DATE: July 25, 2019

TO: Mayor and Town Council

FROM: Laurel Prevetti, Town Manager

SUBJECT: Authorize the Town Manager to Purchase a Replacement Computer Aided
             Dispatch and Records Management System from Sun Ridge Systems, Inc. in the
             amount of $525,000

RECOMMENDATION:

Authorize the Town Manager to purchase a replacement Computer Aided Dispatch and
Records Management System from Sun Ridge Systems, Inc. in the amount of $525,000.

BACKGROUND:

Computer Aided Dispatch (CAD) and Records Management Systems (RMS) are considered
critical infrastructure to any law enforcement agency. These products serve as the core
systems by which staff documents calls for service and self-initiated activity; write police
reports; process and prepare police reports for prosecution; maintain warrants; manage
investigations; track chain of custody for evidence; and manage resources during emergency
and non-emergency responses. In addition, data warehoused within CAD and RMS can be
assessed, evaluated, and analyzed to make data-driven operational, tactical, strategic, and
financial decisions to better serve the community.

In 2011, existing CAD/RMS vendor Tiburon informed the Department that the existing
platform would reach end-of-life in 2014 and suggested that the Department consider
upgrading to a newer platform. The Town of Los Gatos and the City of Sunnyvale were offered
the opportunity to combine operating systems to help mitigate the cost of the new system. A
cost-sharing agreement was entered by both agencies for the purchase of the new shared
platform.

In May 2013, the cost-sharing agreement was amended and executed to reflect that both
agencies would transition to Tiburon's new product, "IQR." Due to low performance by IQR,

PREPARED BY: Sarah Tada
                    Police Records and Communications Manager

Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, and Finance Director

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both agencies reverted to their pre-existing end-of-life, independent products while further solutions were sought.

In June 2015, a change proposal was authorized by the City of Sunnyvale and the Town of Los Gatos to migrate both agencies to a different solution called "Total Command" which was offered by Tritech as Tiburon, to replace the underperforming 2013 product. The migration to Total Command was completed in October of 2016. While an improvement from the existing system, the version installed in October of 2016 was already considered outdated at the time of implementation.

Legislative changes also require that the Department transition the method by which statistical data are reported to state and federal agencies from Uniform Crime Reporting (UCR) to National Incident Based Reporting System (NIBRS). This transition needs to be completed by 2021. The Department will also need to comply with the Racial and Identity Profiling Act which requires submittal of data collected starting in calendar year 2022.

The Los Gatos Monte Sereno Police Department's review of the existing system identified significant functional limitations of Tiburon's CAD/RMS, inefficient report generation, and the inability to adhere to state and federal guidelines. In addition, the City of Sunnyvale has informed the Department that they are in the beginning stages of researching replacement products.

DISCUSSION:

The Los Gatos Monte Sereno Police Department identified an integrated CAD/RMS product to reduce duplicative work, enhance collaboration, increase efficiency and productivity, and afford the Department the ability to better deploy resources. A multi-disciplinary committee was formed, and the Town published a Request for Proposal (RFP) with a list of functional requirements.

The RFP was posted on the Town website and sent to Sun Ridge Systems Inc., Mark43, EIS, CentralSquare, and Motorola Solutions. Two organizations responded to the RFP with formal proposals in accordance with the requirements set forth. After an evaluation of both proposals, Sun Ridge Systems Inc. was invited to demonstrate their CAD/RMS system, "RIMS", to the committee.

After careful analysis and incorporating feedback from line personnel, the committee selected Sun Ridge System's RIMS product as the preferred solution that will afford the Department the ability to comply with existing and upcoming mandates, capture ongoing statistical data, accurately measure performance, provide first responders with relevant information,

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expedite report writing, and enhance internal cross-training while remaining on the cutting edge of CAD/RMS technology.

CONCLUSION:

Staff recommends that the Town Council authorize the Town Manager to enter into an agreement for the purchase of RIMS from Sun Ridge Systems Inc. in an amount not to exceed $525,000 (Attachment 1).

ALTERNATIVES:

Alternatively, the Town Council could direct staff to delay replacement equipment. The Los Gatos Monte Sereno Police Department does not recommend this alternative because the current CAD/RMS has reached the end of useful life and manages a multitude of critical functions of the Department.

FISCAL IMPACT:

Funding for this project has been designated in the 2019/2020 Capital Improvement Program Budget. The purchase of RIMS and initial equipment would be a one-time purchase. Ongoing annual maintenance, estimated to be $45,000, is contained in adopted 2019/2020 Police Department Operating Budget. RIMS offers the option of a lease-purchase plan at 5% interest over either 3 or 5 years with annual payments due in advance of the lease year.

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.

Attachment:

1. RIMS Price Quote Sheet