



AGENDA REPORT


TO: Jestin D. Johnson
City Administrator

FROM: Tony Batalla
Director, Information
Technology Department

SUBJECT: Mark43 RMS Upgrade for OPD

DATE: June 6, 2024

City Administrator Approval


Jestin Johnson (Jun 27, 2024 17:23 PDT)

Date: Jun 27, 2024

RECOMMENDATION

Staff Recommends That the City Council Adopt a Resolution Authorizing the City Administrator To Enter Into A Cooperative Purchasing Agreement With Carahsoft Technology Corp. For a Total Amount Of \$6,171,770, Including a Ten (10) Percent Contingency for Optional Add-Ons and Unanticipated Costs for a Five-Year Term Beginning August 1, 2024, and Ending July 30, 2029, To Replace the Oakland Police Department's Record Management System With the Mark43 Modernized, Cloud-Hosted Solution.

EXECUTIVE SUMMARY

Staff Recommends that the City Council adopt the proposed resolution authorizing the City Administrator to enter into a cooperative agreement with Carahsoft Technology Corp. for a total amount of \$6,171,770 for a five-year term, beginning August 1, 2024, and ending July 30, 2029, to replace the Oakland Police Department's Record Management System with the Mark43 Solution.

BACKGROUND / LEGISLATIVE HISTORY

In 2017, the City Council authorized [86867](#) C.M.S, approving funding to replace the Computer Aided Dispatch (CAD) and records management system (RMS) with an upgraded suite of products developed by Motorola called Motorola PremierOne (P1). However, staffing shortages, impacts from the pandemic, and later, from a ransomware incident prevented the system from being fully implemented.

ANALYSIS AND POLICY ALTERNATIVES

A law enforcement records management system (RMS) is an essential information technology system used by public safety agencies to record and store information and data related to the investigative, arrest, and judicial processes. A well-maintained RMS is considered mission-critical and vital to the success of public safety operations.

Public Safety Committee
July 9, 2024

The Information Technology Department (ITD), together with the Oakland Police Department (OPD), maintains information technology systems used and operated by OPD, including the RMS system. OPD is currently operating an RMS developed by Motorola that is no longer supported and has extended beyond its usable life. The system is outdated, creating operational inefficiencies, including the vulnerabilities associated with incorrect data extraction. It is vulnerable to outages, which have impacted OPD operations and made it difficult for ITD to maintain the system. The system also submits information utilizing the Uniform Crime Reporting Standard (UCR) reporting method to report crime statistics to the Federal Bureau of Investigation (FBI), which has been retired in favor of the National Incident Based Reporting Standard (NIBRS).

In 2023, OPD determined that the Motorola PremierOne RMS system no longer best met the Department's needs. More specifically, officers found the User Interface difficult to use, leading to increased report writing times. OPD attempted to work with Motorola to alleviate these issues but were unable to resolve them to the department's satisfaction. ITD, in partnership with OPD and the Oakland Fire Department (OFD), negotiated a change order to the original project scope to enable the go-live of the Motorola P1 CAD system without the P1 RMS system. The City is currently on track to go-live with P1 CAD system in Summer 2024.

During this time, OPD evaluated an alternative RMS solution called Mark43. Mark43 provides a modern user experience and is fully cloud-hosted, which would reduce dependencies of on-premise IT infrastructure and redefines Public Safety's expectations for an RMS. User experience has reported that the intuitive design makes it easy to learn and deploy quickly. The Mark43 RMS solution features Report Writing; Case Management Investigations; Property & Evidence; Booking & Jail; Stat Reporting & Crime Analysis; and System Administration. It meets Federal NIBRS reporting requirements and will be configured to comply with California state standards.

Staff have negotiated with Mark43 to include professional implementation services and training to ensure the project is successful. Mark43 can be fully integrated with Motorola P1 CAD to enable end-to-end operations for OPD.

This system supports the Citywide priority of **Holistic Community Safety** by ensuring that the City is utilizing a modern, secure records management system. Failing to upgrade the RMS will likely result in continued negative impacts for OPD, including the possibility of hampering prosecution of criminal violators, potential liability issues, and the loss of public confidence. In addition, OPD will continue to report incidents based on the outdated UCR standard instead of the new NIBRS standard, which the FBI requires for agencies to report on crime statistics.

Cooperative Purchase

Oakland Municipal Code Section 2.04.080 [Cooperative Agreement Purchasing] of the Oakland Purchasing Ordinance authorizes the use of agreements of "...other governmental jurisdictions or public agencies that were awarded pursuant to an appropriate competitive process" to meet the City's Purchasing Ordinance requirements for the purchase of Information Technology products and professional services for this project/system. Thus, ITD recommends that the Council authorize the purchase of the Information Technology services and products using a

Cooperative Agreement via California NASPO ValuePoint Master Contract Number: AR2472;
Contract Number: 7-17-70-40-05.

FISCAL IMPACT

Year One of this proposed Resolution will be funded via ITD's current FY 2024 budget. These funds have been identified specifically for the 911 Upgrade Project and are located here: Information Technology Fund (4600), CIP Not PW: Communication and Information Services Organization (94461), IBM2 911 PS Upgrade C468133 Project (1000439). Subsequent years will be transferred into The Information Technology Fund (4600) and budgeted accordingly. Funding for out years is subject to funding availability in future budget cycles.

The cost of this project has been quoted at \$5,610,670, with an additional \$371,745 in options that OPD will evaluate during the project's implementation. As this is a large and critical infrastructure upgrade for the City, ITD recommends adding a ten (10) percent contingency budget to the \$5,610,670 project quote to account for the adoption of any options and to cover any unexpected costs that arise during implementation. The total, not-to-exceed amount, is capped at \$6,171,770.

PUBLIC OUTREACH / INTEREST

Over the past several years, this RMS has been explored and discussed jointly by the Oakland Police Department and the Department of Information Technology. The adoption of a secure, reliable system has been a priority for both the City and its residents, and the topic has been discussed publicly at numerous meetings.

Because this is an internal system focused on supporting OPD record management efforts, this item did not require additional public outreach, other than posting on the City's website.

COORDINATION

This report and legislation have been reviewed by the Oakland Police Department, Office of the City Attorney, the Controller's Bureau, the Department of Finance, and the City Administrator's Office.

SUSTAINABLE OPPORTUNITIES

Economic: Ensuring that robust and cost-effective enterprise systems and platforms are available to City staff for daily use and residents as their business with the City touches related applications. Maintaining existing systems appropriately is the most efficient solution for the City.

Environmental: Enterprise IT solutions focus on digital transactions that reduce the need for traditional printing and copying. Safe and effective data storage and cybersecurity solutions secure City data and give staff confidence in using these electronic repositories.

Race & Equity: The IT Department must ensure that City Staff can provide critical services to the community in support of racial equity goals to address disparities. Staff rely on robust and secure network infrastructure and services to be fully operational and supported in order to best provide these services to the community.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt a Resolution Authorizing The City Administrator To Enter Into A Cooperative Purchasing Agreement With Carahsoft Technology Corp., In The Grand Total Amount of \$6,171,770, Including a Ten (10) Percent Contingency for Optional Add-Ons And Unanticipated Costs For a Five-year Term Beginning August 1, 2024 and Ending July 30, 2029 To Replace the Oakland Police Department's Record Management System With the Mark43 Modernized, Cloud-Hosted Solution, And Waiving The Local/Small Local Business Enterprise Program Requirements For Information Technology Agreements.

For questions regarding this report, please contact Tony Batalla, Information Technology Director, at 510-238-3319.

Respectfully submitted,



TONY BATALLA
Director, Information Technology Department