

Agenda Report

November 23, 2020

TO: Honorable Mayor and City Council

THROUGH: Public Safety Committee (November 18, 2020)

FROM: Police Department

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH VERSATERM INC. TO FURNISH AND DELIVER A POLICE COMPUTER AIDED DISPATCH (CAD) AND RECORDS MANAGEMENT SYSTEM (RMS)

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b) (3); and
2. Authorize the City Manager to enter into a five-year contract, as a result of a competitive selection process, as specified by Section 4.08.047 of the Pasadena Municipal Code, with Versaterm Inc. to provide software, licenses, and implementation and support services for a replacement Police Computer Aided Dispatch (CAD) and Records Management System (RMS) for an amount not to exceed \$3,587,325, which includes the base contract amount of \$3,308,975, and a contingency of \$278,350 to provide for any necessary change orders.

BACKGROUND:

The Pasadena Police Department (PPD) employs approximately 239 sworn officers and 126 non-sworn personnel. In addition to policing operations, services provided by the department include a 9-1-1 dispatch communications center, crime prevention, crime analysis, event management, crime scene investigation, detention facility, and a records management bureau.

For the past eleven years, PPD has relied on a suite of public safety technology products and services acquired through the West Covina Services Group (WCSG), including Computer Aided Dispatch (CAD), a Mobile Data System (MDS), and a Records Management System (RMS). PPD relies on the CAD system for the management of emergency responders, all field-based police resources, and all calls for

service. PPD relies on the RMS system for the creation, storage and administration of official police records, such as crime reports, investigative reports, court documents, and criminal histories. Both systems must be highly dependable and efficient in order to ensure the delivery of critical law enforcement services. Additionally, these systems are used for jail booking records and prisoner management, property and evidence inventory management, crime analysis, and case management for detectives. Together, the CAD and RMS system allows for strategic and tactical decision-making through the access of critical information, and provides complete, instantaneous situational awareness.

At the end of 2019, WCSG announced the cessation of their CAD and RMS product enhancements and the discontinuation of all product support by the end of 2021, which prompted staff to begin seeking replacement systems. PPD and the Department of Information Technology (DoIT) staff formed a team to manage the acquisition of a replacement system. Approximately thirty end-users and support technologists were invited to participate in designing and selecting the replacement solution. Over 1,700 technical and functional requirements were gathered, including regulatory requirements and best practices, with the goal to acquire the most contemporary dispatch and records management technology available.

On April 30, 2020, a Request for Proposals (RFP) for the "Replacement of Computer Aided Dispatch (CAD) and Records Management System (RMS)" was released through PlanetBids. Ten vendors participated in a non-mandatory Pre-Proposal Teleconference held on May 6, 2020. Additional outreach efforts were undertaken leveraging the Finance Department's Pasadena First Buy Local initiative to communicate this procurement opportunity locally. As a result of the outreach a total of 2,269 vendors were notified and 52 vendors downloaded the RFP for review.

On May 28, 2020, a total of six responsive proposals were received, none of which was a local Pasadena vendor. A panel comprised of DoIT and Police staff reviewed and scored each proposal based on the evaluation criteria stated in the RFP. The criteria as outlined below.

	Criteria	Weight
1	Project Approach	30%
2	Ability to Perform	25%
3	Functional Capabilities	15%
4	Cost Proposal	20%
5	Local Pasadena Business	5%
6	Small or Micro-Business	5%
	Total	100%

Based on this evaluation, the two highest scoring proposers were invited to conduct virtual live demonstrations of their proposed solutions over a two-day period. In addition, the City also conducted reference checks along with four virtual site visits.

Per the evaluation procedures and criteria stated in the RFP, the proposals were scored and ranked as follows:

Rank	Proposer	Location	Score (100 max)
1	Versaterm Inc.	Ottawa, Canada	74.21
2	Central Square Technologies, LLC	Lake Mary, FL	70.87
3	Global Public Safety	Oklahoma City, OK	69.61
4	Tyler Technologies, Inc.	Plano, TX	69.45
5	Motorola Solutions, Inc.	Chicago, IL	67.39
6	Mark43, Inc.	New York, NY	60.02

Attachment A includes a summary of the scoring criteria and results.

Based on the scoring above, staff recommends authorization to enter into a contract with Versaterm Inc. for the purchase, implementation and support of a CAD and RMS system.

Versaterm has an extensive presence in the US with major clients including Denver, Phoenix, Salt Lake City, and Seattle. They also have a long history of providing law enforcement CAD and RMS in California. There are currently twelve California agencies running the Versaterm system including the following municipal police agencies: Anaheim, Bakersfield, Fullerton, Inglewood, Sacramento, San Jose, Simi Valley, and Walnut Creek; as well as the following Sheriff organizations: Sacramento County, San Mateo County, Santa Barbara County, and Ventura County.

The costs listed below reflect all implementation services, including configuration, licensing, training, maintenance and support for five years, as well as a fifteen percent contingency allowance on the base implementation amount.

A summary of the contract pricing is as follows:

Base Implementation Amount	\$1,855,670
Maintenance & Support (Years 3-5)	\$1,453,305
Contingency Allowance (15%)	<u>\$ 278,350</u>
Contract "Not to Exceed" Amount	\$3,587,325

Ongoing costs for vendor maintenance and support are included in the contract and total \$1,453,305 for three years beginning approximately October 1, 2022.

It is also anticipated that the project implementation will take approximately nine months under the proposed contract. There are currently no open purchase orders or contracts with Versaterm Inc.

COUNCIL POLICY CONSIDERATION:

This proposed contract with Versaterm Inc. supports the City Council's strategic goal to ensure public safety by modernizing law enforcement operation administration; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of law enforcement operation.

ENVIRONMENTAL ANALYSIS:

This proposed contract is exempt from CEQA per section 15061(b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action will not result in any new development or physical changes to the environment.

FISCAL IMPACT:

The total cost of this action will be \$3,587,325. Funding for this action will be addressed by the utilization of existing budgeted appropriations in Capital Improvement Program Budget account number #71168 (Police Computer Aided Dispatch and Records Management System Replacement) for implementation, including maintenance costs for the first year. It is anticipated that approximately \$1,000,000 of the contract will be spent in the current fiscal year. The remainder of the implementation cost of \$855,670 will be spent in FY 2022. Ongoing licensing, maintenance and support, estimated at \$484,435 annually, will be spent over three fiscal years beginning in FY 2023, and will be addressed by future budgeted appropriations in the Police Department operating budget beginning in FY 2023.

Respectfully submitted,



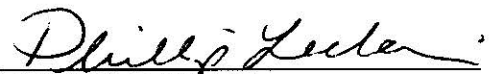
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Attachments:

- A) Summary of Proposal Scoring