



Agenda Report

February 24, 2020

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH WILLIAM HOWARD ROMESBURG DBA CIT COM TO PROVIDE PROFESSIONAL CONSULTING SERVICES FOR REPLACEMENT OF THE 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 contract, as a result of a competitive selection process, as specified by Section 4.08.047 of the Pasadena Municipal Code, with William Howard Romesburg DBA CIT COM for professional consulting services associated with the replacement of Police CAD RMS for an amount not to exceed \$200,967, which includes a ten percent contingency.

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) to manage and administer the aforementioned police operations. PPD relies on the Department of Information Technology (DoIT) for infrastructure, hardware, application administration, and database support related to the WCSG system.

Last year, WCSG announced the cessation of CAD RMS product enhancements and the discontinuation of all product support by the end of 2021. In response, Police staff reached out to DoIT staff to assist with finding a replacement system. A project steering committee comprised of key staff from both departments quickly formed to kick off the initiative.

Through the initial project steering committee discussions, it was determined that it would be beneficial to engage a consulting vendor to provide the highly specialized technical skillsets and unique industry knowledge required to successfully undertake a CAD RMS replacement project. Other law enforcement agencies have also demonstrated project efficiency by utilizing consulting services to present decision makers with critical and relevant information in the selection and implementation of an optimal CAD RMS solution.

Given this need, the Department of Information Technology, in consultation with the Police Department, prepared a Request for Proposal for "Business Needs Assessment and Implementation Services for Replacement of Computer Aided Dispatch (CAD) and Records Management System (RMS)". The RFP was posted on Planet Bids on August 29, 2019. 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 2,443 vendors were notified and 49 vendors downloaded the RFP for review.

On September 16, 2019, a total of seven responsive proposals were received. A panel comprised of Police and DoIT staff reviewed and scored each proposal based on the evaluation criteria stated in the RFP as outlined below:

	Criteria	Weight
1	Methodology and Scope of Work	30%
2	Project Experience	20%
3	Staffing Experience	20%
4	Cost Proposal	20%
5	Local Pasadena Business	5%
6	Small or Micro-Business	5%
	Total	100%

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	CIT COM	Temecula, CA	80.0
2	Gartner, Inc.	Stamford, CT	72.7
3	DELTAWRX	Woodland Hills, CA	72.5
4	Federal Engineering	Fairfax, VA	66.5
5	Winbourne Consulting, LLC	Arlington, VA	65.1
6	BerryDunn	Portland, ME	54.8
7	Scientia Consulting Group	Anaheim, CA	51.9

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

The RFP included five optional phases that could each be executed at the City's sole discretion, including (1) Business Needs Assessment, (2) Software RFP Development, (3) Vendor Evaluation Coordination, (4) Contract Negotiation Oversight, and (5) System Implementation.

Given the scoring above, the project steering committee recommended a limited engagement with the highest ranked vendor, CIT COM, for the businesses needs assessment phase. This engagement commenced in December 2019 and was facilitated through purchase order contract, #1201658, in the amount of \$17,034. The final business assessment document produced in this phase was delivered to PD earlier this month. The analysis provided in the business needs assessment report lays out a clear picture of the technology needs of the department and outlines the recommended next steps in the CAD RMS system replacement effort. In particular, the vendor revealed the importance of complying with the emerging law enforcement reporting requirements, including FBI's National Incident Based Reporting System (NIBRS), due by 2021, and the California Assembly Bill 953 [2015 Racial and Identity Profiling Act (RIPA)], due by 2023. Through this engagement, CIT COM has demonstrated deep knowledge of both law enforcement operations and the CAD RMS software industry.

Based on the quality of the work CIT COM completed in the business needs assessment phase, and the fact that they provided the most comprehensive and highest ranked proposal in the original RFP, staff is seeking City Council authorization to enter into a contract with CIT COM for consulting services associated with the remaining four phases of the Police CAD RMS replacement project. The breakdown of the contract amount is as follows:

Original Base Service Amount	\$199,732
Business Needs Assessment (PO#1201568)	<u>(\$17,034)</u>
Remaining Base Contract Amount (Phases 2-5)	\$182,698
Contingency Allowance (10%)	<u>\$ 18,269</u>
Contract "Not To Exceed" Amount	\$200,967

Staff anticipates that this consulting engagement with CIT COM will last approximately 21 months from the date the contract is fully executed. While the project schedule takes into consideration the full implementation of the Police CAD RMS solution, the actual procurement of a new CAD RMS system will be addressed as a separate RFP. That RFP will encompass solution evaluation and selection, product procurement, infrastructure design, hardware and software configuration, and system implementation.

COUNCIL POLICY CONSIDERATION:

This proposed contract with CIT COM 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 proposed action will be \$200,967. 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). It is anticipated that approximately \$53,440 of the contract will be spent in FY 2020 to cover services related to software RFP development and vendor evaluation coordination. The remainder of the contract will be expended in the following two fiscal years. There are no indirect or support costs anticipated as a result of this action. As referenced above, there is currently only one open purchase order contract with CIT COM, PO# 1201568 in the amount of \$17,034.

Respectfully submitted,



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Approved by:



SM
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Attachments:

- A) Evaluation Criteria and Scoring
- B) Taxpayer Protection Amendment