

City of Calistoga

Staff Report

TO: Honorable Mayor and City Council
FROM: Jonathan Mills – Chief of Police
DATE: September 15, 2009
SUBJECT: Authorization to Purchase CAD/RMS Computer System

APPROVAL FOR FORWARDING:


James C. McCann, City Manager

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ISSUE: Adoption of a Resolution to authorize the expenditure of budgeted funds to purchase a Computer Aided Dispatch/Records Management (CAD/RMS) Computer System from Sun Ridge Systems in amount of \$108,182.

RECOMMENDATION: Adopt the Resolution authorizing the purchase of a Computer Aided Dispatch/Records Management System.

BACKGROUND/DISCUSSION: The City Council has budgeted funds for the purchase of a replacement CAD/RMS system in the amount of \$145,000. This amount was estimated to be the cost of purchasing and installing a new system to replace the existing computer program in use at the Police Department since 1992.

The system we are currently using, LEADS, is obsolete and under supported. The company behind the software has shrunk to one man and it is apparent that he is unable to provide the support and development we need. Cities such as Red Bluff, Cloverdale, Sebastopol and Clearlake have given up on this software and moved onto others. Because of the inadequacies in LEADS the department uses several different computer programs to handle various essential duties such as traffic collision reporting, property and evidence functions, photo management, or bookings. New technology incorporates all these functions in one program.

The Police Department has been actively reviewing CAD/RMS systems. Staff has attended trade shows and product demonstrations and done on site visits. A Request for Proposals was developed after initial inquiries and was circulated to five vendors with identified knowledge and expertise developing and servicing systems for police agencies. The RFP covered project design, vendor qualifications and budget. We received three proposals. A board consisting of staff, and City computer consultant Randy Fischer reviewed the responses that were received from Sun Ridge (\$116,953), TracNet (\$145,000) and Cyrun (\$68,573).

34 The quotes submitted are for the purchase, installation and training of a CAD/RMS system.
35 Each proposal varies slightly in the modules they include. For example, the TracNet
36 proposal includes a mapping function, and interface with the Livescan fingerprint machine
37 for booking. Above and beyond the quoted price is an annual maintenance fee for support
38 and updates. This support is necessary to keep the program viable and up to date for the
39 duration. We expect, at a minimum, 10 years of use. TracNet has a fiscal year maintenance
40 fee of \$14,500 and a third party hardware maintenance fee of \$3,800. Sun Ridge System's
41 annual maintenance fee is 15% of the cost or \$9,975. Cryun charges \$18,653 for annual
42 maintenance. Costing these proposals out over 10 years comes out to; TracNet - \$328,000,
43 Cryun - \$255,103, Sun Ridge - \$216,703.

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45 After considering all three systems it was agreed that Sun Ridge would be the best choice
46 for our Department. In the long run it will be the least expensive. It is used by several other
47 agencies in the area; Healdsburg, Cloverdale, Sebastopol, Clearlake, Lakeport and the Lake
48 County Sheriff's Office and will allow us to share information with those agencies. Most
49 importantly, this system has the most complete data conversion proposal submitted. Data
50 conversion would allow us to move 16 years of information and reports from our old LEADS
51 data into their system. The system has a booking module, a bar coded property/evidence
52 module, and an imaging module that will allow for the reduction of paper use because
53 attachments can be retained digitally.

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55 Police Department records are the lifeblood of any law enforcement agency. Without
56 accurate records, policing effectiveness would be greatly diminished. Records are crucial for
57 the preservation of the rights of all parties involved, be it the victim, the accused, or
58 someone with a financial interest in the outcome. Records serve as the official history of the
59 City's law enforcement agency.

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61 The City's computer consultant has also recommended purchasing a new server to run the
62 new program. The initial installation of the software will be the best time to switch servers.
63 The cost of this equipment, license and installation is estimated to be \$6,000.

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65 **FISCAL IMPACT:** \$145,000.00 was budgeted in the Equipment Replacement Fund
66 for replacement of the CAD/RMS system. The purchase price of the Sun Ridge system is
67 \$108,162. This price reflects a reduction in cost for on site installation and training. There
68 will be an additional expense of approximately \$6,000 for a new server. There will be an
69 annual maintenance fee of \$9,150.

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71 Upon the recommendation of Administrative Services Director Mushallo, the City plans to
72 purchase the system using the 4% 7 year lease purchase plan provided by the vendor.
73 Annual cost of this plan is \$24,995 (includes the annual maintenance fee).

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75 **ATTACHMENTS:**

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77 1. Draft Resolution
78 2. A copy of the Request for Proposal is available at the City Clerk's Office

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