



City of Casa Grande

**Integrated CAD and RMS System for Police and
Fire Departments**

PROJECT GOALS

- Provide first responders with information prior to arriving on scene to increase Officer and Fire personnel safety
- Re-engineering business processes to increase efficiency
- Provide Enterprise Mapping solution consistent with the City's standards (ESRI)
- Provide a technical system that utilizes current Microsoft technology and virtualization for lower costs of ownership, by leveraging the City's IT existing standards
- Provide the data outputs necessary to move the City toward your stated goal of Intelligence-led policing and data-driven management

PROJECT GOALS

- Reduce handwritten forms to reduce duplicate data entry
- Eliminate non-enterprise level databases and spreadsheets currently used to track data
- More accurately deploy resources
- Allow for end users to access and compile statistical reports without the assistance of technical staff and without the need to access multiple databases
- Write and file incident reports from the field
- Assist with appropriate level of data conversion of historical data

TIMELINE

- March 2013 - Developed Original Project Scope & Budget (\$1.5 Million)
 - Project Steering Committee
 - Project Charter
- March 2014 - Original RFP Issued
 - One response received
- August 2014 - Hired Consultant to assist in re-working RFP
- December 2014 - Second RFP issued
 - Six responses received
- April/May 2015 – Vendor Product Demonstrations
- May 2015 - Vendor Selection/Contract Negotiation
- November 2015 – Council Presentation and Approval
- January 2016 – Project Kick-Off
- January 2018 – Project Completion

EVALUATION STEPS

- Original RFP Issued
 - One response - New World Systems
 - Hired Consultant to assist in reworking RFP
- Second RFP issued
 - Six responses received
- RFP responses were reviewed, discussed and scored
 - Steering Committee selected top 3 finalists
 - SunGard, Spillman, New World
 - Conducted Extensive 2 Day demonstration by each finalist
 - Steering Committee and Employee Stake Holders
- Steering Committee Review, Discussion & Selection
- Researched Contract Terms and Conditions

NEW WORLD SYSTEMS SELECTION

- Met requirements of RFP
 - Provided Solution for both Police *and* Fire
 - Modified items to meet additional requests of City
- #1 Overall Choice of Steering Committee
 - Steering Committee Review, Discussion & Demonstration surveys
 - Follow up clarifications and demos to finalize scope of project
- Proven Experience with similar agencies in AZ and Nationally
 - Conducted 16 Reference Checks, 2 Site Visits and 1 WebEx
- Project Management
 - Implementation and Training
 - Software Functionality & Integration
 - Customer Support

Benefits of an Integrated Public Safety System for Police and Fire

- Collaborative sharing of real time information between Police and Fire
- Enhanced Safety for First Responders – Shared Hazard Alerts
- Single Vendor to Work With for Support and Maintenance
- Elimination of Redundant Data Entry – Improved, Operational Efficiency with Streamlined Processes
- Platform Consolidation: Reduce Standalone Systems
- Improved Availability of Data Throughout the System
- Improved User Experience, integration with common desktop tools
 - MS Word, Excel and Access
- Field Based Reporting (FBR) quality data, less duplicate data entry
- Enhanced mapping for response to calls for service
- Reduction of Standalone Systems

Benefits - CGPD

- Increased Safety, Communication, Collaboration
- Paperless Workflow / Field Reporting
- IBR / UCR Compliant Reporting
- Enterprise-Wide Data Access
- Intelligence-Informed Decision Making
- Improved Property and Evidence Management
- Crime Analysis and Prevention Tools
- Integrated Document Management
- Browser-Based Access to Subjects, Vehicles, Guns, Property

Benefits - CGFD

- Increased Safety, Improved Communications in the Field
- ESRI Integration / Mapping
- Streamlined Incident Entry and NFIRS Reporting
- Fast Access to Critical Fire Data
- Decision-Making Tools for Command Staff
- Fire Records Management Tools
 - Inspection, Fleet & Station Activity Tracking
 - Investigations
 - Scheduling & Training
 - Hydrant and Equipment Inventory

Budget

Category	Original City Budget	Recommended Proposal
Software	810,000	524,750
Implementation Services	450,000	542,550
Third Party Services	0	111,351
Travel	40,000	84,000
Hardware*	150,000	85,000
Taxes, Escrow, Bond	0	72,541
RFP Preparation Costs*	0	19,400
Contingency*	50,000	60,408
Total	1,500,000	1,500,000

- Maintenance Agreement for years 2 – 6 is \$167,920
- 20% Discount if paid in advance (one year “free”)

Travel - \$84,000

- Budget is based on an estimated 42 trips
- Actual cost based on pre-established criteria
 - Consolidated trips
 - Planning ahead
 - Exhibit O of Contract
- Critical piece of proper implementation & training

Standard Software Maintenance Agreement

- Software Maintenance Agreement Standards
 - Industry Standards: 18% - 29%
 - Recent NWS contracts: 12% - 19%
 - Casa Grande – 16% (12.8% with pre-pay discount)
- 10-Year Price protection
 - No increase for years 0-6
 - 3% increase for years 7-10
- Includes updates & Maintenance on Custom interfaces
 - Relating to NWS upgrades
 - Does not cover 3rd party changes

Inter-Agency Analysis of SSMA Costs

Agency (contract year)	Software List Price	SSMA Annual	SSMA % of List (Yr 1)	SSMA % (Yr 5)
City of Casa Grande	\$ 1,049,500	\$ 167,920	16.00%	16.00%
OR - If prepaid...		\$ 134,336	12.80%	12.80%
Peoria PD, Az (2011)	\$ 1,826,800	\$ 215,000	11.77%	13.66%
Bonneville County, Id (2015)	\$ 1,253,750	\$ 151,000	12.04%	16.03%
Spokane County, Wa (2015)	\$ 2,257,900	\$ 361,300	16.00%	17.49%
Broomfield County, Co (2010)	\$ 1,308,525	\$ 247,715	18.93%	22.02%
City of Goodyear, Az (2003)	\$ 373,300	\$ 74,660	20.00%	20.00%

Potential Cost Savings – Elimination of Annual Costs on Software/Hardware Maintenance Fees

Software Title	Description	Replaced By	Annual Cost
SunGard (various)	Current CAD/Mobile/RMS system	NWS	\$ 110,485
Vantage Points/GTG	AVL/Routing/Mapping in mobiles	NWS	31,528
Corona Discover	Interprets CAD information to track events, neighborhood problems, trends	BAIR ANALYTICS	9,000
ESRI ArcGIS Server	GIS Server/Hardware	NWS	10,000
API (OptiView)	Document Imaging	NWS LERMS	5,882
FireHouse	Fire Records & Reporting	NWS Fire RMS	2,500
Command Central	Uses historical RMS data to crime forecasts	BAIR New Server	3,588
AS400	IBM Hardware/Server	Hardware	3,200
Oracle Database Std Edition I	Database engine for current public safety s/w	NWS	2,500
POTENTIAL SAVINGS			\$ 178,683