



Date: January 19, 2024
To: Darrel Pyle, City Manager
From: Kevin Foster, Chief of Police *KF*
Subject: Request to purchase SPIDR Engage Platform

The Norman Police Department is requesting authorization to purchase the SPIDR Engage platform, a community outreach, cloud-based service platform that is used to provide automatic template communications to 911 callers and victims of crime. The platform integrates with existing CAD & RMS systems in a read-only fashion. It is configurable and modular, allowing customization to match the City of Norman and Police Department policies.

The initial deployment and installation cost of the three available modules are detailed in the attached quote of \$49,893.04, which requires the City Manager's approval for purchase.

The Patrol module immediately responds to callers and frees up emergency lines by keeping callers in the loop. It automatically sends text messages to reporting parties and 911 callers, keeping them updated on the status of their calls.

The Investigations module acknowledges and updates crime victims by automatically sending follow-up emails and text messages to keep them informed as the investigation progresses.

The Insights module gathers quantifiable, valuable and insightful feedback from the community members the Department interacts with. The module automatically sends short, mobile-friendly surveys after a victim or 911 caller interacts with the Department.

Funds are available in account 10660322-44769, Misc Svs-Community Outreach. The vendor is SPIDR Tech, a Versaterm Public Safety Company, and is sole source (see attached sole source letter).

Reviewed by: Tim Powers, Information Technology Director
Reviewed by: Clint Mercer, Chief Accountant
Reviewed by: Anthony Francisco, Finance Director

[Signature]
[Signature]
[Signature]

Reviewed by: Darrel Pyle, City Manager

APPROVE: *[Signature]* Date: 1-24-24

DISAPPROVE: _____ Date: _____

office memorandum