



DATE: December 8, 2020

CATEGORY: Consent

DEPT.: Police

TITLE: **Purchase of New Records Management System**

RECOMMENDATION

1. Authorize the City Manager to approve and execute an agreement between the City of Mountain View and Sun Ridge Systems, Inc., for the purchase of Police Records Management System software, hardware, maintenance, and support services in conjunction with the cities of Palo Alto and Los Altos, in an amount not to exceed \$1,364,035, the cost of which will be shared by the three cities.
2. Transfer and appropriate \$233,600 from the Equipment Replacement Reserve to Capital Improvement Program Project 12-45, Regional Public Safety Automated Information System, and appropriate \$549,800 in reimbursements from the cities of Palo Alto and Los Altos for their share of the project in Capital Improvement Program Project 12-45, Regional Public Safety Automated Information System (total increase in appropriation \$783,400 with funds from all three cities). (Five votes required)

BACKGROUND

The Police Department's existing Tiburon Records Management System (RMS) has been in place since 1991. It is obsolete and has been unsupported for many years. In 2012, the City executed an agreement and partnered with the cities of Los Altos and Palo Alto for the purchase of shared regional public safety automated systems, including the Computer-Aided Dispatch (CAD) system. The agreement was amended in 2013 to add RMS. While the CAD system was implemented successfully, the selected vendor was unable to deliver a viable RMS system, and this portion of the agreement was terminated in February 2019.

In July 2019, the City of Los Altos issued a Request for Proposals (RFP) on behalf of all three cities for a new police RMS system. A committee was created consisting of employees at all levels and positions within the police departments of the three cities.

The committee was tasked with identifying RMS companies, coordinating demonstrations, and conducting site visits to other agencies. The committee sought vendors with excellent reputations of customer service and support and that provided a superior product.

ANALYSIS

In November 2019, in response to the published RFP, five companies submitted proposals. Staff assessed each proposal with a point rating scale based on system costs, compliance with interface needs, and essential functions as defined in the RFP, completeness of proposal, level of service, general experience, qualifications, and years of experience. The committee also assessed the financial stability and resources of the proposer, proof of successful implementation in similar projects, sample timelines based on prior project experience, proposer commitments to demonstrate responsiveness, economic feasibility, justification of all project costs, and the proposer's willingness and ability to negotiate a contract acceptable to the three cities.

Sun Ridge Systems, Inc. (Sun Ridge), was the only proposer that satisfied all assessment criteria and was recommended by the selection committee as the preferred solution. Sun Ridge will provide a fully integrated system that includes Records Management System, Report Writing, Mobile Field Reporting, Mapping, Citizen Public Access Module, Training Management System, and Property Module. This system also includes the capabilities to interface with State and Federal systems as well as the existing CAD system.

Sun Ridge has been in business since 1982 and has more than 100 customers in California, including cities in Alameda County, Contra Costa County, San Joaquin County, San Mateo County, and throughout northern and southern California. The RMS committee conducted a site visit to the Livermore Police Department, which has been using Sun Ridge software for several years. The committee interviewed employees assigned to the patrol, dispatch, records, crime analysis, and property unit. Staff heard consistently positive feedback, which emphasized the system's versatility, simplicity, and dependability as well as the elimination of the duplication of effort between departmental units. In addition to the above, Sun Ridge has received overwhelming support from staff from all levels of the Mountain View, Los Altos, and Palo Alto Police Departments.

The agreement with Sun Ridge is in the amount of \$1,364,035, with costs to be shared between the three-city partnership. This includes implementation for all three agencies, the software, associated interfaces to existing systems, bar coding equipment for the Property and Evidence Unit, necessary customization to meet the specific needs of the departments, installation, project management services, and the first year of software

maintenance, support, and updates. The cities of Los Altos, Palo Alto, and Mountain View's executives and legal counsel have approved the content of the agreement.

FISCAL IMPACT

The City of Mountain View will serve as the purchasing agent for the cities and be reimbursed by the other cities for their share of the cost. The City of Palo Alto will host the hardware at a cost of approximately \$100,000. Mountain View's share of the cost is \$502,600, including the hosted hardware. There is a remaining balance of \$269,000 in the Capital Improvement Program (CIP) for the City's share of costs. An additional appropriation of \$233,600 is needed and will be transferred from the Equipment Replacement Reserve, which has sufficient funding available for this purpose.

ALTERNATIVES

1. Do not purchase the Sun Ridge Systems, Inc., records management system.

PUBLIC NOTICING – Agenda posting.

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JC/6/CAM
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