



City of Santa Clara

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Agenda Report

20-126

Agenda Date: 4/28/2020

REPORT TO COUNCIL

SUBJECT

Approval to Negotiate and Execute an Agreement with Mark43, Inc. for the Purchase of a Records Management System [Council Pillar: Deliver and Enhance High Quality Efficient Services and Infrastructure]

BACKGROUND

The Santa Clara Police Department's Records Unit currently uses Tiburon Records Management System (RMS) to file police reports, maintain accurate records of law enforcement documents, and submit required data to the Department of Justice. The system has been identified for replacement due to its age and will no longer be supported by the vendor. In addition, the system will not meet pending State and Federal hardware, software, network and security requirements scheduled to become effective on January 1, 2021.

In June 2016, City Council approved a FY 2016/17 Capital Improvement Program (CIP) Budget for a new Computer Aided Dispatch (CAD)/RMS solution. In October 2017, Hexagon Safety & Infrastructure (Hexagon) was selected through a competitive solicitation process to deliver the new CAD/RMS solution, which included software, hardware, professional services, integration, and ongoing maintenance and support. Because data is shared between the CAD system and RMS, one of the selling features of Hexagon CAD/RMS was an integrated solution for both applications.

On November 5, 2018, the City went live with the CAD portion of the Hexagon solution. The RMS portion of the project was delayed and, therefore, the RMS portion of the project with Hexagon was terminated. On November 19, 2019, Council approved the amendment to descope the RMS portion of the contract and reduce compensation by \$632,154. As part of the amended agreement, the first year of maintenance totaling \$273,102 on the CAD portion of the project was also waived.

A balance of \$1,350,519 is available in this CIP for RMS.

DISCUSSION

In July 2019, the City issued a Request for Proposal (RFP) for a Records Management System, using the City's e-procurement system. A total of 114 companies viewed the RFP and the City received proposals from four companies:

- Caliber Public Safety (Winston-Salem, NC)
- Mark43, Inc. (New York, NY)
- TriTech Software Systems, d.b.a. CentralSquare Technologies (Lake Mary, FL)
- Tyler Technologies (Troy, MI)

Evaluation: A five-member evaluation team with representation from the Police and Information Technology Departments was formed to evaluate the proposals. Each team member independently evaluated and scored the proposals.

Proposal Responsiveness: Staff determined all proposals were responsive and met the initial pass/fail review of the stated minimum qualifications.

Experience (20% weight): Each proposer's experience was considered including number of years implementing records management system solutions in an environment similar to the City of Santa Clara's.

Technical Capabilities (70% weight): Proposals were evaluated for a variety of factors including the proposer's project approach for implementing their solution, interfaces, system architecture, documentation, and training.

After preliminary scoring, Mark43, TriTech Software Solutions and Tyler Technologies were selected to advance.

Oral Presentations: In January 2020, the top three proposers were invited to participate in oral presentations to demonstrate their knowledge and understanding of the City's requirements, introduce key personnel who would be assigned to the project, and to present a comprehensive demonstration of their solution.

After the presentations, Mark43 and TriTech Software Solutions were selected to advance in the process.

Cost (10% weight): Cost proposals were requested from the three finalists. Proposers were required to submit a comprehensive cost proposal that included all required software, hardware, hosting and related professional services for project management, implementation, configuration, installation, data migration/conversion, interfaces, testing, training, initial warranty, and five years of maintenance and support.

Best and Final Offer (BAFO): A Best and Final Offer was issued to Mark43 and TriTech to make final clarifications to the City's requirements and obtain best and final pricing.

The evaluation results are summarized in the table below.

Criteria	Maximum Points	Mark43	TriTech
Experience	20	14	13
Technical	70	50	46
Cost	10	10	8
Totals	100	74	67

Award Recommendation: Staff recommends award of agreement to Mark43, Inc. as the most advantageous and best value proposal per the evaluation criteria set forth in the RFP. Their proposal met or exceeded all of the RFP specifications, and their solution was rated superior in the following key areas: intuitive and user-friendly format; access to data and police reports in "real time"; reliability of the product; and demonstrated strength of vendor's response to customer request for

enhancements.

References were checked with the Clackamas County Sheriff's Office (Clackamas, OR), the Hawthorne Police Department (Hawthorne, CA), the Richmond Police Department (Richmond, CA), and the Seattle Police Department (Seattle, WA). The references checked positive.

Notice of Intended Award: A Notice of Intended Award (NOIA) announcing the City's recommended vendor was published on February 25, 2020. The RFP process included a ten-day protest period; no protests were received.

Term of Agreement: The initial term of the proposed agreement will be five years. The City may exercise up to ten one-year options to extend the agreement at the end of the initial term.

Summary of Agreement: The proposed agreement with Mark43 includes software-as-a-service, including third-party software installed as part of the system, and labor for project management, implementation, configuration, data conversion, training, and support. The agreement will also include a payment schedule; payments will be made upon successful completion of milestones and final acceptance of the system.

The agreement will also include a contingency of \$250,000 for changes related to implementation and system requirements. Change orders may be issued by the Police Department, not to exceed the contingency. Significant changes to the scope of services or agreement terms and conditions will require execution of an amendment by the City Manager.

Cost Summary: The proposed agreement will include a detailed scope of services, a general project plan, a compensation schedule with milestone payments tied to the successful completion of key project deliverables, and a final system acceptance process that triggers final payment. Full system warranty is one year from the City's final system acceptance.

Pricing for system implementation and ongoing software subscription are fixed for the initial term of the contract as set forth below.

Description	Total
One-time implementation fee	\$339,920
Ongoing software subscription fee including support and maintenance services (cost for 5 years)	\$768,146
CONTRACT NOT-TO-EXCEED TOTAL (5-year term)	\$1,108,066
Contingency	\$250,000
TOTAL	\$1,358,066

The cost for the option years after the initial five-year term shall be based on renewal quotes from Mark43 and any requests for compensation increases must be justified by the company and are subject to approval by the City and the annual appropriations of funds. Increases shall not exceed 3% escalation cap per year.

ENVIRONMENTAL REVIEW

The action being considered does not constitute a “project” within the meaning of the California Environmental Quality Act (“CEQA”) pursuant to CEQA Guidelines section 15378(a) as it has no potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment.

FISCAL IMPACT

Total cost of the Records Management System, including the \$250,000 contingency, shall not exceed \$1,358,066 over a five-year period. There is funding of \$1,350,519 in the Computer Aided Dispatch (CAD)/RMS project in the adopted CIP budget to cover the costs of implementation and contingency (\$589,920). The ongoing subscription and maintenance and support costs (\$768,146) will be paid for through the Police Department’s operating budget, subject to the annual appropriation of funds, starting in FY 2022/23. Current funding for RMS maintenance is approximately \$71,000 annually. The additional annual RMS maintenance cost of \$90,000 will be factored into the FY 2021/22 and FY 2022/23 Biennial Operating Budget.

Additional costs related to the migration of legacy data is being evaluated by the Police and IT departments. If available, remaining savings for this capital project is anticipated to be returned to the General Fund.

COORDINATION

This report has been coordinated with the Finance Department and the City Attorney’s Office.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City’s official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City’s website and in the City Clerk’s Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk’s Office at (408) 615-2220, email clerk@santaclaraca.gov <<mailto:clerk@santaclaraca.gov>>.

RECOMMENDATION

1. Authorize the City Manager to negotiate and execute an agreement with Mark43, Inc. for the purchase of a Records Management System, for a term starting on or about May 1, 2020 and ending on or about June 30, 2025 for total maximum amount not-to-exceed \$1,108,066, subject to the annual appropriation of funds;
2. Approve change orders and amendments not to exceed \$250,000 during the initial five-year term, subject to the annual appropriation of funds; and
3. Authorize the City Manager to execute up to ten one-year options to extend the term of the agreement after the initial term through June 30, 2035 for ongoing software subscription and maintenance and support services, subject to the annual appropriation of funds.

Reviewed by: Daniel Winter, Assistant Chief of Police

Approved by: Deanna J. Santana, City Manager