

CITY OF OAKLAND

AGENDA REPORT

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2010 JUL -1 AM 12:20

TO: Office of the City Administrator
ATTN: Dan Lindheim
FROM: Police Department and Department of Information Technology
DATE: July 13, 2010

RE: **A Report and Resolution authorizing the City Administrator or his designee to Award a Professional Services Contract to SAP or an authorized distributor of their products, for installation, configuration and training of the Crystal Report server application in an amount not-to-exceed thirty-five thousand dollars (\$35,000) in Oakland Police Department**

SUMMARY

Staff has prepared a resolution authorizing the City Administrator, on behalf of the City of Oakland, to award a Professional Services Contract to SAP or an authorized distributor of their products for installation, configuration, and training of the Crystal Reporting server application. The SAP Crystal Server application and equipment has already been purchased, but has not been operational pending selection of a vendor to provide the professional services for use by OPD as part of the enterprise reporting services.

The Department of Information Technology (DIT) is providing the technical support and resources to deploy the tools and applications needed to fully implement the SAP Crystal Reporting Server application. This reporting application platform will replace the legacy reporting platform of Hummingbird Software, which is almost impossible to operate and maintain in OPD. The Crystal Reporting Server application will be used by the various stakeholders in OPD, including staff assigned to Crime Analysis, Records Division, and Communication Division.

FISCAL IMPACT

As presented on October 7, 2009 in the staff report, the City received \$500,000 in COPS TECH grant funds to be used for hardware, software, and data integration associated with the development of the CompStat platform. The proposed use of the \$35,000 in grant funds from COPS TECH will be associated with the Data Driven Approaches to Crime and Traffic Safety program (DDACTS). DIT and OPD staff have been working diligently to further develop technology and mapping capabilities to meet the needs of the Department.

The project funding for SAP Crystal Server Professional Services agreement will be paid out of the U.S. Department of Justice, Office of Community Oriented Policing Services (USDOJ/COPS), FY 2009 Technology Program (COPS TECH), in support of the DDACTS program, previously authorized by Resolution No. 82377 C.M.S., on November 3, 2009.

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In November 2009, DIT published the Request for Quotations (RFQ) seeking to purchase the SAP Crystal Enterprise Reporting products, basic install services, and first year of annual maintenance through the competitive bidding process. The California Multiple Award Schedule (CMAS) contract was used to purchase the software and installation services. Although, the installation service of \$35,000 was part of the software purchase order, it was advised by the City Attorney's Office that the CMAS agreement does not allow for the purchase of installation services. The funds are already encumbered for the installation services, however, Council authorization will enable the staff to negotiate and sign the IT professional services contract.

KEY ISSUES AND IMPACTS

DIT is working with OPD staff to install and upgrade the Crystal Reporting Server application. This new reporting platform will significantly improve report creation, real-time data delivery, and ease-of-use accessibility to various data sources available within the Department. Many applications currently in use by OPD staff use the Crystal reporting engine to generate reports. This migration to a centralized web-based reporting platform will provide cost savings in maintenance costs, end-users in OPD will gain expertise in one reporting platform, and will be able to share the critical reports across the Department easily.

PROGRAM DESCRIPTION

As reported previously, DIT and OPD began work with software applications capable of 911 Computer Automated Dispatch (CAD) data mining and analysis applications with the capacity to provide, analysis, call for service trend reports, and ready-made CompStat reports.

The CompStat program functionality is dependent upon accurate and timely crime and performance data provided, and this reporting platform will be the important piece. This reporting platform will be deployed in OPD with the centralized delivery design and scalable architecture, and the current reports from Hummingbird Reporting platform will be converted to the new platform. The legacy reports of CAD, Records Management System (RMS) and Field Based Reporting (FBR), will be cleaned, standardized, and consolidated into a single reporting platform for easy access and usability. Oakland will be able to build a standardized enterprise reporting application platform in the Police Department that will fulfill the functional needs of all the stakeholders, and is easy to deploy, maintain and operate. The migration provides improvements in OPD's ability to access real time, and accurate data to support its data and analysis needs.

SUSTAINABLE OPPORTUNITIES

Economic: Increased capacity to analyze crime results in a more efficient use of resources, focused efforts on crime trends and patterns, and enhanced police services to respond to emerging crime trends; all of which improve public safety, thereby providing a safer environment for residents and local commerce to flourish.

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Environmental: No environmental opportunities have been identified.

Social Equity: Implementation of Crystal Reporting Server enhances the Department's ability to more effectively deploy resources and prevent crime; thereby reducing crime and increasing public safety. It improves the quality of life of residents and merchants.


DISABILITY AND SENIOR CITIZEN ACCESS

There are no ADA or senior citizen access issues contained in this report.

RECOMMENDATION/ACTION REQUESTED OF THE COUNCIL

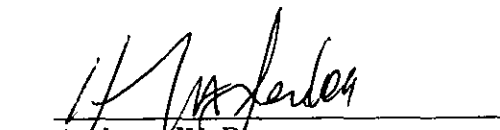
Staff recommends acceptance of this report and approval of the resolution authorizing the City Administrator, on behalf of the City of Oakland, to award a Professional Services Contract to SAP or an authorized distributor of their products, for installation, configuration and training of the Crystal Report server application in an amount not-to-exceed thirty five thousand dollars (\$35,000) in Oakland Police Department.

Respectfully submitted,



Ken Gordon
Chief Technology Officer (Interim)
Department of IT

Respectfully submitted,



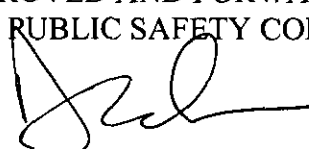
Anthony W. Batts
Chief of Police

Prepared by:
Mr. Ahsan Baig
Division Manager, Public Safety Services
Department of IT

Jeffery H. Israel
Deputy Chief of Police
Bureau of Investigations

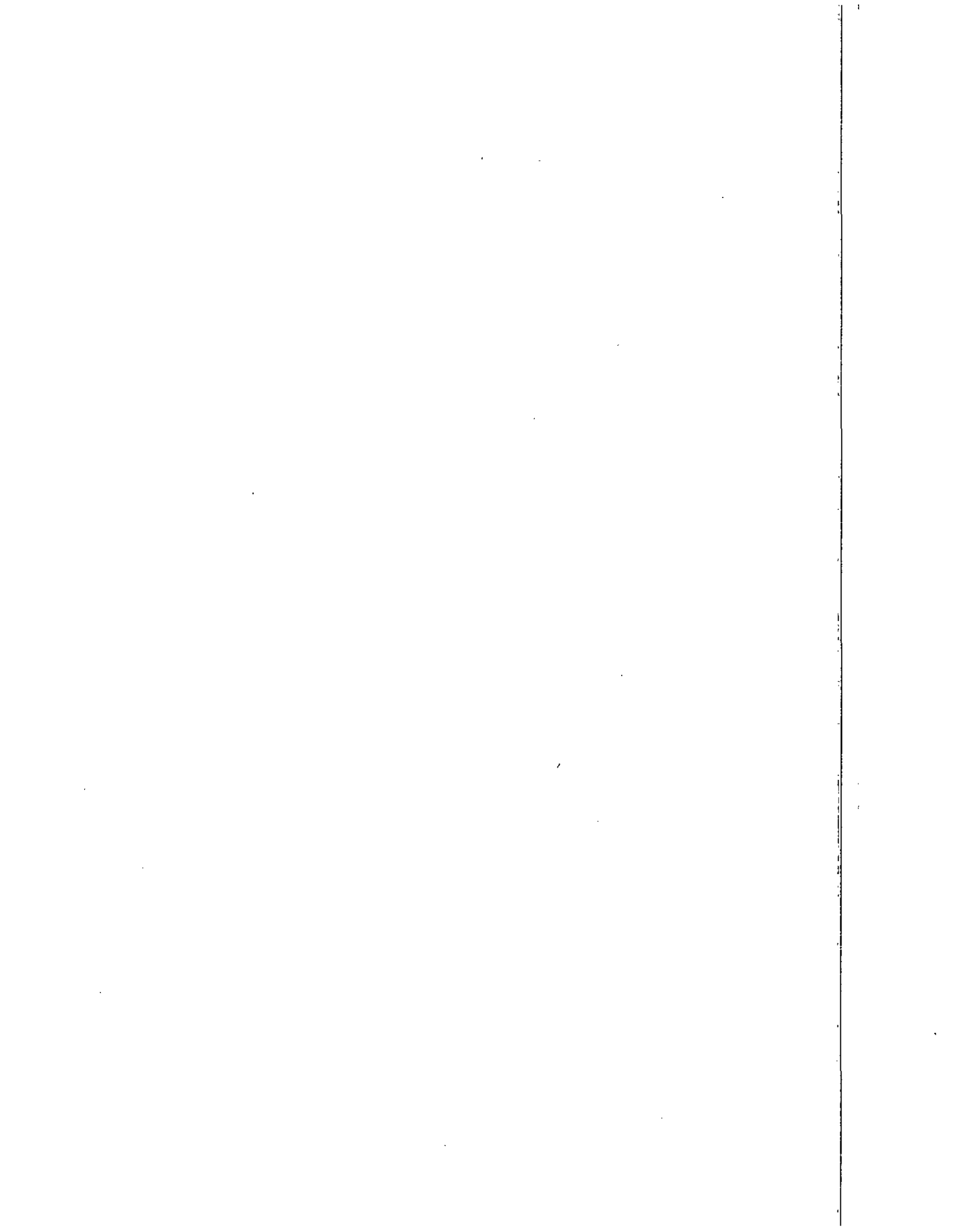
Reviewed by:
Ms. Cynthia Perkins
Legislative Analyst
Oakland Police Department

APPROVED AND FORWARDED TO
THE PUBLIC SAFETY COMMITTEE:



Office of the City Administrator

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OAKLAND CITY COUNCIL

Resolution No. _____ C.M.S.

A REPORT AND RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR OR HIS DESIGNEE TO AWARD A PROFESSIONAL SERVICES CONTRACT TO SAP OR AN AUTHORIZED DISTRIBUTOR OF THEIR PRODUCTS, FOR INSTALLATION, CONFIGURATION AND TRAINING OF THE CRYSTAL REPORT SERVER APPLICATION IN AN AMOUNT NOT-TO-EXCEED THIRTY FIVE THOUSAND DOLLARS (\$35,000) IN OAKLAND POLICE DEPARTMENT.

WHEREAS, on November 3, 2009, the City Council approved Resolution No. 82377 C.M.S., authorizing the acceptance and appropriation of grant funds in the amount of \$500,000 from the U.S. Department of Justice, Office of Community Oriented Policing Services (USDOJ/COPS), FY 2009 Technology Program (COPS Tech) in support of the Data Driven Approaches to Crime and Traffic Safety (DDACTS) program; and

WEHERAS, on Nov 23, 2009, DIT published the Request For Quotations (RFQ) seeking to purchase the SAP Crystal Enterprise Reporting products, basic install services, and first year of annual maintenance; and

WHEREAS, the \$35,000 will be paid out of the DDACTS grant for the SAP Professional Services to install, configure and train the City Staff on the newly purchased Crystal Server Reporting application; and

WHEREAS, Crystal Report Server will replace the legacy Hummingbird Reporting software in OPD by providing a centralized reporting repository and scalable architecture for sharing reports across the department; and

WHEREAS, Crystal Report Server provides easy and speedy access to information contained in various databases in OPD, and

WHEREAS, Crystal Report will assist in the improvement of the Department's police-community relations and crime reduction efforts through more effective query of criminal databases, as well as overall public safety management of resources; now therefore be it

RESOLVED: That the City Council hereby authorizes the City Administrator, or his designee, to enter into an agreement with SAP or an authorized distributor of their products in an amount not to exceed \$35,000 for installation, configuration and training of Crystal Server; and be it

FURTHER RESOLVED: That grant funds from the U.S. Department of Justice, Office of Community Oriented Policing Services (USDOJ/COPS), FY 2009 Technology Program (COPSTech) in support of the Data Driven Approaches to Crime and Traffic Safety (DDACTS) will be drawn from the Federal Grant Fund (2112), BFO Traffic Division Org (107510), Account 52213-Project G392610-Program PS14; and be it

FURTHER RESOLVED: That the City Council finds and determines based on the above determinations 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 his designee is hereby authorized to complete all required negotiations, certifications, assurances and documentation required to accept, modify, extend and/or amend the agreement, 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, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, AND
PRESIDENT BRUNNER

NOES -

ABSENT -

ABSTENTION -

ATTEST:

LATONDA SIMMONS
City Clerk and Clerk of the Council of
the City of Oakland, California