



Staff Report

RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO A CONTRACT WITH SUN RIDGE SYSTEMS TOTALING \$230,042.00 FOR THE PURCHASE OF SOFTWARE, INSTALLATION, AND MAINTENANCE OF THE RIMS COMPUTER AIDED DISPATCH, RECORDS MANAGEMENT AND MOBILE DATA COMPUTER SYSTEM.

Honorable Mayor and Council Members:

Summary

The Police Department is requesting the City Council authorize the City Manager to enter into a contract with Sun Ridge Systems totaling \$230,042.00, plus \$26,220 for annual support, for the purchase of software, installation and maintenance of the RIMS Computer Aided Dispatch, Records Management and Mobile Data Computer (CAD/RMS/MDC) System.

Background

The Belmont Police Department currently uses the Alliance CAD/RMS/MDC system manufactured by the Cyrun Software Corp. The system was purchased in November 1998 as part of the U.S. Department of Justice COPS MORE 96 Technology Grant. The Alliance Computer CAD/RMS/MDC went into service in December of 1999. The current system is over 7 years old and Belmont is the last city in San Mateo County employing the Alliance software system.

The change of CAD/RMS/MDC Systems was an outgrowth of San Carlos Police Department's move to contract their police dispatching services to Menlo Park PD. As part of that move, San Carlos PD switched to the RIMS CAD/RMS/MDC system by Sun Ridge Systems, Inc. in order to sync with the Menlo Park PD dispatch center. That move left the Belmont Police Department looking for alternate backup dispatch locations, as San Carlos would no longer be capable of providing the reciprocal dispatch services that we had enjoyed in the past. During that process, the fact that Belmont is the only agency in San Mateo County using the Alliance CAD/RMS system has presented an integration problem.

There have also been ongoing issues with the Alliance computer system due to changing requirements of the police department. The vendor, Cyrun Corporation, has worked with us to meet our needs; however, it has become apparent that the current system no longer meets the demands of the department. Both Police Department and Information Services staff have used a

great deal of staff time to work through on-going issues with our current system.

Staying with our current CAD/RMS/MDC system severely limits potential reciprocal 911 backup dispatch partners, as none use the Alliance system. The alternative would be to lease space with a local dispatch center to create a stand alone back-up dispatch console just for Belmont PD using the Alliance software. That “stand alone” option was recently estimated to cost as much as \$90,000 the first year, and \$10,000 annually in maintenance fees.

Discussion

In July of this year, a committee was formed to look into this issue. IS Director Valerie Harnish, Lt. Dan DeSmidt, Det. Sgt. Pat Halleran, Sgt. Kevin Daley, and Dispatcher Sabrina Chicas served on the committee to address our CAD/RMS/MDC needs for the future.

As a result of the work of that committee, on August 11, 2006 a formal Request for Proposals (RFP) was sent to six potential CAD/RMS/MDC vendors. Those vendors were Hitech Systems, Sun Ridge Systems, Cyrun Corp., New World Systems, TracNet, and Northrop Grumman. The deadline for submission of proposals was September 15, 2006.

Sun Ridge Systems, Inc. responded with a proposal for their RIMS system. The other five potential vendors opted not to submit proposals for various reasons. Staff attempted to determine why these potential vendors did not respond. One potential vendor summarized their reasoning by stating, in essence, that Sun Ridge has a “foot hold” in San Mateo County suggesting that integration would be an issue.

The committee reviewed the Sun Ridge proposal and found that it meets the needs of the Belmont Police Department now and well into the future. The committee also reviewed the RFP process with Finance Director Thomas Fil and determined that the RFP was handled properly. In researching similar RFP’s involving Sun Ridge Systems in San Mateo County, staff determined that Sun Ridge has often been the low bidder, as they were for Belmont in 2004 when we issued an RFP under similar circumstances and received three proposals. The price provided by Sun Ridge for this proposal was deemed to be appropriate and in line with their proposals offered to similar size cities in San Mateo County.

As part of the RFP process, staff conducted an evaluation of Sun Ridge Systems, Inc. including discussions with dozens of current customers. From those discussions, the committee learned that their customers were overwhelmingly pleased with the product and services provided by Sun Ridge Systems. Their commitment to customer service and willingness to provide updates and customize their software stood out as consistent themes from their current customers. The President of Sun Ridge Systems, Inc. (Anthony Richards) came to Belmont on October 2, 2006 to provide a demonstration of the RIMS systems for our staff. That demonstration was attended by several members of the Belmont PD staff, from administrators to BPOA members. The response to that demonstration was very positive.

Currently the police departments in Menlo Park (with San Carlos), Atherton, East Palo Alto, Half Moon Bay, Foster City, Millbrae, Broadmoor and South San Francisco use the RIMS CAD/RMS/MDC system manufactured by Sun Ridge Systems Inc. The Redwood City Police Department is also considering the RIMS system as a possible replacement for their current CAD/RMS/MDC systems.

The move to RIMS would also provide us with interoperability with other RIMS agencies, as RIMS systems have the ability to “talk” with each other. This means that when a records check is run on a person (or car, or piece of property) through the Belmont RIMS system, the systems in Atherton, Menlo Park, San Carlos, East Palo Alto, Millbrae, Foster City, Half Moon Bay, Broadmoor & South San Francisco would be checked as well with the possibility of Redwood City in the near future. The ability to access information quickly would be extremely useful for the quick apprehension of suspects and potentially the safety of our officers.

Mr. Daryl Jones and his firm (TEA) provide maintenance and technical support to our dispatch center and have a great deal of experience in the area of public safety communications, including CAD/RMS/MDC & 911 systems. Mr. Randy Dugger is an independent IT consultant who has worked on both the Belmont and San Carlos PD Alliance CAD/RMS/MDC systems. Both have experience consulting with agencies that employ the RIMS system and both endorse the Belmont Police Department converting to the RIMS.

The potential benefits of the RIMS system are lengthy. RIMS is a true windows based system, meaning that the mobile application is identical to PC applications on the desktops. Storage and access to photos from mobile computers will also be included. The mobile units are in constant contact with the server eliminating the need for staff to update each mobile terminal individually. Full returns from the California Law Enforcement Telecommunications System as well as local and regional records checks will be available on inquiries made in the field. All license plates and persons run through CAD are archived in a journal and can be recalled at any time. RIMS also includes the following features & benefits which make it preferable to the current system.

- Savings on third-party software needed for mobile application

The current system requires the Bio-Key, third-party software, for the mobile application (in-car computers) to work with the Edge broadband wireless system. RIMS CAD/RMS/MDC has a solution for Edge and interface with its mobile application over the Edge network, without third party software, for a savings of approximately \$14,000.

- Saving on outside consultant costs

An outside IT consultant, currently used to resolve issues relating to our current CAD/RMS/MDC system could be eliminated, which should reduce costs approximately \$10,000 annually.

- Mapping

Information Services has embarked on an extensive GIS Mapping System for use by all city departments. This system is incompatible with the current Alliance System, however the RIMS system is fully compatible with the City's system.

- Digital Imaging

The current system cannot integrate with the department's photo system. The RIMS system is able to link with our digital photo system and also contains its own booking photo capability.

- Crossroads

The Department of Public Works purchased the Crossroads GIS Based Collision Analysis program. Our current system does not work with Crossroads, however the RIMS RMS system can be set to integrate with Crossroads allowing the sharing of data directly between these departments.

- On-Line DOJ Reporting

The California Department of Justice (DOJ) will soon require agencies to submit crime and arrests data electronically. The current system cannot report directly to DOJ. The RIMS system will be able to perform direct reporting to DOJ by the state deadline and can already perform direct reporting of traffic collision data to the State-Wide Integrated Traffic Reporting System.

- Juvenile record sealing

When we receive a court order to seal a juvenile record, PD personnel cannot perform this function. Record sealings can only be done by a technician from the vendor. This issue does not occur with RIMS and department personnel can accomplish record sealing.

- Data Conversion

The bid from RIMS includes conversion of relevant data from Alliance to RIMS. This would be done in conjunction with the set up of the new system.

Overall, RIMS best meets the needs of the Belmont Police Department. This is based on research, which included a vendor demonstration of the RIMS system, visits to and consultations with current RIMS user agencies and input from independent technical consultants.

RIMS has been shown to both our Dispatch Staff and representatives of the Police Officers Association and both fully endorse a change from Alliance to RIMS and believe that such a change would be beneficial to the department. As a result of this evaluation process, the RIMS CAD/RMS/MDC by Sun Ridge Systems was chosen by the committee as the best solution for the needs of the Belmont Police Department.

General Plan / Vision Statement

Not Applicable

Fiscal Impact

Required training is included in the bid for the RIMS system. Training related personnel costs can be covered within our current training budget. The total cost of this of this upgrade is not to exceed \$230,042.00, excluding \$26,220.00 for the first year of support. The proposed recommendation is consistent and within the Adopted FY 2007 budget. Funding totaling \$237,000.00 was earmarked in Account #620-4142-4142-9040 for this project. The annual support payments will be covered by the savings when the current contracts with Cyrun Corp and Bio-Key are terminated.

Public Contact

This item was placed on the City Council agenda, and posted as required by the California Government Code.

Recommendation

Staff recommends that the City Council authorize the City Manager to enter into a contract with Sun Ridge Systems Inc. for the purchase of software, installation and maintenance of the RIMS Computer Aided Dispatch, Records Management and Mobile Data Computer (CAD/RMS/MDC) System, as a replacement for the current Alliance system. A resolution consistent with this recommendation is attached to this report.

Alternatives

1. Deny the Resolution
2. Refer back to staff for further research

Attachments

- A. Resolution
- B. Services Agreement signed by Sun Ridge Systems

Respectfully submitted,

Daniel J. DeSmidt
Lieutenant

Valerie Harnish
IS Director

Donald J. Mattei
Chief of Police

Carlos DeMelo
Acting City Manager

RESOLUTION NO. _____

RESOLUTION AUTHORIZING THE BELMONT POLICE DEPARTMENT TO ENTER INTO A CONTRACT TOTALING \$230,042.00 WITH SUN RIDGE SYSTEMS FOR INSTALLATION AND MAINTENANCE OF THE RIMS COMPUTER AIDED DISPATCH, RECORDS MANAGEMENT AND MOBILE DATA COMPUTER SYSTEM.

WHEREAS, the Belmont Police Department currently uses the Alliance CAD/RMS/MDC System manufactured by the Cyrun Software Corp, which was purchased in November 1998, and;

WHEREAS, the Alliance System no longer meets the needs of the Belmont Police Department, and;

WHEREAS, the RIMS CAD/RMS/MDC System has features meeting the needs of the Belmont Police Department including interoperability with other agencies in San Mateo County.

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Belmont hereby authorizes and directs the City Manager to enter into a contract totaling \$256,262.00 with Sun Ridge Systems for installation and maintenance of the RIMS Computer Aided Dispatch, Records Management and Mobile Data Computer System.

* * * * *

I hereby certify that the foregoing Resolution was duly and regularly passed and adopted by the City Council of the City of Belmont at a regular meeting thereof held October 24, 2006 by the following vote:

AYES, COUNCILMEMBERS: _____

NOES, COUNCILMEMBERS: _____

ABSTAIN, COUNCILMEMBERS: _____

ABSENT, COUNCILMEMBERS: _____

CLERK of the City of Belmont

APPROVED:

MAYOR of the City of Belmont