



City of Norman, OK

Municipal Building Council
Chambers
201 West Gray Street
Norman, OK 73069

Master

File Number: K-1011-133 Add #1

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| File ID: K-1011-133 Add #1 | Type: Contract | Status: Non-Consent Items |
| Version: 2 | Reference: Item No. 25 | In Control: City Council |
| Department: Police Department | Cost: \$254,340.00 | File Created: 08/28/2012 |
| File Name: K-1011-133-Amd #1 RCC Consultants, Inc. | Final Action: | |

Title: ADDENDUM NO. ONE TO CONTRACT NO. K-1011-133: BY AND BETWEEN THE CITY OF NORMAN AND RCC CONSULTANTS, INC., INCREASING THE CONTRACT AMOUNT BY \$254,340 TO PROVIDE IMPLEMENTATION SERVICES AND MOBILE DATA NETWORK CONSULTING SERVICES FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT AND BUDGET APPROPRIATION AND REIMBURSEMENT.

Notes: ACTION NEEDED: Motion to approve or reject Addendum No. One to Contract No. K-1011-133 with RCC Consultants, Inc. increasing the amount by \$254,340; and, if approved, authorize the execution thereof, appropriate funds in an amount not-to-exceed \$254,340 from the General Fund Balance (010-0000-253.20-00) to provide up-front costs, as necessary, for the consulting services in advance of the completion of Fire Station No. 9, and transfer funds from Public Safety Sales Tax, Telecommunications Equipment Computer Software (015-6115-421.53-04) to repay any interim General Fund monies made available prior to June 30, 2013.

ACTION TAKEN: _____

Agenda Date: 12/18/2012

Agenda Number: 25

Attachments: Consultant Services Agreement.doc, Exhibit A to Addendum No. 1.doc

Project Manager: Major JD Younger

Entered by: kathy.lamar@normanok.gov

Effective Date:

History of Legislative File

| Ver- sion: | Acting Body: | Date: | Action: | Sent To: | Due Date: | Return Date: | Result: |
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Text of Legislative File K-1011-133 Add #1

Body

BACKGROUND: The City of Norman Emergency Responders (Police and Fire) have been using multiple databases and software solutions to satisfy minimum response and reporting needs. The current applications and multiple database infrastructures presently utilized have proven to be an inefficient and unreliable solution. The City has been using GLOBAL Computer Aided Dispatch (CAD) since December 2000, GLOBAL Police Records Management System (RMS) since October 2003 and Firehouse Fire Records Management since 2000. Since the implementation, there have been performance issues with the present software solutions that support public safety. These issues and situations include, but are not limited to delays, lock-ups, lengthy data

back-ups, computer processor unit (CPU) spikes, field-reporting limitations, etc. Performance issues continue after multiple software upgrades and appear to be systemic. The Emergency Responder Departments (Police and Fire) in conjunction with the Information Technology Division have openly discussed and researched opportunities to replace these software solutions since 2004. The goal is for the City of Norman to invest in an integrated database system and migrate necessary data accordingly. This would reduce redundant data entry, improve application response, and enhance public safety's workflow, ultimately increasing personnel efficiency.

On February 22, 2011, Council approved contract K-1011-133 with RCC Consultants in the amount of \$105,000 to provide the following services:

Perform a needs assessment and assist the City in developing a strategy for acquiring and successfully implementing a multi-agency, multi-jurisdictional Computer Aided Dispatching (CAD), Police Records Management System (PRMS), Fire Records Management System (FRMS), Mobile Data (MD) software and in-field reporting software replacement.

As required by the scope of the contract, RCC has satisfactorily performed or assisted with the following items:

- 1) Determining if a phased installation and purchase is feasible without impacting the end-user dramatically; noting impacts, obstacles, explanations and details for approach recommendations.
- 2) Assisted in preparation of a Request for Proposal for a Public Safety Software solution, reviewed proposals, ranked proposals and recommendations through the vendor selection process.
- 3) Negotiated a contract for purchase of a Public Safety Software solution and maintenance plan with the selected vendor on behalf of the City of Norman.

DESCRIPTION: During the execution of the existing contract, specifically when reviewing similar project implementations in comparable locations, staff identified that two components critical to the overall success of the CAD/RMS/MD project are lacking.

The first lacking component is implementation consultant services for the project. While conducting literature research, phone interviews, and on-site reviews with cities that had implemented new public safety software systems, it became very evident that a common thread of success was a focused implementation phase coordinated by an experienced third-party consultant. Cities that properly planned and executed the implementation phase of their project experienced fewer logistic and financial challenges prior to reaching system acceptance. Cities that experienced extended mitigation issues and difficulty reaching system acceptance stated that they would have greatly benefited from a professionally-managed implementation phase. In addition to on-going support for project management and coordination and issue tracking, key activities in the implementation phase include design review, issue resolution, oversight, status updates, acceptance testing, system cut-over support, and project closeout. Absent the addition of implementation services to the existing consultant project scope, City of Norman staff will be solely responsible for all aspects of the implementation phase of the public safety software solution project. Based on resource and experiential limitations, a staff managed implementation phase is not recommended.

RCC, the City's current project consultant, has demonstrable experience in conducting successful implementation phases of public safety software projects. RCC has provided a detailed Scope of Work (SOW) and quote to amend the City's existing project contract to include implementation services.

The second lacking component for a successful CAD/RMS system project implementation is a reliable, integrated mobile data network. Wireless communications infrastructure or mobile data network is critical for efficient public safety and government operations. Mobile data networks provide the means for information exchange between first responders, support, and administrative personnel. Public safety software solutions require stable and dependable connectivity to mobile data networks to ensure that resources are managed and deployed in the most effective and efficient manner. With varied wireless connection options available, it is critical to understand the risks and benefits associated with each. A successful wireless communication project involves requirement gathering, procurement management, and implementation oversight. Absent the addition of mobile data consulting services to the existing project scope, City of Norman staff will be solely responsible for all aspects of a wireless communications infrastructure assessment, procurement, and implementation. Based on resource and experiential limitations, a staff-managed wireless communications infrastructure project

is not recommended.

RCC, the City's current project consultant, has demonstrable experience providing consulting services for mobile data networks related to public safety software projects. RCC has provided a detailed Scope of Work (SOW) and quote to amend the City's existing project contract to include mobile data network consulting services.

RECOMMENDATION: Staff recommends the amendment of the contract K-1011-133 to RCC Consultants, Inc. in the amount of \$254,340; \$151,340 for Consulting Services for CAD/RMS/MDC Implementation and \$103,000 for Consulting Services for Mobile Data RFP and Selection Process. Funds for this consultant contract amendment are available in Public Safety Sales Tax, Telecommunication Equipment/Computer Software (015-6115-421.53-04).

Council authorization is also recommended for the appropriation of General Fund Balance (account 010-0000-253.20-00) in a total amount not to exceed \$254,340 to provide up-front cash, as necessary, for the Consulting Services for Mobile Data RFP and Selection Process Contract in advance of the completion of Fire Station #9; and for the transfer of funds out of Public Safety Sales Tax, Telecommunications Equipment Computer Software (account 015-6115-421.53-04) to repay any interim General Fund balance made available for the Consulting Contract amendment, before June 30, 2013.