CITY OF WEST DES MOINES
CITY COUNCIL MEETING COMMUNICATION

DATE: November 30, 2015

ITEM: Approval of Contract – Computer Aided Dispatch Software and Law Enforcement Records Management Software and Maintenance Agreement – TriTech Software Systems

FINANCIAL IMPACT: Acct #3100.75.810.6.7150

- Software Contract Total: $2,035,904.87 (West Des Moines share 41.91%, $853,247.73)
- Hardware Total: $500,000.00 funded from E911 funds
- Annual Maintenance and continuous upgrade fees: $222,678.58 (50% to be included in operating budget starting FY17/18 and full amount for FY18/19 budget)

BACKGROUND:
Westcom's current software system is more than 20 years old and currently runs on an AS400 System, and has become outdated. Over the past three years Westcom has retained a consultant to review current systems, do a needs assessment, and complete a request for proposal for a replacement to our outdated software.

After completion of a full Request for Proposal process, bids were received and evaluated, the Westcom Management Committee unanimously recommended a contract be executed with Tri-Tech Software Systems of San Diego, CA. at their August 11, 2015 meeting.

The City of West Des Moines acts as the lead and contracting agency for Westcom.

Each participating community has committed their support of the project and will pay their proportionate expenses:

Clive – Council Resolution 10-22-15
Urbandale – Council Resolution 11-10-15
Waukee – Council Resolution 11-16-15
Norwalk – Staff has included in FY 16-17 budget

A full summary and review is included with the packet.

OUTSTANDING ISSUES (if any): None

RECOMMENDATION: That the Council authorize the City Manager to execute the purchase and maintenance agreements with Tri-Tech Software Systems.

Lead Staff Member: Chief Dumermuth

STAFF REVIEWS

Department Director	J.Dumermuth
Appropriations/Finance	
Legal	
Agenda Acceptance	

PUBLICATION(S) (if applicable)

Published In	
Dates(s) Published	

SUBCOMMITTEE REVIEW (if applicable)

Committee	Public Safety		
Date Reviewed	10/2/15		
Recommendation	(XX)Yes	No	

Westcom

Computer Aided Dispatch/Law Records Management (CAD/LRMS)

Project Overview-Summary Page

- Current software systems are more than 20 years old
- Project started over three years ago to begin the process of working on a replacement
- Winbourne Consulting retained in the fall of 2014 to meet with all agencies, complete a needs assessment and develop a request for proposal.
- February 2015 – RFP for CAD/LRMS published
- 3/25/15 – 7 proposals received with costs ranging from one to three million dollars
- Committee of 15 individuals from across Westcom Agencies appointed by their Chiefs to review and score RFP. Proposals also evaluated by WDM/Urb/Clive Finance.
- June 2015 – Field of vendors narrowed to three
  - Motorola
  - New World Systems
  - Tri-Tech Software Systems
- July 2015 – 4 days of Software Demos by each vendor (same evaluation group sat through 12 total days of evaluations).
- August 2015 – Westcom Management Committee reviewed scoring and recommendations. Tri-Tech Software Systems selected as winning vendor and contract negotiations begin.
- November 2015 – Contract finalization
  - Project Cost $2,035,904.87
    - WDM (41.91%) $853,247.73
    - Urbandale (28.56%) $581,454.43
    - Waukee (11.72%) $238,608.05
    - Clive (11.29%) $229,853.66
    - Norwalk (6.53%) $132,944.59
- Hardware Costs – funded by E911 funds
  - $500,000.00
- Annual Maintenance and continuous upgrade fees, beginning on or about 1/1/18
  - $222,678.58 (We currently pay approx. $160K annually for maintenance to our current vendor)

Project implementation go live goal – January 1, 2017

Westcom Emergency Communications

CAD/LRMS Project

Summary/Review

History

Westcom and its partners have been utilizing SunGard CAD400 and CRIMES software for nearly two decades. The application architecture, while state of the art at the time of purchase, has become dated and does not provide for state of the art, geo-centric, graphical applications. To try and keep up with current technologies, and add features and functionality, Westcom has been required to install multiple interfaces with other external systems to achieve its goals.

The Management Committee desired to find a product that could provide a turn-key, fully-functional, geospatial based, scalable, seamlessly integrated Public Safety System.

In April of 2014, a Request for Proposals was released to engage a firm that would examine current systems and processes of Westcom and its partners and develop a Request for Proposal for a new Computer Aided Dispatch and Police Records Management Systems replacement.

Five proposals were received and evaluated and on August 14, 2014 a contract was signed with Winbourne Consulting - Arlington, VA. Mr. Steve Barger was assigned as the Project Manager and lead person for the project. Over the next several months, Mr. Barger and his team made multiple visits and contacts with Westcom and its partners. Interviews were conducted with everyone from system users to command level staff and processes were observed and documented. The final product was delivered by Winbourne in early 2015.

In February of 2015, the Computer Aided Dispatch and Police Records Management Systems Replace Request for Proposal was published and released. On March 25, 2015 proposals were received from the following vendors:

- Intergraph
- Zeurcher
- Motorola
- SunGard
- Global
- Tri-Tech
- New World Systems

After a review of the proposals for compliance with the RFP, SunGard was eliminated from consideration for not following the guidelines.

A core group of individuals, representing a cross section of system users, were appointed by their Chiefs to participate in the evaluation and scoring of the proposals that were received. The evaluation group consisted of:

Steve Areges	West Des Moines Police Department
John Broderson	Clive Police Department
Jennifer Colby	Westcom
Rob Dehnert	Westcom
Lisa Godfrey	Urbandale Police
Lawrence Hartpence	West Des Moines IT

Jesse Hilsabeck	Westcom
Rod Johansen	Urbandale Police
Matt Lehman	West Des Moines Fire, also represented Clive, Urbandale and Norwalk Fire
Shannon Lynch	Waukee Police Department
Paige Rodgers	West Des Moines Police Department
Tomme Tysdal	Waukee Fire Department
Bryant Voss	Westcom
Matt Gausman	Urbandale Police Department
Kirk Westvold	Norwalk Police Department

West Des Moines Budget Analyst Chris Hamlet provided a financial analysis which was reviewed by Joyce Cortum, Clive City Clerk – Tim Stiles, West Des Moines Finance Director and Nicci Lamb, Urbandale Finance and Records Director.

The information was compiled and presented to the Westcom Management Committee on April 23, 2015. Three vendors were selected to proceed in the process with on-site demonstrations.

- Tri-Tech
- Motorola
- New World Systems

IT Recommendation

The ITS department recommends Tri-Tech as its preferred CAD vendor. Tri-Tech has full virtual infrastructure support and seem very experienced and comfortable in the virtual environment. They also are experienced in setting up disaster recovery scenario using EMC RecoverPoint and VMWare Site Recovery Manager. We also liked how Microsoft patches and 3rd party applications are tested by the vendor and then delivered on media, something that the other vendors did not do. Clients are self-updating from the server. The user interface was modern and intuitive. They have a large support team located in Iowa.

New World also seemed to have a good handle on the virtual environment but not to the extent demonstrated by Tri-Tech. They didn't really discus or demonstrate their ability to deliver a disaster recovery setup during the presentation. They also don't pre-test Microsoft patches or 3rd party applications for compatibility. The user interface is modern and intuitive similar to Tri-Tech.

Motorola is very new to the virtual environment, and we have concerns that they haven't worked through the issues to the extent demonstrated by Tri-Tech and New World. There was a feeling that the user interface was not very modern and didn't seem to be an improvement over the old system.

Evaluations

Throughout the month of July, each vendor was given three days to present their products and demonstrate their ability to meet 112 different demonstrable functionalities. Each presentation was scored by the evaluation committee individually.

The scores from the RFP evaluation and demonstrations were completed by the evaluation team individually, combined and averaged.

Functionality, Features and System capability (Maximum 250 points):

- The overall capability to provide the required software features and capabilities
- Capabilities of the system to provide the needed functionality described
- The flexibility of the application software, including the availability of tools to allow the novice user to "drill down and across" and perform Ad Hoc analysis and reporting
- The expandability of the proposed solution, including the ease of upgrading the proposed system by adding components to accommodate future needs
- Adherence to the requested Information specifications, thoroughness of the proposal, as well as the overall format of the presentation

Name	Score
Tri-Tech	215.73
Motorola	212.07
New World	180.56

Architecture, COOP, Disaster Recovery, Interfaces (Maximum 200 points):

- Architecture and the ability to support the technology requirements of the City
- Future technology direction (major changes in architecture, database, platforms, languages, etc.)
- The internal controls provided within the system which prevent unauthorized access to data and provide adequate audit trails
- The seamless integration of the various system modules and ability to meet the Interface/integration requirements noted in this RFP
- Ease and intuitive use of software interface

Name	Score
Tri-Tech	171.46
Motorola	172.8
New World	167

Offerors history, experience, support, and services (Maximum 25 points):

- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.)
- The financial stability, longevity, and strength of the offeror

- The offerors performance record to date in meeting the requirements of their existing customers, including the availability of users similar to West Des Moines to allow reference investigation
- The amount of offeror support that will be available for installation, conversion, training, ongoing modifications, and software support
- The capability to perform required conversions of existing data files

Name	Score
Tri-Tech	21.33
Motorola	23.46
New World	20.25

Successful experience working with governmental entities (Maximum 100 points):

- Proven history of the offeror to successfully provide and implement similar products and services

Name	Score
Tri-Tech	83.35
Motorola	81.92
New World	77.66

Business stability of Proposer/Company (Maximum 100 points):

- How long has the company provided this type of products and services
- Is the company financially stable
- Has there been any mergers, layoffs, consolidations in the last 2 years
- General stability and success of the company

Name	Score
Tri-Tech	83.72
Motorola	88.99
New World	82.44

Project Management (Maximum 100 points):

- Project management methodology and success with past projects

Name	Score
Tri-Tech	83.2

Motorola	80.59
New World	66.39

Demonstrations (Maximum 500 points):

- On site scripted product demonstrations

Name	Score
Tri-Tech	439
Motorola	388.33
New World	402.93

Costs (Maximum 200 points):

- Initial cost of procurement
- Ongoing cost of ownership

Name	Base Cost	10 Yr Cost	Base Points	10 Yr Points	Total Points
Tri-Tech	$1,922,188.50	$5,193,489.50	90	70	160
Motorola	$1,984,773.00	$4,155,708.00	80	90	170
New World	$1,832,932.00	$3,964,116.00	100	100	200

Total (Maximum 1400 points):

Name	Score
Tri-Tech	1257.78
Motorola	1218.15
New World	1197.25

Contract and Procurement:

On August 11, 2015 the Westcom Management Committee directed that we proceed with contract negotiations with Tri-Tech Software Systems. A subgroup of the selection committee made two site visits of current Tri-Tech users, one in Minnesota and one in Illinois. A subsequent phone conference was also held with a third user of the Law RMS system. The reports were favorable and several suggestions for implementation were received.

A subset of users met and further defined the actual needs (licensing numbers, modules, etc.) of participating agencies. Through that process, the revised software/training and installation price is $2,028,453.71. After re-negotiating maintenance and continuous upgrade fees, those fees have dropped to $213,717.58 annually. The updated projected 10 year cost of the system is $3,951,912.00.

West Des Moines Legal Department has reviewed and approved contract documents.

The West Des Moines IT Department has examined our current infrastructure and hardware and estimate that there will be an approximate $500,000.00 in hardware costs associated with the project. These upgrades will be paid for utilizing 911 service funds that have been reserved for the project.