



# City Council Report

**Date:** July 2, 2018  
**To:** City Council  
**Through:** Michael Kennington, Chief Financial Officer  
**From:** Edward Quedens, Business Services Director  
Matt Bauer, Procurement Administrator  
**Subject:** Purchase to Replace the Police Records Management and Field-Based Reporting System for the Police Department **(Citywide)**

## Recommendation

Council is requested to approve the award as recommended.

A committee representing the Police Department, Information Technology Department, and Purchasing evaluated responses. The evaluation committee recommends awarding the contract for project implementation and development, to the highest scored proposal, Versaterm, Inc. for \$3,065,307.00, based on estimated requirements.

## Background / Discussion

The Mesa Police Department currently uses the Hexagon I/LEADS Records Management System (RMS). The RMS system is over 12 years old, runs on software that contains components that are no longer supported by Microsoft and provides poor functionality to Patrol, the Evidence Section, the Crime Lab and the Traffic Section.

Replacing the RMS system is an immediate and critical need. In addition to the system shortcomings, Federal and State mandates require the Police Department convert to National Incident Based Reporting System (NIBRS) for crime reporting before January 1, 2021. A new Police Records Management System, Field-Based Reporting, and Jail Management System will provide a consolidated, and a single-source Police Records System for end-to-end processing, including incidents, arrests, case management, detention/jail, NIBRS reporting and other various components.

The City received eight proposals, of which, Éclat Integrated Software Solutions Inc. was deemed as non-responsive. The evaluation team then evaluated the remaining responses based on the evaluation criteria in the solicitation; Mark43, Inc., Tyler Technologies, Inc. and Intergraph Corporation were deemed not reasonably susceptible for award and not further considered. The City requested clarification letters and demonstrations from the remaining respondents. Versaterm, Inc., TriTech Software Systems, Motorola Solutions, Inc., and Niche Technology USA Limited conducted demonstrations allowing the evaluation team a review and hands-on demo of their systems. Reference checks were completed on all four vendors. The evaluation committee unanimously agreed on the recommendation to award a contract to Versaterm, Inc.

Versaterm will provide services and software for all development, implementation, training, maintenance and support related to implementing the Police Department Records Management System. Work would begin in July 2018. Project completion would take more than a year. Versaterm will be available for continuous, on-going maintenance and support.

The RMS system replacement is the single largest project the Police Department has undertaken in several years. Systems may be replaced, business processes will be redesigned, policies and procedures will be updated, and job roles and functions will subsequently change. From people to process, changes need to be carefully managed to ensure Police staff are prepared and possess equipment, information, skills and commitment to successfully perform their job. With the adoption of the new system, additional keys to success include hardware such as smart phones, in-car printers and fingerprint scanners and network costs.

### **Purchase Information**

Action: Award

Procurement Type: Request for Proposals

Contract Number: 2017190

Local Consideration: Not applicable as there were no Mesa responses

Protests Received: None

### **Fiscal Impact**

Versaterm conducted a technical assessment to determine what data will be converted and which interfaces to pursue. This pre-scoping work determined associated costs and minimizes risk for both parties. Based on Versaterm's RFP response and technical assessment, the implementation and interface development and the first year's maintenance expenses are estimated at \$2,554,423.00.

The funding for the first two years of this project is available through Department of Justice National Crime Statistics Grant Funds (\$180,000.00), and the remainder through Life Cycle Funds (LF0221 – Police Records Management System Replacement). Ongoing annual maintenance costs of \$480,000.00 per year (Years 2 to 5) will be budgeted and funded in the Police Department operating budget.

In the coming years, the Police Department will need to upgrade the Computer Aided Dispatch System (CAD) and will consider doing so using the product offered by Versaterm as their Records Management System includes many built in CAD components. Versaterm included CAD product information in their response as an option, though not a requirement of this RFP, and provided the following estimates: CAD system implementation and interface development for \$709,830.00; and recurring annual maintenance for \$246,356.00. Additional and separate funds will be identified in the future for the costs of the CAD upgrade.

### **Proposals were received from**

Éclat Integrated Software Solutions, Inc. – Stafford, TX

Intergraph Corporation dba Hexagon Safety & Infrastructure – Madison, AL

Mark43, Inc. – New York, NY

Motorola Solutions, Inc. – Chicago, IL  
 Niche Technology USA Limited – Wilmington, DE  
 TriTech Software Systems – San Diego, CA  
 Tyler Technologies, Inc. – Troy, MI  
 Versaterm, Inc. – Scottsdale, AZ

**Proposal Scoring Results**

<b>Evaluation Criteria / Points Possible</b>	<b>Total / 1,000</b>
Versaterm, Inc. (Recommended)	<u>888.10</u>
Niche Technology USA Limited	774.28
TriTech Software Systems - Hosted	615.10
Motorola Solutions, Inc.	612.46
TriTech Software Systems – On Premises	610.37

<b>AWARD RECOMMENDATION</b>	
<p>Police Records Management and Field-Based Reporting System per Agreement No. 2017190; Exhibits; Solicitation including any addenda; and Contractor Response</p>	
Implementation and Interface Development	\$2,074,423.00
1 <sup>st</sup> Year Annual Maintenance	\$480,000.00
20% Project Contingency Requested	<u>\$510,884.00</u>
<b>Project Amount Requested</b>	<b><u>\$3,065,307.00</u></b>
<p>Ongoing annual maintenance of \$480,000.00 per year (Years 2 to 5) will be budgeted and funded in the Police Department operating budget.</p>	