




Office of the City Manager

CONSENT CALENDAR

July 25, 2006

To: Honorable Mayor and
Members of the City Council

From:  Phil Kamlarz, City Manager

Submitted by: Douglas Hambleton, Police Chief
Debra Pryor, Fire Chief
Chris Mead, Director, Information Technology

Subject: Contract: Public Safety Computer Systems

RECOMMENDATION

Adopt two Resolutions:

1. Authorizing the City Manager to execute contract and any amendments with New World Systems Inc. for a Computer Aided Dispatch System, Records Management System, and supporting systems and associated services, for a total amount not to exceed \$2,000,000 for the Period September 1, 2006 to June 30, 2008.
2. Authorizing the City Manager to execute contract and any amendments with Alpine Software Inc. for Fire Inspection, Inventory, Fire Prevention and other supporting systems and associated services, for a total amount not to exceed \$200,000 for the Period September 1, 2006 to June 30, 2008.

SUMMARY

The current Police and Fire computer systems are badly in need of replacement. As a consequence, staff from the Police, Fire, and I.T. Departments partnered to develop a comprehensive Request for Proposals, which was published in 2005. Following an exhaustive selection process that included lengthy vendor demonstrations, reference checking, and site visits, staff unanimously chose New World Systems Inc. as the best fit for the City of Berkeley's Police systems and Dispatch Center. Additionally, after considering the vendor proposals, Fire Department staff has decided to expand their use of Alpine Software.

FISCAL IMPACTS OF RECOMMENDATION

Budget Code: 010-2750-410-7044 (General fund, Information Technology, systems acquisition)

CMS# MJ2SZ (New World Systems)
 CMS# UVHRP (Alpine Software)

\$2.4 million was budgeted in FY 2006 for new public safety systems. These funds were not spent in FY 2006 but will be carried over to FY 2007 to fund the purchase and other costs. The reappropriation of these funds will be included in the First Amendment to the Appropriations Ordinance. The estimated breakdown of this total is:

New World Systems (Police systems plus dispatch for Fire)	\$2 million
Alpine Systems (Additional Fire systems)	\$200,000
Related services (not the subject of this Council item)	\$200,000

The contract amount referenced in this Council item, \$2 million, is the current bid from New World Systems. In fact, staff hopes to reduce this figure in contract negotiations. If this effort is successful, the balance will be devoted to further services and features.

In addition to these costs, there will be a maintenance charge for the software that typically takes effect one year after go-live, that is, in FY 2009, or possibly FY 2010. Maintenance fees are usually 10% to 15% of the purchase price of a system, but staff plans to reduce this percentage by offering the vendor a long-term support contract.

CURRENT SITUATION AND ITS EFFECTS

The current Police and Fire computer systems need to be replaced. There are several reasons for this:

- The current systems from CompuDyne Inc. were installed in the early 1990s. Although there have been minor upgrades to the software, the systems lack many of the features that can be found in state of the art public safety systems.
- The software runs on hardware designed and built by DEC Inc. Manufacture of this hardware ceased several years ago. As a consequence, staff must turn to a shrinking used equipment market for spare parts.
- CompuDyne will not offer support for their products beyond the end of this year. Although the software is very stable, the lack of vendor support does increase the risk of system failure.

Two years ago, the Fire Department replaced some of its obsolescent CompuDyne systems with new products from Alpine Systems Inc. However, the Department continues to use CompuDyne

for most of its needs. Consequentially, the Fire Department's key decision is whether to grow its new base of Alpine software, or switch to another system.

Request for Proposals

After researching the cost of public safety systems in other California jurisdictions, an allocation of \$2.4 million was included in the FY 2006 capital budget. Subsequently, a Request for Proposals (RFP) was developed jointly by the Police and Fire Departments working with the Department of Information Technology. The principal sources of information for the RFP were:

- In-depth interviews with stakeholders in the three departments
- Analysis of the "as is" ways of doing business in Police and Fire
- Visits to other jurisdictions
- Polls of other California Police and Fire Chiefs
- Internet research and informal discussions with vendors

The resulting 200 page RFP was published in September 2005 and mailed to more that twenty vendors. The RFP addressed the needs of both the Police and Fire Departments.

Some of the key features of the RFP were:

- Increase safety for both members of the public and first responders by generating first class support for dispatchers – for example, by aiding resource deployment by showing a real time map displaying the police and fire vehicles located closest to an incident
- Wide-ranging, accurate crime analysis for staff, and timely crime incident reporting for both policy makers and the public
- A comprehensive records management system that supports business processes such as case management
- Support for secure, easy to use in-field reporting and data access so that officers can input and research case data from their patrol vehicles
- Increase process efficiencies, for example in generating mandated reports for State and Federal agencies
- Full support for E-9-1-1, that is, the ability to dynamically locate 911 calls from cell phones and display the location on a map
- State of the art security to ensure confidentiality
- Eliminate data redundancy, both in the input and storage of information
- Increase personnel safety by providing quick, accurate access to relevant information such as DMV records, suspect case history, and so on
- Strong integration with mapping, land-based data, and other City of Berkeley systems
- Efficient interfaces with external public safety systems at the county, state, and federal level
- Proven performance in other California jurisdictions of similar size
- Robust, scalable software using standard industry computer platform
- High-quality, long-term vendor support

Project Management

The new public safety systems represent a major undertaking for the City of Berkeley, both in terms of staffing and in terms of taxpayer dollars. To maximize the probability of project success, staff has created an in-depth management structure:

Three *Executive Sponsors* consisting of the Police Chief, the Fire Chief, and the I.T. Director. The chief task of the Executive Sponsors is to establish the goals and objectives of the project and to take high-level management responsibility for ensuring its success.

A *Steering Committee*, chaired by the Police Chief, and consisting of senior management from the three key departments. Each member is a representative of his or her division and is accountable for communicating actions and coordinating the resources required for the project.

A three person *Core Implementation Team* – one from each department – who are assigned fulltime to the project. This team includes the *Project Manager*, Nader Kury, from the I.T. Department. Later this year, the core team will be augmented with an Analyst Programmer.

In addition, the City has contracted the services of *Innovative Technologies Inc.* to participate in the contract negotiation and project design. Innovative's chief executive, Ron Jayne, has been involved with the selection, purchase, and installation of numerous public safety systems for California cities.

Finally, the City has engaged the services Benjamin Reyes of Meyers Nave. Mr. Reyes is an attorney specializing in software systems contract development.

Vendor Proposals

At the heart of the public safety computer systems is Computer Aided Dispatch (CAD). In Berkeley, Police, Fire, and Emergency Medical Services are dispatched from the same operations center, and thus vendors were required to propose a unified CAD system. However, for the remaining sub-systems, vendors were invited to submit proposals either for both the Police and Fire departments, or just one.

Five proposals were received in response to the RFP – two for police systems only, two for combined police and fire, and one was for fire only. The proposal that was solely for fire software came from Alpine Systems Inc. The Berkeley Fire Department already has some of this company's software installed, and staff concluded that they already had sufficient knowledge of this vendor's products. The other four companies were invited to participate in an exhaustive evaluation.

Selection Process

The cornerstone of the evaluations was a weeklong visit to the City of Berkeley by each proposer. Each company was required to bring their entire working system so that staff could see how the software functions from the perspective of a dispatcher, an officer in the field, for management, for records keepers, and so on. A broad cross section of public safety staff was encouraged to participate in the evaluation process. This inclusiveness was designed to elicit feedback from all levels of staff and generate a feeling of user buy-in.

Each vendor was given a series of scripts to enable them to demonstrate how their system worked for a wide range of scenarios. The scripts included:

- Checking out a straightforward call for service from a member of the public
- Response to a variety of 911 calls
- A three-alarm fire at a facility storing hazardous materials
- A major multi-jurisdictional terrorist alert

The vendors demonstrated how their systems would process the initiation of the response, resource deployment, information retrieval, shift changeover, witness statements, report generation, case management, and so on.

Each vendor also demonstrated a series of peripheral systems including jail management, evidence tracking, mug shot databases, mobile data input, and automated vehicle location.

Vendors also underwent a technical evaluation by staff from the I.T. Department. Some of the key computer-related issues were:

- Hardware requirements, including fail-safe configurations that will protect the system from single points of failure.
- System security
- Integration with City of Berkeley's Geographical Information System
- Data conversion from existing databases
- Troubleshooting, maintenance, and system upgrades

Two vendors were chosen as finalists. Each vendor returned for an additional 40-hour on-site visit. During these second visits further demonstrations were performed and in-depth discussions took place. In addition to the vendor visits, staff checked references and visited sites where the systems were already installed.

Following the initial evaluations, lengthy "letters of clarification" were developed that had a series of follow-up questions for each developer. Many of these questions related to areas such as vendor warranties and proposed additional services.

Police Systems Selection

After a careful analysis of the vendor presentations, their response to follow-up questions, references, and site visits, staff unanimously recommended that the City pursue contract negotiations with New World Systems. New Worlds will provide the Police records management system and other police-only modules, plus the Computer Aided Dispatch software for the joint dispatch of Police, Fire and Emergency Medical Services.

Fire Systems Selection

After evaluating the vendor proposals, staff recommended that the Fire Department expand their existing base of software from Alpine Software. The Department is well satisfied with the Alpine modules it has already acquired, and, following an assessment of the proposals, staff did not feel that any of the competing products justified the disruption and expense of starting again. Council authority is therefore sought to expand the existing Alpine Software base.

Implementation Schedule

Staff anticipates a tough contract negotiation process with New Worlds that could take until the end of the year. A key product of the negotiation will be a detailed project plan that will drive the system installation. Once the contract is completed, staff estimates that installation, training, and testing of the core components will take approximately one year.

RATIONALE FOR RECOMMENDATION

The key reasons for selecting New World Systems are:

- Well-designed, easy to use system from the perspective of public safety staff
- Best fit to the requirements of the City's RFP
- Good feedback from referees and site visits
- Robust, straightforward technical architecture
- Company stability and long term viability
- Depth of experience – New Worlds has over 600 public safety installations serving more than 1,800 agencies. Bay Area cities that have chosen New Worlds include San Leandro, Pleasanton, Pinole, Kensington, Piedmont and Richmond, which acts as the hub of a consortium of public safety jurisdictions.

BACKGROUND

Berkeley's existing public safety software has been in place since the early 1990s. In 1999 the Police Department, which at the time ran its own computer operations, purchased new software from H.T.E. Inc. without a formal selection process. Over the next three years, it became clear that most of the H.T.E. software could not meet the Police Department's needs. In 2003 staff negotiated a substantial settlement with H.T.E., and responsibility for the maintenance and

development of public safety computer systems was assigned to the Department of Information Technology.

ALTERNATIVE ACTIONS CONSIDERED

Conceivably, City of Berkeley public safety personnel could be dispatched by another jurisdiction, but both the Police Chief and Fire Chief consider that this alternative would lead to a decrease in the quality of service to the public.

CONTACT PERSON

Chris Mead, Director, Department of Information Technology 981-6510

Attachments:

- 1: Resolution – Joint Dispatch and Police System
- 2: Resolution – Fire Operations System

RESOLUTION NO. -N.S.

AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT AND ANY AMENDMENTS FOR SOFTWARE AND SERVICES TO IMPLEMENT A JOINT DISPATCH AND POLICE SYSTEM

WHEREAS, the City of Berkeley Police Department's operations are an essential component of public safety; and

WHEREAS, the existing Police computer systems are out of date and should be replaced as soon as possible; and

WHEREAS, the City published a Request for Proposals for public safety software; and

WHEREAS, following an exhaustive evaluation, New World Systems was judged capable of providing the best software; and

WHEREAS, funds are available in the General Fund, budget code 010-2750-410-7044 and the contract has been entered into the City's contract database, and assigned CMS # MJ2SZ.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with New World Systems Inc. for public safety software and associated systems and services for the period September 1, 2006 to June 30, 2008 for a total not to exceed \$2,000,000. A record signature copy of said contract and any amendments to be on file in the office of the City Clerk.

RESOLUTION NO. -N.S.

AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT AND ANY AMENDMENTS FOR SOFTWARE AND SERVICES TO IMPLEMENT A FIRE OPERATIONS SYSTEM

WHEREAS, the City of Berkeley Fire Department's operations are an essential component of public safety; and

WHEREAS, the majority of the existing Fire computer systems are out of date and should be replaced as soon as possible; and

WHEREAS, the City published a Request for Proposals for public safety software; and

WHEREAS, following an exhaustive evaluation of alternatives, Alpine Software, some of which is already installed in the Fire Department, was judged as best meeting the Department's needs; and

WHEREAS, funds are available in the General Fund, budget code 010-2750-410-7044 and the contract has been entered into the City's contract database, and assigned CMS # UVHRP.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with Alpine Software Inc. for fire operations support software and associated systems and services for the period September 1, 2006 to June 30, 2008 for a total not to exceed \$200,000. A record signature copy of said contract and any amendments to be on file in the office of the City Clerk.