



City of Norman, OK

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

Master

File Number: K-1213-125

File ID: K-1213-125	Type: Contract	Status: Non-Consent Items
Version: 1	Reference: Item No. 26	In Control: City Council
Department: Police Department	Cost: \$1,821,745.00	File Created: 11/13/2012
File Name: Contract No. K-1213-125 New World Systems, Inc.	Final Action:	

Title: CONTRACT NO. K-1213-125: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN AND NEW WORLD SYSTEMS, INC. IN THE AMOUNT OF \$1,821,745 FOR THE COMPUTER AIDED DISPATCH (CAD), POLICE RECORDS MANAGEMENT SERVICES (RMS), AND MOBILE DATA NETWORK (MDN) PROJECT; THE PURCHASE OF NECESSARY RELATED THIRD PARTY SOFTWARE AND HARDWARE PRODUCTS IN THE AMOUNT OF \$154,341; AND BUDGET APPROPRIATION AND REIMBURSEMENT.

Notes: ACTION NEEDED: Motion to approve or reject Contract No. K-1213-125 with New World Systems, Inc., in the amount of \$1,821,745 and the purchase of necessary related third party software and hardware products in the amount of \$154,341; and, if approved, authorize the execution thereof; appropriate funds in an amount not-to-exceed \$1,000,000 from the General Fund Balance (010-0000-253.20-00) to provide up-front costs, as necessary, for the project 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: 26

Attachments: Text File K-1213-125, K-1213-125 New World, K-1213-125 Exhibit AA - Total Cost Summary & Payment Schedule, K-1213-125 Exhibit A - Licensed Standard Software and Fees, K-1213-125 Exhibit B - Project Management Implementation and Training, K-1213-125 Exhibit C - Standard Software Maintenance Agreement, K-1213-125 Exhibit D - Non-Disclosure & Security Agreement, K-1213-125 Exhibit E - Demonstration Site Discount, K-1213-125 Exhibit F - Data File Conversion Assistance, K-1213-125 Exhibit G - Standard Software Enhancements, K-1213-125 Exhibit H - Acceptance Testing, K-1213-125 Exhibit I - RFP Specifications, K-1213-125 Exhibit J - Escrow of Software Source Code, K-1213-125 Exhibit K - Hardware Server Compliance, K-1213-125 Appendix 1 - Procurement of Third Party Products and Services, K-1213-125 Exhibit 1 - Configuration, K-1213-125 Appendix 2 - Statement of Work, K-1213-125 Appendix 2 - Statement of Work - Attachment 1 - Project Plan,

K-1213-125 Appendix 2 - Statement of Work -
Attachment 2 - Acceptance Test Plan, K-1213-125
Appendix 2 - Statement of Work - Attachment 3 -
Sample Training Plan

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-1213-125

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 discussed and researched opportunities to replace these software systems since 2004. The goal is for the City of Norman to invest in an integrated database system and to transfer necessary data accordingly. This would reduce redundant data entry, improve application response, and enhance public safety workflow, ultimately increasing personnel efficiency and public service.

Prior City of Norman actions to upgrade the current CAD, RMS, and Mobile Data (MD) systems include the following Council actions:

- ☐ FYE 2006 Council appropriates \$199,300 from Capital Fund for CAD Project
- ☐ FYE 2009 Council accepts \$150,000 Federal grant for CAD Project
- ☐ FYE 2010 Council accepts \$250,000 Federal grant for CAD Project
- ☐ FYE 2011 Council approves CAD/RMS Project Consultant Contract K-1011-133
- ☐ FYE 2013 Council appropriates \$2,330,000 for CAD/RMS Project from the Public Safety Sales Tax Fund
- ☐ FYE 2013 Council approves \$388,584.44 Federal grants expenditure for Project hardware and support software.

As required by contract K-1011-133 which was approved by Council on February 22, 2011, RCC Consultants performed an evaluation and needs assessment of the City's current CAD, RMS, and MD software solutions. RCC Consultants determined that the replacement of the existing CAD, RMS and MD applications was warranted, given the age of the system and significance of the issues identified. RCC assisted 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 performed or assisted with the following items:

- ☐ Determining if a phased installation and purchase is feasible without impacting the end-user dramatically; noting impacts, obstacles, explanations and details for approach recommendations.
- ☐ Preparation of a Request for Proposal for a Public Safety Software solution, reviewed proposals, ranked proposals and recommendations through the vendor selection process.
- ☐ 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: The City solicited proposals for an integrated CAD, Law Enforcement Records, Fire Records, and Mobile Data computer software system. The City requested proposals for a Commercial Off-the-Shelf (COTS) software solution that would include delivery and installation of new hardware, software and system documentation, data conversion, training and other implementation services. Ten vendors attended the mandatory pre-bid meeting for the City's Request For Proposal (RFP). The City received responses from five of those vendors to the CAD/RMS/MD RFP.

RCC assisted City staff with the review of the responses in accordance with the requirements and requests stated in the RFP. After a detailed review and application of the RFP requirements, staff identified two respondents to continue as finalists in the RFP selection process. Both respondents accepted invitations to participate in on-site demonstrations of their software products with representatives from the City of Norman. In January 2012 both respondents presented their products to members of a multi-disciplinary group that included representatives from the City of Norman's Geographic Information Systems Division, Information Technology Division, Fire Department, Police Department, Norman Regional Health System's EMSStat, and RCC Consultants. Based on responses to the RFP and demonstrated functionality, the two finalists were placed in ranked order.

City staff and RCC Consultants continued their due diligence by conducting multiple on-site and telephone interviews with customers and references of both vendors. Following a successful on-site Demonstration of Licensed Functionality (DOLF) by the first ranked vendor in July 2012, RCC entered into contract negotiations on behalf of the City of Norman. Recognizing the inherent risks associated with any technical project of this size and scope, staff believes this contract provides the software and hardware, implementation services, and maintenance necessary to support the City of Norman in providing exceptional public safety services to the citizens of Norman now and into the future in a fiscally efficient manner.

RECOMMENDATION: Staff recommends the award of contract K-1213-125 to New World Systems Inc. in the amount of \$1,821,745. Authorization is further recommended for the purchase of necessary related third-party software and hardware products, in the amount of \$154,341. These are ancillary products (card reading attachments and other support software) included in the New World System proposal, that can be purchased directly by the City of Norman for a lower cost than for New World Systems to purchase them. The ancillary purchases are discussed in the attachment.

Funds for this contract and ancillary software purchases 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 (010-0000-253.20-00) in a total amount not to exceed \$1,000,000 to provide up-front cash, as necessary, for the CAD/RMS/MD vendor payments 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 (015-6115-421.53.04) to repay any interim General Fund monies made available for the CAD/RMS/MD project, before June 30, 2013.