



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 5.

Agenda Date: 11/14/2019

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Records Management System for San Antonio Police Department

SUMMARY:

This ordinance authorizes a five-year contract in the amount of \$4,958,180 with Mark43, Inc. for the delivery, implementation, and integration of a Records Management System for San Antonio Police Department (SAPD). Of this amount \$3,849,700 is for the initial implementation of the system funded from the FY 2020 Information Technology Services Capital Budget and subsequent subscription services (Year 2 to 5) in the annual amount of \$277,120 to be funded from the SAPD General Fund Budget.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is a proposal submitted by Mark43, Inc. for the delivery of a Records Management System for San Antonio Police Department (SAPD) as well as services required to implement and integrate the system.

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 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) more robust system interfaces and seamless 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.

The City's current RMS solution was deployed in 2009. Since then, the current RMS solution has undergone multiple upgrades and customizations in order to fully meet SAPD's crime reporting standards and records management requirements. The current system is not fully NIBRS compliant and it has become necessary to replace this aging system.

One of the SAPD's top priorities in evaluating the proposals was identifying a partner who could provide a robust NIBRS compliant solution. Ultimately, 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.

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 RMS, Field Based Reporting System (FBR), and Case Management System (CMS) to other large municipal law enforcement agencies similar in size and function 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.

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 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.

The Executive Evaluation Committee met on September 20, 2019, to conduct final scoring and recommends awarding a contract to the highest ranked respondent. The City Attorney's Office, SAPD, ITSD and the Finance Department - Purchasing Division worked in concert to negotiate a contract and Statement of Work with terms that are satisfactory to the City. 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. Pricing has been secured for these options and is listed as an optional renewal period. This contract will also establish a price cap for any increases in annual subscription service fees for up to five (5), additional one (1) year periods, subject to satisfactory system performance and based on future budget availability.

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

ISSUE:

This contract is for the delivery of a Records Management System for San Antonio Police Department (SAPD) as well as services required to implement and integrate the solution.

This contract is necessary for SAPD to become NIBRS compliant by January 2021 as required by the FBI.

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, the highest ranked firm is not a local business.

The Veteran-Owned Small Business Preference Program was applied to this contract; however, none of the respondent firms are Veteran owned; therefore, no points were awarded.

ALTERNATIVES:

Should this contract not be approved, the San Police Department will not be able to meet the FBI deadline of January 2021 to be NIBRS compliant for crime statistics reporting.

FISCAL IMPACT:

This ordinance authorizes a contract with Mark43, Inc. for the delivery of a Records Management System for San Antonio Police Department (SAPD) as well as services required to fully implement and integrate the

system for an amount of \$3,849,700 for implementation and the initial system subscription services funded through the FY 2020 Information Technology Services Capital Budget and ongoing annual system subscription services for Years 2-5 for an amount of \$277,120.00 annually funded from Police Department General Fund Budget for a total contract amount of \$4,958,180. Funding for subsequent years of the contract is contingent upon the annual adopted budget.

RECOMMENDATION:

Staff recommends the approval of this contract with Mark43, Inc. in the amount of \$4,958,180.00 for the delivery of a Records Management System for San Antonio Police Department (SAPD) solution as well as services required to integrate the solution.

This contract is procured by means of Request for Proposals and a Contracts Disclosure Form is required.