonio

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Title: Briefing on the procurement of a records management system (RMS) for the San Antonio Police Department. [Maria Villagómez, Deputy City Manager; William McManus, Chief of Police]

Sponsors:

Indexes:

Code sections:

Attachments: 1. Staff Presentation

Date	Ver.	Action By	Action	Result
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DEPARTMENT: San Antonio Police Department

DEPARTMENT HEADS: William McManus, Chief of Police

COUNCIL DISTRICT(S) IMPACTED: City Wide

SUBJECT:

Records Management System for San Antonio Police Department

SUMMARY:

The City Council will be provided with a briefing on the procurement of a records management system (RMS) for the San Antonio Police Department.

BACKGROUND INFORMATION:

The current RMS was deployed in 2009 and integrates with the City's Public Safety Computer Aided Dispatch (CAD) system. The RMS allows for report creation, storage, retrieval, retention, archiving and viewing of information related to police activities. 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 no later than January 2021. Law enforcement agencies that are not NIBRS compliant will be ineligible to receive Federal law enforcement grants. Annually, SAPD receives \$3 to \$7 million in Federal grants.

SAPD, the Information Technology Services Department (ITSD), and the Finance Department, Purchasing Division collaborated in the issuance of the RFP and the procurement process. The table below provides a high

level overview of the procurement timeline:

January 2019	Audit Committee: Pre-Solicitation Briefing
March 2019	RFP released
May 2019	Proposals received. Seven (7) proposals received.
June 2019	Initial proposal scoring Four (4) firms shortlisted for interviews / demonstrations
July 2019	Site visits conducted
August 2019	Interviews / demonstrations conducted
September 2019	Final Scoring
October 2019	Audit Committee: Post-Solicitation and Contract / SOW negotiation
November 2019	B-Session City Council consideration

The evaluation committee of 13 individuals was comprised of the following; City Manager's Office (1), San Antonio Police Department (6), San Antonio Police Officers Association (3) and the Information Technology Services Department (3). Specifically, the ranks from within SAPD and the Police Officers Association were representative of administrative and hands-on users. They included multiple Chiefs, a Captain, Detectives and Officers.

An extensive evaluation process was conducted which included an initial technical and administrative review and shortlisting process followed by a more thorough technical review of the proposals which included site visits, vendor interviews and solution demonstrations. The technical committee comprised of individuals from the Chief's Technology Team, SAPD Fusion / GIS and ITSD closely reviewed all technical aspects of the proposed solutions. This team scored 10 of the 40 points allocated to Proposed Plan. Additionally, SAPD and ITSD assembled an end user group consisting of 75 SAPD uniform employees to participate during information sessions and to utilize each vendor's solution in a live environment. The feedback from the end use group was utilized by the evaluation committee and the technical committee.

Shortlisted firms were engaged in an effort to align contract terms and were provided the opportunity to submit a Best and Final Offer in September 2019. The Executive Evaluation Committee met on September 20, 2019, to conduct final scoring and recommends awarding a contract to the highest ranked respondent.

The Finance Department, Purchasing Division assisted by ensuring compliance with City procurement policies and procedures. The evaluation of each proposal response was based on a total of 100 points:

- 35 points: Experience, Background, and Qualifications
- 40 points: Proposed Plan (Evaluation Committee - 30 Points / Technical Committee - 10 Points)
- 10 points: Local Preference Program
- 5 points: Veteran Owned Small Business Preference Program
- 10 points: Respondent's pricing

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services. The Local Preference Program was applied in the evaluation of responses received for this contract; however, none of the respondents received any local preference points. The Veteran-Owned Small Business Preference Program was

applied in the evaluation of responses received for this contract; however, none of the respondents were veteran-owned small businesses.

Mark43, Inc. is the highest ranked firm and has been selected for award recommendation. Attached are the matrices for the initial and final scoring to include respondent names. Mark43, Inc. has currently deployed solutions in Boston, MA and Seattle, WA. The new system will provide the following enhancements to SAPD:

- Reduce officer report writing and administrative time by more than fifty (50) percent, thereby increasing officer patrol time (from approximately 38 minutes on average to 19 minutes)
- Better interface and integration with applications and systems used by officers daily
- Support the growing reporting and analysis needs
- Enhance operations: focus on officer need in the field rather than resources to support technology
- Reduce downtime during systems upgrades

Please note that this item is a high profile procurement and as such the restrictions on communication remain in place until this item is posted for action on a City Council “A” Session Agenda. Tentatively this item is scheduled to be posted on November 6 for City Council consideration on November 14.

ISSUE: This briefing is for informational purposes only.

ALTERNATIVES: This briefing is for informational purposes only.

FISCAL IMPACT: The value of the five year contract is \$4.96 million consisting of an initial cost of \$3.8 million and annual subscription services of \$277,000. Funding for the initial cost of implementation is included in the FY 2020 ITSD Capital Project Budget. The annual subscription cost will be included in the SAPD operating budget.

RECOMMENDATION: This briefing is for informational purposes only.