



CITY OF SOUTH PASADENA
PUBLIC SAFETY COMMISSION REGULAR MEETING AGENDA

AMEDEE O. "DICK" RICHARDS, JR. COUNCIL CHAMBER
1424 MISSION STREET, SOUTH PASADENA, CA 91030
TEL: (626) 403-7210 • FAX: (626) 403-7211
WWW.SOUTHPASADENACA.GOV

Monday, August 10, 2020 at 8:30 a.m.

**PUBLIC ADVISORY: THE CITY COUNCIL CHAMBERS WILL NOT BE OPEN TO
THE PUBLIC**

Pursuant to Section 3 of Executive Order N-29-20, issued by Governor Newsom on March 17, 2020, the Regular Meeting of the Public Safety Commission for August 10, 2020 will be conducted remotely and held by video conference, beginning at 8:30 a.m. The Meeting will be broadcast live on the City's local cable channel and the City's website at:

http://www.spectrumstream.com/streaming/south_pasadena_psc/live.cfm

Please be advised that pursuant to the Executive Order, and to ensure the health and safety of the public by limiting human contact that could spread the COVID-19 virus, the Council Chambers will not be open for the meeting. Commissioners will be participating remotely and will not be physically present in the Council Chambers.

If you would like to comment on an agenda item or make a general public comment, members of the public may submit their comments in writing, for Commission consideration, by emailing them to: pscpubliccomment@southpasadenaca.gov

Public Comments must be received by **6 p.m., August 9, 2020** to ensure adequate time to compile. Public Comment portion of the email is limited to 250 words. Please make sure to indicate: 1) your name; 2) what agenda item you are submitting public comment on or if it is a general public comment; and 3) clearly state if you wish for your comment to be read.

South Pasadena Public Safety Commission Statement of Civility

As your appointed governing board we will treat each other, members of the public, and city employees with patience, civility and courtesy as a model of the same behavior we wish to reflect in South Pasadena for the conduct of all city business and community participation. The decisions made today will be for the benefit of the South Pasadena community and not for personal gain.

CALL TO ORDER

Chair Jeremy Ding

ROLL CALL

Commission members Grace Liu Kung, Stephanie Cao,
Amin Alsarraf, Alan Ehrlich, Ed Donnelly, Scot G. Lam

PUBLIC COMMENTS AND SUGGESTIONS

The Public Safety Commission welcomes public input. Members of the public may address the Public Safety Commission by emailing: pscpubliccomment@southpasadenaca.gov Public Comments must be received by **6 p.m., August 9, 2020** to ensure adequate time to compile. Public Comment portion of the email is limited to 250 words. Please make sure to indicate: 1) your name; 2) what agenda item you are submitting public comment on or if it is a general public comment; and 3) clearly state if you wish for your comment to be read.

Pursuant to state law, the Public Safety Commission may not discuss or take action on issues not on the meeting agenda, except that members of the Public Safety Commission or staff may briefly respond to statements made or questions posed by persons exercising public testimony rights (Government Code Section 54954.2). Staff may be asked to follow up on such items.

ACTION/DISCUSSION

- 1. Minutes of the Public Safety Commission Meeting of July 13, 2020**
- 2. Fire Prevention & Safety-Chief Paul Riddle**
- 3. National Night Out/Police & Fire Open House-Chief Paul Riddle**
- 4. CAD/RMS Upgrade for PD Communications Center-Chief Joe Ortiz**

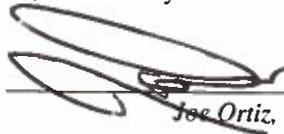
COMMUNICATIONS

1. City Council Liaison Communications
2. Staff Liaison Communications
3. Commissioner Communications

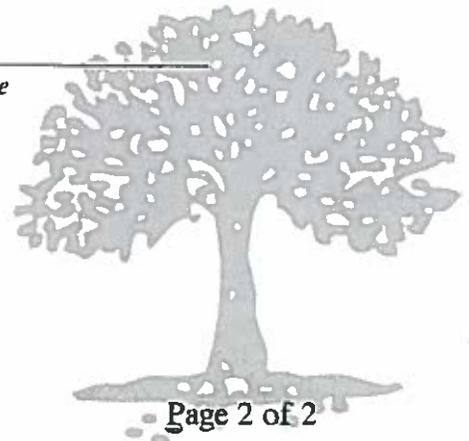
*I declare under penalty of perjury that I posted this notice of agenda on the bulletin board in the courtyard of City Hall at 1414 Mission Street, South Pasadena, CA, and the City's website at www.southpasadenaca.gov on **August 4, 2020** as required by law.*

Date: August 4, 2020

Signature: _____



Joe Ortiz, Chief of Police





Public Safety Commission Agenda Report

ITEM NO. _____

DATE: August 10, 2020

FROM: Joe Ortiz, Police Chief

SUBJECT: Award of Contract to Motorola Solutions for the Purchase and Implementation of a Computer Aided Dispatch and Records Management System for a Not-to-Exceed Amount of \$579,257.82

Recommendation

It is recommended that the Public Safety Commission:

1. Endorse a sole source contract to Motorola Solutions, Inc. for the purchase of a new Computer Aided Dispatch (CAD) and Records Management System (RMS) for a not-to-exceed amount of \$579,257.82

Executive Summary

For every public safety agency, technology is a critical component to ensuring the safety of its community and that of the first responders. The technology utilized by each agency is one of the most significant factors that affect the efficiency and operations of the organization. A CAD system is utilized by dispatchers, and officers to prioritize and record incident calls, identify the status and location of first responders in the field, to effectively dispatch first responder personnel to calls for service. A records management system (RMS) is an agency-wide system that provides for the storage, retrieval, retention, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations. The CAD and RMS database systems that are utilized have a tremendous impact on the workload and dispatching process, which in turn affects the culture, morale, and retention of staff.

The mission-critical nature of public safety systems makes these technology solutions crucial to the South Pasadena Police Department (SPPD) operations. The most fundamental mission-critical systems utilized by all police departments are the radio, telephone, and CAD/RMS. Motorola Solutions is our vendor for two of these mission-critical systems. Motorola Solutions provides our current radio infrastructure and devices and our Vesta 911 telephone system.

For over 15-years, the South Pasadena Police Department has utilized the End-2-End system with the product name of ARMS, as its software vendor for CAD and RMS capabilities. The current CAD and RMS are complex software systems, that have surpassed its useful life cycle. The outdated software has been significantly faltering. Critical components in its functionality are becoming unreliable and can no longer support necessary functions that public safety requires and it is in need of replacement. For example, large media files such as body camera footage cannot always be uploaded and saved. The system allows for numerous duplicate name and address files, which inaccurately alters crime statistics. The current system neither provides the tools nor the ability to assist our personnel in ensuring that they gather and report on all of this critical information.

The proposed replacement of our current CAD/RMS system will allow the Police Department the ability to retrieve relevant data from an integrated public safety software system to complete reports, manage cases, and respond to calls for service. The system also gives field personnel the capacity to access this critical information offsite. This is crucial for accessing vital information needed to investigate crimes, provide evidence as well as establish probable cause for possible arrests. Additionally, this replacement will provide a platform to comply with State and Federal reporting requirements that will go into effect as early as January 1, 2021. No General Fund resources will be used for this project. Funding for the Motorola Solutions, Inc Spillman Flex CAD/RMS software system at a cost of \$579,257.83 will be paid by State Citizens' Option for Public Safety (COPS) grant funds over a six-year period starting in January 2022.

Discussion / Analysis

In July 2018, the Department formed an internal working group comprised of various branches of the Department as well as staff from ACORN Technology Services, the City's Information Technology vendor, to evaluate replacement options for the current CAD and RMS software. Research into upgrading the current system revealed an upgrade was not possible as the vendor did not have software available to address the pending State and Federal reporting requirements. In speaking with the vendor, they were not receptive to addressing and improving system requirements to match competitive software. The committee identified several vendors that provided multi-faceted systems that were all-inclusive for law enforcement.

After evaluation of multiple vendors and systems, the committee selected a few industry leaders and innovators in the public safety software marketplace to provide in-depth demonstrations and competitive bids for a ten-year service agreement. The committee hosted product demonstrations and conducted on-site visits with partner law enforcement agencies currently using these providers' software systems. Feedback was given and each provider was thoroughly vetted to find the best fit for the Department's long-term operational parameters.

The following benefits of Motorola Solution's Flex CAD/RMS public safety software will not only overcome the current limitations experienced by South Pasadena, but provide the Department with a level of functionality that matches industry standards and provides a platform that we can continue to build upon for future technology needs. With this new software system, the Department will be better equipped to accomplish safety goals and more effectively serve the public.

Background

The FBI and State of California require every law enforcement agency to collect and report on certain incidents every month. The current system neither provides the tools nor the ability to assist our personnel in ensuring that they gather and report on all of this critical information. The Department has experienced an increased workload with all employees due to this outdated system in the form of redundant and labor-intensive data entry. Basic data needs are not captured and require system users to often use Microsoft Excel, or other third-party applications to track data that would ideally and securely be kept in the CAD/RMS system.

As a result, the Department has found it necessary to purchase and maintain additional standalone software applications or hire an outside vendor such as Crime Reduction & Information Management Experts for Predictive Policing at a cost of \$24,960.00 per year, which will no longer be required with the purchase of a new system. End2End, another vendor that supports network infrastructure, has provided system updates in the past that have proven to be cosmetic and not functional in nature.

Additionally, there are new State and Federal reporting requirements that will go into effect as early as January 1, 2021. These include Penal Code 13150 (Arrest and Reporting Requirements) and Penal Code 11115 (Arrest Reports and Disposition of Cases), California Assembly Bill 953 (Racial Profiling Tracking and Prevention), and a Federal Department of Justice requirement for crime statistics to be reported through the National Incident Based Reporting System (NIBRS).

Currently End2End does not provide software capable of capturing this mandated information, nor has End2End provided a solution or interest in meeting these new requirements. Continuing with End2End is a nonviable solution as the system cannot meet new regulatory demands. The Department has further identified the following serious challenges and associated implications from continued use of this outdated CAD/RMS software:

Challenges/Implications	
Challenge	The Department has difficulty finding accurate and timely information within our current software system.
Implications	<ul style="list-style-type: none"> • Inability to provide timely resolutions to active cases • First responders risk entering the field without comprehensive information of an incident • Incomplete and inaccurate information is given to the public
Challenge	The current solution lacks the automation required to populate reports and fields with the associated information.
Implications	<ul style="list-style-type: none"> • Valuable time is spent on manual redundant data entry • Frequent data re-entry increases the likelihood of input error
Challenge	The current solution requires a workflow that has resulted in the data being overrun with duplicate records.
Implications	<ul style="list-style-type: none"> • Data is untrustworthy • Duplicate information compromises effective, timely, and accurate reporting practices
Challenge	The current solution lacks integration with state and federal reporting systems.
Implications	<ul style="list-style-type: none"> • Lack of integration requires personnel to spend extra time creating duplicate records • Inaccurate reporting takes time to correct prior to resubmission • Lack of understanding of crime trends and other statistics for our community • Current system will not achieve NIBRS compliance
Challenge	The current solution operates without Esri mapping technology, or geo-validation.
Implications	<ul style="list-style-type: none"> • Operational risk of allocating resources to incorrect addresses • Promotes inadequate response times during emergency situations • Poses a potential legal liability for South Pasadena
Challenge	The Department is unable to offer full transparency in our operations to concerned citizens.
Implications	<ul style="list-style-type: none"> • Creates a loss of trust by the public, resulting in a lack of cooperation in safety initiatives

Police Department Computer Aided Dispatch / Records Management System purchase

August 10, 2020

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Since the utilization of End2End began, monumental updates in technology have occurred, making an immediate replacement essential in order to reduce workloads, increase officer safety and availability, and to provide accurate and robust data necessary for 21st century policing. The Department will continue to utilize End2End as a legacy system at no charge. This will allow access to location call history for five years. The acquisition of the modern Motorola Solutions CAD and RMS system, Flex (“Flex” is the name of the product, similar to how Microsoft calls the operating system “Windows”), will permit the Department to potentially share data with nearly 20 regional partners in Los Angeles and Orange County who utilize this same system. Alhambra Police Department, our closest neighboring agency, recently purchased this system. Several other neighboring agencies, along with Pasadena Police Department are also considering purchasing this system and are in similar stages of review. By purchasing this system, this will also make transitioning to a regional San Gabriel Valley dispatch center easier.

Funding/Pricing

As part of our research evaluating potential public safety software vendors, South Pasadena reduced the evaluation down to the top two solutions. These two were Motorola Solutions and Mark43. Pricing proposals from these two vendors have been compared in-depth. The intent of the Department is to make a long-term acquisition/investment that will propel the City forward with a permanent solution that is designed to adapt to emerging needs of public safety for decades to come.

Motorola Solutions has demonstrated a commitment to building upon our existing partnership. In its proposal, they have included Esri licensing as well as first line support on all Esri-related support for the system. Esri is a geographic information system. This will result in approximately \$10,000 in savings for the Department and streamline support of the system and mapping for the life of the new Motorola Solutions system. Motorola has also discounted the project over \$35,000 to include its Vault product, which is a simple and powerful way to capture, store, manage and share digital evidence, as well as 5 terabytes (TB) of cloud storage annually during the term of the initial 6-year agreement. In addition, Motorola has offered to provide in-house financing at 0% interest for the initial term and agreed to delay the first payment until January of 2022. The second vendor, Mark43 was unable to provide these costs savings and payment flexibility that is crucial to the City at this time of budgetary struggles brought on by the Coronavirus pandemic.

The cost savings of this benefit will save the Department over \$70,000. This also allows for the Department to spread the cost of this project over 6 payments, making it possible for the Department to utilize grant funding for all payments. Motorola has offered over \$100,000 in total savings within its proposal. As a capital expenditure, the product will depreciate over the length of the payment plan.

The pricing table below outlines the estimated cost of each system over a six-year, and ten-year plan. This information provides an initial calculation of the cost required to upgrade our system and shows Motorola Solutions to be the more cost-effective vendor long-term. The Department is acquiring a system that will grow and adapt to meet its needs well beyond the next decade. It is believed this is the best long-term solution and lowest cost for the Department.

Initial Quotes		
Payment Plans	Motorola Solutions	Mark43
6-Year Plan	\$579,257.82	\$656,928.00
10-Year Plan	\$783,669.00	\$1,068,672.00
Yearly Maintenance	\$36,993.27 *Maintenance starts at year 6, increases 5% each year after	\$102,936.00 *Maintenance starts at year 6

Selection Process

The Department has demonstrated the need for a software upgrade, as the search for a replacement solution was motivated by many long-standing issues experienced with the current software platform. A software upgrade that overcomes our current system’s limitations will bring South Pasadena up-to-date with technology and better permit the Department to accomplish its goals to serve the public effectively, including integration with our neighboring San Gabriel Valley partners. It is imperative that the City take action to better secure the safety of its first responders and community members and start the process toward implementation of a new system. Therefore, we respectfully request that the City Council authorizes this critical public safety software purchase.

Legal Review

The City Attorney has been consulted regarding this item and has stated that the proposed course of action is consistent with current laws and city policies.

Fiscal Impact

No General Fund resources will be used for this project. Funding for the Motorola Solutions, Inc Spillman Flex CAD/RMS software system at a cost of \$579,257.82 will be paid by State Citizens’ Option for Public Safety (COPS) grant funds over six-years. The State COPS is a public safety program funded through the State’s Vehicle Licensing Fee program and provides supplemental funding for law enforcement purposes to enhance public safety per California Government Code Sections 30061, et. seq. State COPS grants funds have been awarded annually since 1996 based on population with a minimum award of \$100,000 for each recipient city. State COPS funds may only be utilized to supplement existing services and shall not be used to supplant any existing funding. These funds do not require any matching contribution from the City.

Grant Funding				
Grant Source	Year	Amount	Matching Funds	Account Number
COPS Funds	2022	\$96,542.97	Not Required	272-4020-4018
COPS Funds	2023	\$96,542.97	Not Required	272-4020-4018
COPS Funds	2024	\$96,542.97	Not Required	272-4020-4018
COPS Funds	2025	\$96,542.97	Not Required	272-4020-4018
COPS Funds	2026	\$96,542.97	Not Required	272-4020-4018
COPS Funds	2027	\$96,542.97	Not Required	272-4020-4018

The fiscal benefits of this acquisition are expected to be significant, as the system will make the Department more efficient, more accurate, better equipped to provide quality data, and ultimately, administration will be able to make decisions that are more informed. The new system is expected to reduce risk, reduce liability, and improve officer and community safety. By eliminating the need for multiple contracts with various vendors that must be accounted for separately, the SPPD is also saving staff time and costs. The anticipated benefits cannot be overstated by the Police Department.

Environmental Analysis

This item is exempt from any California Environmental Quality Act (CEQA) analysis based on State CEQA Guidelines Section 15061 (b)(3), the General Rule that CEQA only applies to projects that may have an effect on the environment.

Public Notification of Agenda Item

The public was made aware that this item was to be considered this evening by virtue of its inclusion on the legally publicly noticed agenda, posting of the same agenda and reports on the City's website and/or notice in the *South Pasadena Review* and/or the *Pasadena Star-News*.

Attachments:

1. Motorola Solution's price quote
2. Mark43 price quote

ATTACHMENT 1
Motorola Solution's price quote

Purchased Products and Services

Pricing provided reflects the products and services as requested. We welcome the opportunity to discuss any pricing questions as needed.

Software, Services and Hardware

Inclusions	Price
Total Software	\$236,213.07
Total Professional Services	\$105,937.01
Total Hardware	\$33,348.75
Total Third Party	\$28,745.00
Total Prepaid	\$147,973.09
Total Taxes	\$27,040.91
<u>Incentives – 2020 Q2 Expiration</u>	
Motorola 0% Finance Proposal – 6 Year Plan	Estimated Value Over \$70,000
Grand Total	\$579,257.83

Spillman Advantages

- Spillman's site license eliminates the frustrations of limited licensing and allows for future agency growth because you will be able to access the modules it needs without paying individual license fees.
- Included with the Spillman system: First-year maintenance, a comprehensive 12-month warranty, unlimited standard business support, and free enhancements.
- Professional services included in this estimate for administrative training and setup assistance as well as thorough end user training, Go-live and refresher Go-live. All on-site services include travel and per diem; there are no hidden costs.

Administration

Module	License	Price
CompStat Management Dashboard	Site License	\$37,935.00
Administration Total		\$37,935.00

CAD

Module	License	Price
E9-1-1 Interface – Vesta Integration	Site License	\$7,935.65
CAD	Site License	\$35,598.46
CAD Mapping	Site License	\$15,114.45
CAD Total		\$58,648.56

Crime Analysis

Module	License	Price
Pin Mapping	Site License	\$8,861.00
Crime Analysis Total		\$8,861.00

Hardware

Module	Quantity	Price
Server - Windows (1-50 Concurrent)	1	\$26,799.76
GIS Server	1	\$10,278.68
Etherlite	1	\$768.56
Hardware Total		\$37,847.00

Hub

Module	License	Price
Sentryx GIS (Geobase)	Site License	\$936.00
Hub Total		\$936.00

Mobile

Module	License	Price
Mobile Field Report with Field Interview	Site License	\$14,615.25
Mobile Records	Site License	\$11,927.76
Driver License Scanning	Site License	\$4,614.52
Mobile Voiceless CAD	Site License	\$10,991.76
Mobile State & National Queries	Site License	\$11,927.76
Mobile AVL and Mapping	Site License	\$12,614.16
Mobile Arrest Form	Site License	\$11,178.96
Mobile Total		\$77,870.17

Other

Module	License	Price
FLEX GIS OEM Server License HA	Site License	\$3,951.25
Acceptance Testing - Basic	Site License	\$13,520.00
Digital Evidence & Judicial Sharing	Site License	\$37,829.19
Learning Management System	Site License	\$2,236.40
Other Total		\$57,536.84

Records

Module	License	Price
Evidence Management	Site License	\$8,798.60
Equipment Maintenance	Site License	\$7,400.06
Hub	Site License	\$62,936.12
Law Records – Includes CA IBR	Site License	\$29,355.30
Traffic Information	Site License	\$8,798.60
Records Total		\$117,288.68

State Specific

Module	License	Price
California State Crash Form (CHP 555)	Site License	\$10,921.84
California LA County StateLink (CLETS)	Site License	\$23,439.65
State Specific Total		\$34,361.49

Services Included

- **First-year Maintenance** – For the specific module(s) listed in this document, all upgrades and live phone support services are included for the entire first year.
- **Project Management and Installation** – Motorola Solutions will assign a Flex Project Manager as the agency's single point of contact. This individual will coordinate Motorola's expert installation and training staff as needed to ensure a smooth upgrade transition.
- **Data Conversion services not included in this project**

Prepaid Services

Module	Price
Prepaid Maintenance <ul style="list-style-type: none"><li data-bbox="240 436 654 472">• 1st Year Included at No Cost<li data-bbox="240 493 532 529">• Years 2-5 Included	\$147,973.09
Services Total	\$147,973.09

2020 Second Quarter Financing Incentive

Payment Terms – 6 Year – 0% Financing Proposal (Sales Tax Included)

Module	Price
Due by January 30, 2022	\$96,542.97
Due by January 30, 2023	\$96,542.97
Due by January 30, 2024	\$96,542.97
Due by January 30, 2025	\$96,542.97
Due by January 30, 2026	\$96,542.97
Due by January 30, 2027	\$96,542.97

Future Maintenance

	Prepaid Years	Year 6 Mntc
South Pasadena Police Department	4	\$36,993.27
Total		\$36,993.27

*** The sixth year maintenance payment is estimated for your planning purposes and is not included in this purchase price. First year maintenance is included in the total purchase price.*

Subscription

	Optional
5TB: Digital Evidence & Judicial Sharing	\$4,800.00
Total	\$4,800.00

*** This is an optional subscription price to continue purchasing after the initial 6 year term.*

This Purchase Agreement ("Agreement") is made and entered into by and between the Customer and Spillman Technologies, Inc. ("Spillman"), 4625 Lake Park Blvd, Salt Lake City, UT 84120.

I have read this agreement in its entirety and hereby approve and accept the terms and conditions of this Agreement as contained herein.

South Pasadena Police Department

Customer

Authorized Signature

Date

Print Name and Title

ATTACHMENT 2
Mark-43's price quote



MARK43

POWERFULLY SIMPLE. PURPOSEFULLY SMART.



South Pasadena Police Department

Computer Aided Dispatch (CAD), Records Management System (RMS),
Case Management, Property and Evidence Management, and BI Analytics

ROM/BUDGETARY ESTIMATE - May 15, 2020

Submitted to:

Shannon Robledo
Lieutenant

South Pasadena Police Department
1422 Mission Street
South Pasadena, CA 91030
p: 626-403-7270
e: srobledo@southpasadena.gov

Submitted by:

Terri Greene
Account Executive

Mark43, Inc. (Headquarters)
250 Hudson Street, 3rd Floor
New York, NY 10013

Los Angeles Office
1240 Rosecrans Avenue
Manhattan Beach, CA 90266
p: 714-203-1000
e: terri.greene@mark43.com

www.mark43.com

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1: COVER LETTER

May 15, 2020

Lieutenant Shannon Robledo
South Pasadena Police Department
1422 Mission Street
South Pasadena, CA 91030

Dear Lt. Robledo:

We appreciate your interest and request for a budgetary estimate for the South Pasadena Police Department, for a fully integrated, CAD/RMS platform which includes Property and Evidence Management, Case Management functionality and Advanced Search and Analytical capabilities.

Mark43 offers a modern, Software-as-a-Service (SaaS) solution to support the next generation of public safety software. The Mark43 Platform is a proven system, currently supporting agencies of all sizes and more than 40 agencies throughout California, including most recently San Marino Police Department, currently implementing Mark43. Mark43 applications integrate seamlessly to facilitate a more efficient exchange of information across the agency. As a result, first responders can rely on a common operating picture and achieve significant operational efficiency with powerful, seamless information sharing.

Features of the Mark43, bi-directional CAD/RMS public safety solution include:

- 24/7/365 local support and continuous innovation within our Cloud-native application
- Flexible and robust, statistical reporting capabilities including NIBRS reporting
- Bi-directional platform that promotes situational awareness for officer safety
- Agency ability to manage configuration and add buttons to track changing initiatives

As a technology company focused exclusively on public safety, Mark43 has been engaged by agencies of all sizes throughout the country. The Mark43 Platform was originally built and designed for the Washington D.C., Metropolitan Police Department, to transition off their Intergraph I/LEADS RMS and has expanded rapidly throughout the country serving agencies in California, Florida, Louisiana, Oregon, Massachusetts, New Jersey, Texas, and Washington.

By partnering with Mark43, South Pasadena PD would benefit from a truly agile vendor, with proven experience and success throughout California, who can implement and deliver a proven, user-friendly, and secure, **public safety system that will remain current for decades to come.**

We welcome the opportunity to speak about the possibilities further.

Respectfully,

Terri Greene

Terri Greene
Account Executive

2: MARK43 BENEFITS - S. PASADENA POLICE DEPARTMENT

 <p>TRANSPARENCY & DATA SHARING</p>	<p>Mark43 RMS was built to meet incident-based reporting requirements to collect NIBRS data in the most effective and efficient manner. Mark43 can be adapted seamlessly to fit California's specific needs. Additionally, will have comprehensive data to report within the agency and share with neighboring agencies. Mark43 CAD is also designed to disseminate data from events, such as call type, details of the call, unit response, and associated messages.</p> <ul style="list-style-type: none"> • Securely and easily share data with neighboring agencies to promote officer safety and awareness • Data accessibility – ability to easily extract and share information
 <p>EFFICIENT & EFFECTIVE RESOURCE MANAGEMENT</p>	<p>Mark43 CAD tracks units and their locations real-time; from initial log on to the end of the shift.</p> <p>Mark43 offers analytic reporting functionality through the Mark43 BI Suite, which contains a set of standard statistical reports that can be used as is or configured by the agency. These statistical reports cover a wide range of different use cases such as reporting for Compstat, Managerial Stats, Patrol Briefings, Crime Analysis, and Dispatch.</p> <ul style="list-style-type: none"> • Real-time information on officer location and activity • Statistical reports to inform adjustments to first responder activity • BI dashboards on case activity and workload
 <p>OFFICER & PUBLIC SAFETY POWERED BY ENHANCED COMMUNICATION</p>	<p>Mark43 CAD and Mark43 RMS enable user-friendly real time data capture and information sharing. Officers are able to quickly search multiple data sources and have full situational awareness to make informed decisions supported by data. Messaging, cautions, and warnings are also included, which will equip South Pasadena PD with modern tools used by public safety agencies nationwide.</p> <ul style="list-style-type: none"> • Ability to make informed response decisions • Location verification and CAD map with multi-layers to streamline awareness and operational responsiveness • Increase service levels to the community
 <p>FUTURE-PROOF AND AGILE</p>	<p>As a true cloud-native solution, Mark43 deploys new code every month. This means users can experience improvements in weeks, not years. This also means the platform will never be stagnant or outdated as Mark43's agile development methodology delivers ongoing results, improvements, and compliance with future regulation changes.</p> <ul style="list-style-type: none"> • Monthly releases with improvements and bug fixes • Quarterly releases with new major features • Dedicated team to gather user feedback to inform future development

3: FIVE YEAR BUDGETARY ESTIMATE OVERVIEW (ROM)

Mark43 welcomes the opportunity to further discuss the information presented.

Subscriber Name	South Pasadena PD	Date	May 15, 2020
Subscriber Address	1422 Mission Street South Pasadena, CA 91030	Expiration	October 31, 2020
Effective Date of Contract (Term Start Date)		TBD	Payment Terms
Term Length	5 years	Mark43 Account Executive	Terri Greene (714) 203-1000 direct
		Email	terri.greene@mark43.com

FEES OVERVIEW	Estimate
Year 1 Payment, due according to the following Milestone Payment schedule:	\$142,248.00
- Contract Signing (Effective Date)	\$42,674.40
- Project Kickoff Complete	\$28,449.60
- Workflow Validation Complete	\$28,449.60
- Training Complete	\$28,449.60
- Cutover/Go-Live	\$14,224.80
Year 2 Payment, due on first anniversary of Effective Date	\$102,936.00
Year 3 Payment, due on first anniversary of Effective Date	\$102,936.00
Year 4 Payment, due on first anniversary of Effective Date	\$102,936.00
Year 5 Payment, due on first anniversary of Effective Date	\$102,936.00
5 Year Total	\$553,992.00

This is an indicative estimate based on current Mark43 assumptions about the scope and complexity of the project. This budgetary estimate does not include any applicable sales tax. This estimate does not include potential hardware that may be required for the implementation of the solution. This estimate does not include potential reseller fees. Mark43 reserves the right to modify the offer for any reason. This estimate does not include potential fees from third party providers unless otherwise noted. This estimate is not a binding order. Orders for Mark43's Subscription Services, Software and Professional Services must be placed pursuant to a separate ordering document in the form provided by or otherwise acceptable to Mark43. Forms will not be valid unless signed by Subscriber and Mark43 and orders are not effective unless the customer has signed a Subscription Agreement with Mark43 or an authorized Mark43 reseller (the "Subscription Agreement"). Certain orders for Professional Services also require a Statement of Work, unless such requirement is waived in writing by Mark43.

4: ESTIMATE OF SUBSCRIPTION - BREAKDOWN

MARK43 PRODUCT SUBSCRIPTION - RECURRING FEES			
	QTY (if applicable)	LIST PRICE	OFFERED PRICE
ANALYTICS (ANA)			
ANA 1: Analytics BI Suite Viewer	5	\$6,00.00	\$600.00
ANA 2: Analytics BI Suite Explorer	2	\$960.00	\$960.00
RECORDS MANAGEMENT SYSTEM (RMS)			
RMS 1: RMS Core	not to exceed 36 licenses	\$43,200.00	\$28,080.00
RMS 2: RMS Case Management Module	not to exceed 36 licenses	\$17,280.00	\$11,232.00
RMS 3: RMS Property and Evidence	not to exceed 36 licenses	\$17,280.00	\$11,232.00
RMS 5: Mobile Field Collection	not to exceed 36 licenses	\$17,280.00	\$11,232.00
COMPUTER AIDED DISPATCH (CAD)			
CAD 1: Dispatcher	not to exceed 8 licenses	\$28,800.00	\$18,720.00
CAD 2: LE First Responder	not to exceed 36 licenses	\$21,600.00	\$14,040.00
SUPPORT & MAINTENANCE			
Support & Maintenance - Product	Included	Included	Included
Support & Maintenance - Interfaces	1	\$2,000	\$0
SUBTOTAL RECURRING SUBSCRIPTION FEES PER LIST		\$149,000.00	\$96,096.00

PARTNER PRODUCTS OR PROFESSIONAL SERVICES - RECURRING FEES			
Partner Offerings (PAR)	QTY	LIST PRICE	OFFERED PRICE

	(if applicable)		
PAR 3: Third Party Middleware Connector - Basic (via ConnectCIC)	Not to exceed 49 licenses	\$6,840.00	\$6,840.00
SUBTOTAL - PARTNER PRODUCTS OR PROFESSIONAL SERVICES		\$6,840.00	\$6,840.00
TOTAL RECURRING FEES		\$155,840.00	\$102,936.00

5: ESTIMATE OF ONE-TIME FEES - BREAKDOWN

MARK43 SERVICES & IMPLEMENTATION TENANT - ONE - TIME FEES PER LIST			
Mark43 Services	QTY (if applicable)	LIST PRICE	OFFERED PRICE
IMPLEMENTATION (IMP)			
IMP 1 Services	1	\$30,000	\$30,000.00
INTERFACE (INT)			
Interface Development: one-way interfaces	3	\$15,000.00	\$15,000
<i>Final quotation for interface development subject to change pending complexity of specific interfaces identified through detailed scoping</i>			
IMPLEMENTATION TENANT			
Implementation Tenant for Configuration, Development, and Testing (commencing at contract signing)	n/a	\$147,000	\$96,096.00
SUBTOTAL - IMPLEMENTATION FEES		\$192,000.00	\$141,096.00

PARTNER PRODUCTS OR PROFESSIONAL SERVICES - ONE-TIME FEES			
Partner Offerings (PAR)	QTY (if applicable)	LIST PRICE	OFFERED PRICE
Implementation Services for PAR 3: Third Party Middleware Connector - Basic (via Commsys ConnectCIC)	n/a	\$1,152.00	\$1,152.00
SUBTOTAL - PARTNER PRODUCTS OR PROFESSIONAL SERVICES		\$1,152.00	\$1,152.00
TOTAL ONE-TIME FEES		\$193,152.00	\$142,248.00

6: ASSUMPTIONS

This section outlines the relevant assumptions and considerations that were the basis for the offered quotes.

- This ROM is assuming a purchase in the calendar year 2020 or 2021
- This ROM assumes no data migration and no interfaces beyond what has been quoted above
- Changes to the scope or complexity of interfaces is subject to a change in fees
- This ROM assumes that South Pasadena PD will accept Mark43 standard terms and conditions, offered fees, and offered payment schedule
- This ROM does not cover any third-party vendor-imposed fees to convert to a new CAD/RMS
- Interfaces included in above ROM/quote:
 - ANI/ALI (Vesta) - \$15,000 one-time cost
 - Crossroads eCitation & Traffic Collision - \$0.00 (Mark43 Partner)
 - Coplink (Forensic Logic) - \$0.00 (Mark43 Partner)

7: SUBSCRIPTION SKU DESCRIPTIONS

This section outlines descriptions and specifications for Product SKUs identified in Section 3.

ANALYTICS (ANA)

Customers can access **Mark43's Analytics BI Suite** by purchasing Viewer (ANA 1) or Explorer (ANA 2) accounts. Mark43's Analytics BI Suite includes the following capabilities:

- Interactive dashboards that update visualizations based on filters and legends
- Drill into data points on visualizations for additional details and analysis
- Mark43 RMS clients will be able to link from the interactive dashboards directly to Mark43 RMS reports and cases
- Segment (Pivot) and Filter by any available data explorer field to narrow down queries
- Visualize lat/long coordinates with pin and heat mapping functionality
- Visualize data with tables, column graphs, bar graphs, scatter plots, line graph, area graph, pie chart, single value, funnel, timeline and donut graphics
- Save dashboards for future access
- Share dashboards with other Analytics Viewer and Explorer users at the department.
- Export data into a variety of formats (Text, Excel, CSV, JSON, HTML, Markdown and PNG)
- Data from RMS/CAD modules is available in near-real-time

ANA 1: Analytics BI Suite Viewer

DESCRIPTION: Analytics Viewer licenses provide licensees the ability to view and export business intelligence (BI) dashboards that are either (a) provided in Mark43's default BI suite or (b) created and shared by an Analytics Explorer in the subscriber's agency. The number of user licenses for Analytics Viewers will be specified in the contract.

SPECIFICATIONS/FEATURES:

- View/export business intelligence dashboards provided by Mark43
- View/export business intelligence dashboards created and shared by an agency Analytics Explorer user

ANA 2: Analytics BI Suite Explorer

DESCRIPTION: Analytics Explorer licenses provide licensees the ability to perform all the actions of an Analytics View user plus the ability to create, modify and delete business intelligence dashboards. Analytics Explorer users can share their business intelligence dashboards with all of the Analytics Viewer and Analytics Explorer users in the agency. Analytics Explorer users can explore the data from any Data Explorer based Dashboard. The number of user licenses for Analytics Explorer will be specified in the contract.

SPECIFICATIONS/FEATURES:

- Analytics Explorer users can perform all the actions of an Analytics View user plus the ability to create, modify and delete business intelligence dashboards.
- Analytics Explorer users can share their business intelligence dashboards with all of the Analytics Viewer and Analytics Explorer users in the agency.
- Analytics Explorer users can explore the data from any Data Explorer based Dashboard.

RECORDS MANAGEMENT SYSTEM (RMS)

❑ RMS 1: RMS CORE

DESCRIPTION: Mark43 Core Platform supports advanced functionality around report-writing; data sharing; locations, persons, and entity management; and field-based reporting. RMS Core includes Mark43 Records Compliance functionality, which enables records personnel to efficiently generate compliance-related information required by governing LE authorities. The Records Compliance module seamlessly generates the Federal NIBRS and SRS validations for officers, enabling workflows that ensure low error rates for submission, keep track of submissions, and generate the submission file from the data within the RMS.).

PRODUCT SPECIFICATION/FEATURES

- Arrest Reporting
- Case Management
- Case Supplemental Reporting
- Configurable Fields, Codes, and Validation Rules
- Field-Based Reporting
- Field Interviews / Racial profiling reporting
- File Attachments and Multimedia
- Gang Tracking
- Incident Reporting
- Location Verification / Resolution
- Master Entities / Name Index (Locations, Persons, Property, Organizations, Vehicles)
- Missing Persons Reporting
- Multi-Agency Data Sharing
- Notifications and Agency-wide BOLO/Alerts
- PDF and CSV Exports
- Quick Search / Advanced Search
- Records Privacy (Sealing, Purging, and Expunging)
- Shapefile Management

- System Auditing
- Use of Force Reporting
- Tow / Impound Vehicle Reporting
- User Management
- Compliance code mapping for automated data capture
- View and create queue of reports needing records review
- Data validation during report submission to ensure compliant reporting
- Configurable fields and validation rules
- Ability for administrators to override automated SRS or NIBRS coding
- Automatically generate monthly SRS and NIBRS submissions
- Task & Request Tracking
- Records without a REN
- Behavior Crisis Report
- Flexible Report Configurations for custom report types (e.g. Permits, Registrations, False Alarm Reports, etc.)
- NIBRS workspace features:
 - History of previous NIBRS submissions and re-download previous submissions
 - Submission summary statistics to understand number of reports, number of reports with errors, and current error rates
 - Interactive dashboard allowing users to directly access reports that contain submission errors and require updates
 - Customized error message for improved usability and step-by-step instructions for resolving errors

❑ **RMS 2: RMS CASE MANAGEMENT MODULE**

DESCRIPTION: The Mark43 Case Management module that enables detectives to seamlessly use the RMS to manage their cases. Incidents that require further investigation or follow-up may be referred to an investigator before they are closed or submitted to the prosecutor for a charging decision. Depending on the department's size and policies, the assignment may be made to a patrol officer, generally the officer who responded to the original incident, or the department's investigative unit.

PRODUCT SPECIFICATION/FEATURES

- View and create case assignment and routing queues
- Assign lead investigator, supervisors, and assigned unit
- Configurable case due dates and reminders
- Create and assign tasks and set due dates
- Create case notes for internal activity tracking
- View and download case associated files and multimedia
- Export case information to PDF
- Search and sort cases by a number of criteria, including date, assignee,

- investigative unit, status, and more
- Configurable case type templates
- Configurable role-based Case Management permissions and abilities
- Robust audit logs and activity tracking
- View case history from initial assignment through final disposition
- Separate statuses for compliance reporting (UCR/NIBRS) and internal case status tracking
- Seamless integration between Case Management and RMS reporting and master entity profiles modules
- Availability of Case Management data in Analytics BI Suite for robust reporting capabilities
- Case review and approval workflows
- Automated triggered notifications and alerts
- Link related cases to one another

❑ **RMS 5: RMS HANDHELD MOBILE COLLECTION**

DESCRIPTION: RMS module that enables collection of data, media, and notes through a mobile device.

PRODUCT SPECIFICATION/FEATURES

- Touch ID and Face ID login
- SSO login support (purchased separately)
- Capture and view photos
- Create notes using speech-to-text
- Scan driver's licenses (select State support)
- Set current location on map using phone GPS
- Search and view integrated master entity profiles (Persons, Property, Organizations, and Vehicles)
- Search and view RMS reports
- Archive capability
- Seamless sync of data between mobile and web RMS applications
- Create and pre-fill RMS report using mobile collection data

TRAINING

Agency Size: <100 Sworn

Module	Number of Training Sessions Offered	Number of Maximum Attendees Per Session	Number of Physical Sites for Onsite Training
RMS Fundamentals	1 remote TtT	30	N/A
RMS Mobile	1 remote TtT	30	N/A
System Administration (RMS/CAD)	1 remote session	10	NA
RMS Case Management	1 remote session	30	N/A
RMS Evidence	1 onsite session	15	1
RMS Warrants	1 remote session	15	N/A
Records Group / Compliance	1 onsite session	25	1
BI Suite (full)	1 remote session	10	N/A
Data Lake	1 remote session	10	N/A
CAD Dispatch (all agencies, includes DEx)	1 onsite session	10	1
CAD FR (includes DEx)	1 onsite TtT	30	1