

**CITY OF PEORIA, ARIZONA
CITY MANAGER REPORT**

RCM #: _____

Date Prepared: January 25, 2011

Council Meeting Date: February 15, 2011

TO: Carl Swenson, City Manager

THROUGH: Susan Thorpe, Deputy City Manager *ST*

FROM: John Imig, Chief Technology Officer *JWI*

SUBJECT: Police Computer-Aided Dispatch, Records Management and Mobile (CAD/RMS/Mobile) System Replacement Project Update

SUMMARY:

The current police CAD/RMS/Mobile system has been in use for 17 years with only minor system upgrades since its implementation. Due to age of the current system and the need to refresh technology, a CIP project for the system replacement was approved and funded in the 10-year CIP plan.

This project was funded with \$3,000,000 through the CIP. This project budget covers all costs associated with the project including software, hardware, peripherals, interfaces, implementation services, legacy data extraction and migration, necessary additional equipment for Police Department personnel, and consultant, project implementation, site visits, and other services.

The initial phase of this project involved contracting a consultant specializing in police technology systems and business processes. The consultant led business process and technology best practices workshops with Police and IT staff and assisted in the development of the Request for Proposal (RFP). Over 150 members from Police, 20 members from IT, and 2 members from Materials Management participated in the RFP development, RFP evaluation process, vendor demonstrations, and vendor selection.

After careful review and analysis, the decision was made to proceed with contract negotiations with New World for their CAD/RMS/Mobile system. New World's customer base is 100% government and public safety agencies. They have been in business for 30 years and currently have 14 customers in Arizona.

The project goals that will be accomplished with the New World CAD/RMS/Mobile system include:

- Reduce redundancy and repetitive action across the organization
- Increase ability to make data-driven decisions

- Enhance the ability to measure the effectiveness of strategies and tactics in a timely manner
- Improve the ability to analyze the deployment of personnel and resources
- Tight integration between CAD/RMS/Mobile sides of product
- Enhance the ability to meet neighborhood livability objectives
- Continue community-oriented police process
- Re-define and update business processes

New World contract documents are being routed for final approval and the fixed price contract will be \$1,973,326 plus sales tax. Additional funding will be allocated for equipment and services outside the scope of the New World contract and will allow for sufficient project contingency funding.

The Council Communication requesting authorization for project expenditures and approval of the New World contract will be included on the March 1, 2011 Consent Agenda.

ATTACHMENT: (if applicable)

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