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AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Ahsan Baig
Interim Director, DIT

SUBJECT: 911 CAD/RMS RFP Development

DATE: May 30, 2013

City Administrator
Approval

Date

6/24/13

COUNCIL DISTRICT: City Wide

RECOMMENDATION

STAFF REQUESTS THAT THE CITY COUNCIL APPROVE THE RESOLUTION 1) AUTHORIZING THE CITY ADMINISTRATOR OR HER DESIGNEE TO NEGOTIATE AND EXECUTE A PROFESSIONAL SERVICES AGREEMENT WITH PUBLIC SAFETY CONSULTANTS, INC. (PSCI), TO DEVELOP A COMPREHENSIVE REQUEST FOR PROPOSAL (RFP) FOR THE INTEGRATED PUBLIC SAFETY SYSTEM (IPSS) REPLACEMENT FOR AN AMOUNT NOT TO EXCEED \$150,000; AND 2) IN CASE OF NEGOTIATIONS FAILURE WITH PSCI, INC, CITY ADMINISTRATOR OR HER DESIGNEE IS AUTHORIZED TO NEGOTIATE AND ENTER INTO A CONTRACT WITH ANOTHER VENDOR ON THE EVALUATIONS RANKING LIST, WITHOUT RETURNING TO COUNCIL

EXECUTIVE SUMMARY

A Resolution has been prepared for City Council approval which authorizes the City Administrator to negotiate and execute a Professional Services Agreement with PSCI Inc. This agreement will enable the City to work with PSCI, to conduct a thorough public safety systems assessment and develop a Request For Proposal (RFP) to replace the current Integrated Public Safety System (IPSS) including the network and security infrastructure. The assessment will focus on the operational needs of the first responder's community, including fire fighters, police officers, dispatch center staff, record division staff, and command staff in Police and Fire departments, for an integrated technology platform to conduct their mission critical business operations. The new open architecture and standards based integrated platform will enable the Department of Information Technology staff to maintain and support it.

The City needs to replace the current Integrated Public Safety System (IPSS), purchased from Motorola, which is more than 10 years old. Most of the critical hardware and software

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components of the IPSS systems are getting near the end of life. The City needs to hire a Consultant to develop a comprehensive RFP and assist the City in selecting an appropriate

vendor for the Public Safety System upgrade. The Public Safety System upgrade will include both Police and Fire systems, including Police and Fire 911 Computer Aided Dispatch (CAD),

Police and Fire Records Management Systems (RMS), Police and Mobile Field-Based Reporting (FBR) systems, and Police and Fire Automatic Vehicle Location (AVL) systems. In addition, the City must upgrade the current Networking and Security infrastructure, which is also around ten years old and poses serious threat, if not upgraded immediately. The Consultant will be responsible for writing business requirements, end to end process mapping, operational needs, technical requirements, functional details of each and every type of interface in operations, data conversion of legacy systems, reporting requirements, and any other piece of information required for a complete upgrade. During the RFP development, the Consultant will also examine the resources available to the City of Oakland that will aid the deployment of a new public safety system, how to best leverage City assets, marshal resources and grants for similar projects, build consensus in the public safety community, determine the first responder readiness to effectively use the technology, and identify the technological and financial challenges.

The overall business requirements and RFP development work will be performed with the project management oversight of the Department of Information Technology and in collaboration with Police and Fire departments.

This RFP development process will be completed over a six to nine months period for a not-to-exceed amount of \$150,000. Staff is requesting that the Council give the City Administrator authority to move forward and negotiate a contract with PSCI, to conduct this public safety system needs assessment, develop an RFP, and assist the City in selecting the vendor.

OUTCOME

The Department of Information Technology, in collaboration with Oakland Police Department (OPD) and Oakland Fire Department (OFD), will work with PSCI to develop an RFP, based on the business, operational and technical needs for an integrated technological platform. Implementation of a technologically sophisticated and well coordinated Integrated Public Safety System will assist OPD and OFD in enhancing their capabilities for timely responses. The new system will allow each department to share accurate and reliable public safety data with the community.

BACKGROUND/LEGISLATIVE HISTORY

On March 2, 2012, the Department of Information Technology in collaboration with Police and Fire departments, published an RFQ for the selection of a qualified Consultant to perform the thorough business needs assessment, and develop an RFP for the public safety system upgrade.

The OPD, DIT, and OFD Leadership agreed that the City should proceed by seeking a comprehensive business needs approach, which will build broad public safety community

consensus in support of deploying the next generation public safety system. Furthermore, it was proposed that a qualified consulting firm be hired to assist the City with employing a methodology and plan to develop a comprehensive RFP to meet the business needs and allow the

City to deploy a next generation open standards based platform. The Department of Information Technology estimated that \$150,000 would be needed to hire a consulting firm to perform these services.

The consulting service requirements were included in a Request for Qualifications and distributed to many public safety consulting firms, including several local and small business enterprises. The RFQ was posted on the City's Web Site and advertised in the Oakland Tribune newspaper.

The following firms submitted proposals in response to the RFQ:

1. DeltaWrx Inc.,
2. PSCI Inc.
3. Willdan
4. Winbourne
5. RCC Consultants
6. Binda Consulting
7. Sierra Systems Inc.

Each proposal was evaluated by an Evaluation Committee of nine City staff members, three members from each of the agencies, OPD, OFD and DIT. Based on the proposal evaluations the following three firms were short listed, for the next selection phase of oral presentations:

1. DeltaWrx Inc.
2. PSCI, Inc
3. Winbourne

The above three mentioned firms were invited to present their proposals and participate in a question and answer (Q & A) session in the presence of the Evaluation Committee. The Evaluation Committee consisted of five members, two from DIT and one each from OFD, OPD and Contracts Compliance. The Committee evaluated the presentations and selected a finalist

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with the highest combined scores for all categories evaluated for the presentations and Q&A sessions. The committee's scoring of the firms concluded that PSCI Inc would be the consulting firm selected to perform the services. DeltaWrx came in second and Winbourne was third.

ANALYSIS

Objective

The main objective of the professional services agreement would be to hire a Consultant to perform a thorough business needs assessment, business process review, improve workflows, and develop operational and technical requirements. These requirements will be the basis of the RFP, and required from the vendors to bid on it.

Methodology

The methodology used will be centered on an end-user focused business needs assessment process, and include technical, operational, financial and communication review and planning. Major Deliverables will include:

- 1) Ascertainment and summary of City objectives related to public safety systems
- 2) Consultation with executive management staff from, City Administrator Office, DIT, OPD and OFD departments
- 3) Staff needs assessment sessions, comprising of:
 - a) OPD and OFD Communications Division
 - b) OPD and OFD Records Division
 - c) OPD and OFD Field Units and Operations
 - d) Crime Analysts
 - e) OPD and OFD Unions
 - f) DIT staff
- 4) Results, reviews and analysis of research results
- 5) Technical assessment of existing resources, capabilities and constraints
- 6) Review of current state of the industry best practices as specifically related to Oakland's operational, business and technical needs
- 7) Reference architecture sufficient to meet identified needs, with alternatives
- 8) Recommended business model, with alternatives and scenarios
- 9) Communications plan and resources
- 10) Request for Proposal to solicit appropriate vendor proposals

Process and Tasks

The organization structure for the RFP development will consist of an IPSS Project Steering Committee (Committee), which will be chaired by the Division Manager, Public Safety, DIT. The Committee will consist of operational managers and key stakeholders from Police and Fire

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departments, plus the Consultant. The Committee will keep the Executive Management of OPD, OFD, and DIT informed on the progress of the project and report to the City Administrator Office as necessary.

Identification of the specific participants and the appropriate format for each focus group will be done in close consultation and cooperation with OPD and OFD. Some focus groups maybe consolidated for project efficiency.

Deliverable

Develop and publish an RFP for vendor selection, which will include the business, technical and operational needs of the City for the IPSS upgrade.

PUBLIC OUTREACH/INTEREST

The new system will allow each department to share accurate and reliable public safety data with the community.

COORDINATION

In consultation with the Contract Compliance, the Department of Information Technology is coordinating with OPD and OFD to select the best technical and cost-effective solution to meet the operational and functional needs. The Department of Information Technology has consulted with the City Attorney and the Budget Office in preparation of this report.

The staff report was provided to the Compliance Director for feedback. The report was reviewed and staff received notice to proceed.

COST SUMMARY/IMPLICATIONS

If approved, this resolution will authorize the Department of Information Technology in coordination with the Oakland Police and Fire departments to enter into a professional services agreement in an amount not to exceed \$150,000. Grant funds are available in U.S. Department of Justice, Office of Community Oriented Policing Services (USDOJ/US DOJ COPS 2009 Grant: Funding Source Fund 2112, Organization 106410, Account 54919, Project G456710, Program PS01.

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FISCAL IMPACT:

No impact other than the contract expenditures is expected during the implementation phase. The resources from OPD, OFD and DIT, however, is essential for successful completion of the end

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user and technical requirements collection necessary for the consultant to prepare an RFP that accurately meets the needs of the City.

SUSTAINABLE OPPORTUNITIES:

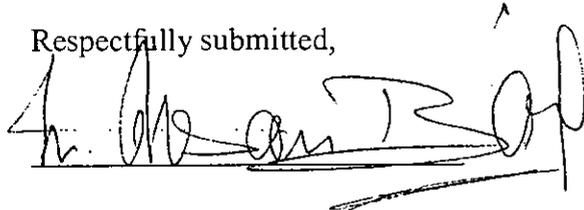
Economic: The new solution will integrates location-based crime and disparate operational data sources to establish effective and efficient methods for deploying law enforcement and other resources.

Environmental: There are no environmental issues associated with this report.

Social Equity: The services provided through this initiative will assist the community through improved first responder services.

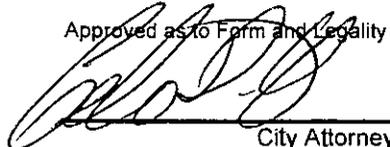
For information regarding this report, you may contact Ahsan Baig at 238-3010.

Respectfully submitted,



Ahsan Baig
Interim Director,
Department of Information Technology

Reviewed by:
Gilbert Garcia, Bureau of Services
Oakland Police Department

OAKLAND CITY COUNCIL
City Attorney**RESOLUTION No. _____ C.M.S.**

Introduced by Councilmember _____

RESOLUTION 1) AUTHORIZING THE CITY ADMINISTRATOR OR HER DESIGNEE TO NEGOTIATE AND EXECUTE A PROFESSIONAL SERVICES AGREEMENT WITH PSCI, INC. TO DEVELOP A COMPREHENSIVE REQUEST FOR PROPOSAL (RFP) FOR THE INTEGRATED PUBLIC SAFETY SYSTEM (IPSS) REPLACEMENT FOR AN AMOUNT NOT TO EXCEED \$150,000.00; AND 2) IN CASE OF NEGOTIATIONS FAILURE WITH PSCI, INC., THE CITY ADMINISTRATOR, OR HER DESIGNEE, IS AUTHORIZED TO NEGOTIATE A CONTRACT WITH ANOTHER VENDOR ON THE EVALUATIONS RANKING LIST, WITHOUT RETURNING TO COUNCIL

WHEREAS, Oakland mission critical 911 Integrated Public Safety System (IPSS) was purchased from Motorola in 2002; and

WEHERAS, many of the IPSS hardware and software components are more than twelve years old and end of support life; and

WHEREAS, the City decided to replace the entire IPSS system and purchase a next generation integrated public safety system; and

WEHERAS, the City also decided to hire a Consultant to assist the City in the purchase of a new public safety system; and

WHEREAS, the Consultant will put together an RFP based on City functional, operational, and technical needs; and

WHEREAS, the Division of Information Technology, with the assistance of Oakland Police and Fire Departments published an RFQ in 2012 to hire a Consultant; and

WHEREAS, seven local and national Consulting firms submitted proposals; and

WHEREAS, the Selection Committee, consisting of DIT, OPD, and OFD personnel, selected PSCI Inc to assist the City in the purchase of a new system and development of an RFP; and

WHEREAS, the PSCI, Inc. offers the best proposal, a team of subject matter experts (SMEs) along with project management best practices, and industry knowledgeable consultants to thoroughly define and develop the requirements; and

WHEREAS, the implementation of a next generation Integrated Public Safety System will assist OPD and OFD in enhancing their capabilities for timely responses; and

WHEREAS, the funding of this project is provided by DOJ COPS TECH 2010 grant, and any additional delay would impact the grant performance timeline; and

WHEREAS, for the reasons stated above and in the agenda report accompanying this

Resolution, staff recommends it is in the best interest of the City to enter into an agreement with PSCI, Inc.; now therefore, be it

RESOLVED, that the City Council hereby authorizes the City Administrator, or her designee, to enter into an agreement with PSCI, Inc. in an amount not to exceed \$150,000 to develop an RFP for the next generation public safety system based on the functional, operational, and technical requirements; and be it

FURTHER RESOLVED, that if contract negotiations with PSCI are unsuccessful, the Council authorizes the City Administrator, or her designee, to negotiate and enter into a contract with another vendor on the evaluations ranking list for an amount not to exceed \$150,000.00, without return to Council; and be it

FURTHER RESOLVED, that grant funds from the USDOJ/COPS, FY 2010 Technology Program (COPSTech) will be drawn from the Federal Grant Fund (2112), Bureau of Field Operations Traffic Division Org (107510), Account 52213, Project G392610, and Program PS14; and be it

FURTHER RESOLVED, That the City Council finds and determines, based on the above determination of the City Administrator, that the goods and services provided, pursuant to the agreements authorized hereunder are of a professional, scientific, or technical and temporary nature and shall not result in a loss of employment or salary by any person having permanent status in the competitive service process; and be it

FURTHER RESOLVED, That the City Administrator or her designee is hereby authorized to complete all required negotiations, certifications, assurances and documentation required to accept, modify, extend and/or amend the agreement except as to any increases in compensation, and be it

FURTHER RESOLVED, That the City Attorney shall review and approve said agreements as to form and legality and copies of said agreements shall be filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON-McELHANEY, KALB, KAPLAN, KERNIGHAN, SCHAAF, and REID

NOES -

ABSENT -s

ABSTENTION -

ATTEST: _____

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California