



# City of San Antonio

## Agenda Memorandum

**File Number:**20-2686

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**Agenda Item Number:** 6.

**Agenda Date:** 4/9/2020

**In Control:** City Council A Session

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**DEPARTMENT:** Finance

**DEPARTMENT DIRECTOR:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Public Safety Notification System for the San Antonio Police Department

**SUMMARY:**

This ordinance authorizes a contract in the amount of \$3,591,000.00 with Spidr Tech, Inc. for the delivery, implementation, and integration of a public safety notification system for the San Antonio Police Department (SAPD). Of this amount \$730,200.00 is for the initial implementation and deployment of the system and is funded from the FY 2020 Information Technology Services New Technology Projects included in the FY 2020 - FY 2025 Capital Improvement Program. Funding for subsequent subscription services (Year 2 to 5) in the annual amount of \$715,200.00 will be requested as part of the annual budget process.

**BACKGROUND INFORMATION:**

Submitted for Council consideration and action is a proposal submitted by Spidr Tech, Inc. for the delivery, implementation and integration of a public safety notification system for SAPD.

The main objective of the public safety notification system for SAPD is to implement a configurable automated system that allows citizens to receive text notifications that will provide updates to their calls for service and disposition of their cases. This will help promote meaningful interaction between SAPD and COSA citizens by providing immediate responses and acknowledgement. Text notifications will be generated to inform the citizen of progress being made with their case and residents to stay up to date on the status of their calls for service and reports filed. The proposed system will also have the capability to provide surveys regarding customer service for those citizens who opt-in to the survey module. The public safety notification system is customizable and

will allow for the designation of divisions, such as Property Crimes and Vehicle Crimes.

The notification system will reduce repeat call volume of citizens requesting a case status update, thus reducing an officer's time in checking for updates in the system and calling citizens back with status information. All 911 and non-emergency calls that are received and logged through the Computer Aided Dispatch system that are deemed as able to receive text messages will receive an "acknowledgement" notification (call received) and an "update" notification (status of officer en-route) until the officer has arrived. There are approximately 1.6M calls for service annually of which traffic related incidents are the largest percentage. Additionally, all cases that are managed through the Records Management System that can receive text and / or email messages will receive an "acknowledgement" notification (report received) and an "update" notification (status of the case) through the case life cycle. SAPD will also gain valuable feedback through community based surveys.

On June 26, 2019, a Request for Competitive Sealed Proposals (RFCSP) was released to select a vendor with a proven record of successfully delivering a public safety notification system to other large municipal law enforcement agencies similar in size and function to SAPD. The RFCSP was advertised in The HartBeat and the City's bidding and contracting opportunities website. Responses were due September 16, 2019 and one proposal was received and deemed eligible for evaluation.

The evaluation committee was comprised of individuals from City Manager's Office, San Antonio Police Department, Information Technology Services Department and the Finance Department.

The evaluation committee met on November 22, 2019, to evaluate the one responsive proposal and recommends awarding a contract to the sole respondent based upon consensus scoring. 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 years beginning on the date approved by City Council with two, one year renewal options.

Spidr Tech, Inc. is the sole respondent and has been selected for award recommendation.

## **ISSUE:**

This contract is for the delivery, implementation and integration of a public safety notification system for SAPD.

This contract will be awarded in compliance with the Small Business Economic Development Advocacy (SBEDA) Program, which requires contracts be reviewed by a Goal Setting Committee to establish a requirement and/or incentive unique to the particular contract in an effort to maximize the amount of small, minority, and women-owned business participation on the contract. The Goal Setting Committee applied the Small and Minority/ Women-Owned Business Enterprise Prime Contract Program with 10 evaluation preference points.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business (VOSB) Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

## **ALTERNATIVES:**

Should this contract not be approved, SAPD will be required to continue to respond to calls for updates to pending cases as time allows. This would significantly increase the amount of time that an officer spends on administrative matters, instead of focusing on an active case load.

**FISCAL IMPACT:**

This ordinance authorizes a contract in the amount of \$3,591,000.00 with Spidr Tech, Inc. for the delivery, implementation, and integration of a public safety notification system for the San Antonio Police Department (SAPD). Of this amount \$730,200.00 is for the initial implementation and deployment of the system and is funded from the FY 2020 Information Technology Services New Technology Projects included in the FY 2020 - FY 2025 Capital Improvement Program. Funding for subsequent subscription services (Year 2 to 5) in the annual amount of \$715,200.00 will be requested as part of the annual budget process.

**RECOMMENDATION:**

Staff recommends the approval of this contract with Spidr Tech, Inc. in the amount of \$3,591,000.00 for the delivery, implementation and integration of a public safety notification system for SAPD.

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