Legislation Details (With Text)

File #:	BILL NO. 18-139	**Name:**	
Type:	Ordinance - Committee	**Status:**	Agenda Ready
File created:	8/17/2018	**In control:**	City Council - Regular Session
On agenda:	9/6/2018	**Final action:**	
Title:	An Ordinance approving the purchase of the Zuercher Computer Aided Dispatch/Records Management System (CAD/RMS), and mobile platform from Zuercher Technologies LLC for an amount not to exceed $504,000.00 and authorizing the City Manager to execute the same by and on behalf of the City. (F&BC 8-20-18)		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. Ordinance, 2. Zuercher Software License and Service Agreement, 3. TriTech Subscription Service Agreement, 4. Community Data Platform Agreement		

Date	Ver.	Action By	Action	Result
9/6/2018	2	City Council - Regular Session	for second reading	Pass
9/6/2018	2	City Council - Regular Session	adopted	Pass
8/20/2018	2	Finance and Budget Committee	recommended for approval	Pass

An Ordinance approving the purchase of the Zuercher Computer Aided Dispatch/Records Management System (CAD/RMS), and mobile platform from Zuercher Technologies LLC for an amount not to exceed $504,000.00 and authorizing the City Manager to execute the same by and on behalf of the City. (F&BC 8-20-18)

Issue/Request:

An Ordinance approving the purchase of the Zuercher Computer Aided Dispatch/Records Management System (CAD/RMS), and mobile platform from Zuercher Technologies LLC for an amount not to exceed $504,000.00 and authorizing the City Manager to execute the same by and on behalf of the City.

Key Issues:

The existing EmergiTech Computer Aided Dispatch/Records Management System (CAD/RMS) in use by the Police Department is no longer supported by the vendor of the software. This puts the City in a position of having a tool that will not be updated to support upcoming requirements imposed by the FBI and Microsoft. For example, the Systems will not be using a supported database after January of 2020, and will not be in compliance with the FBI mandated transition to NIBRS (National Incident-Based Reporting System) by January of 2021. The inability to further update the existing software hinders the Police Department's ability to develop new technology such as Automated Vehicle Locating (AVL). The existing software has also caused increasing problems because the important mobile component of the solution is provided by a different vendor, and does not have a seamless interoperability.

To acquire a solution, RFP #2018-078 was released. Four firms responded to the solicitation out of 366 that viewed the documents:

-Diversified Computer Systems Inc. of North Charleston

-Mark 43

-New World Systems

-Zuercher Technologies, LLC

Proposals were reviewed by a committee of six, including staff from the Police Department and Information Technology Services. After proposal review, and subsequent presentations and interviews, Zuercher was selected as the lowest and best bid.

Proposed City Council Motion:

FIRST MOTION: I move for second reading of An Ordinance approving the purchase of the Zuercher Computer Aided Dispatch/Records Management System (CAD/RMS), and mobile platform from Zuercher Technologies LLC for an amount not to exceed $504,000.00 and authorizing the City Manager to execute the same by and on behalf of the City.

SECOND MOTION: I move for adoption of An Ordinance approving the purchase of the Zuercher Computer Aided Dispatch/Records Management System (CAD/RMS), and mobile platform from Zuercher Technologies LLC for an amount not to exceed $504,000.00 and authorizing the City Manager to execute the same by and on behalf of the City.

Background:

CAD (Computer Aided Dispatch), RMS (Records Management System), and mobile software is probably the most important software package used by the Police Department. It is used by dispatch, officers writing reports, the records department, the jail, the property unit, and more. The City's current solution, EmergiTech, was purchased by Zuercher in mid-2016. EmergiTech is extremely out of date and its functionality much lower than most products offered by other vendors. The mobile product that the City currently uses is owned by a third-party company, InterAct. InterAct's functionality is completely dependent on its integration with EmergiTech and there are continual problems with that integration.

While Zuercher still supports EmergiTech, it has no plans on upgrading the EmergiTech software. Zuercher has its own CAD/RMS/mobiles product with all software pieces completely integrated into one suite. The Zuercher suite is the natural upgrade path from EmergiTech and Zuercher has provided a migration plan for that upgrade.   Data migration from Emergitech to Zuercher will cost much less and be an easier process since Zuercher is very familiar with the migration process from that particular product. Zuercher is also already NIBRS compliant.

The police department is also interested in adopting automatic vehicle location technology (AVL) which would increase officer safety while providing a decreased response time for our citizens. Zuercher's CAD software will provide an interface for the AVL and allow us to adopt that technology within the CAD system. Emergitech does not provide that capability.

Impact/Analysis:

If the City does not upgrade the CAD/RMS/mobile system:

1. The City's current CAD/RMS/mobile system will continue to become more antiquated with time. Current

technologies will allow the City to increase officer safety while providing decreased response times for its citizens.

2. The current databased version will not be supported beyond January 2019.

3. More hours of labor will be spent on the faulty integration between EmergiTech and InterAct.

4. The City will have to spend time and funds attempting to prepare EmergiTech for NIBRS compliance.

5. The City will not have an interface within its CAD system for AVL.

Travis Forbes, Chief of Police
Steve Marsh, Chief Technology Officer

Recommendation: Staff recommends approval.

Committee Recommendation: Motion by Councilmember Edson, seconded by Councilmember Carlyle, this Ordinance was recommended for approval to the City Council - Regular Session due back on 9/6/2018. The vote was unanimous.