

# Public Safety Suite Enterprise Resource Planning Solution (ERP)

CITY OF BROKEN ARROW

# What is an Public Safety Suite

- Computer Aided Dispatch
  - Automatic Vehicle Location (AVL) & Closest Unit Recommendation
  - Automated Secure Alarm Protocol (ASAP)
  - E9-1-1 and NexGen 911
  - State Interface
- Records Management System
  - Offense Reports
  - Collision Reports
  - Arrest Reports
  - Field Interview Reports
  - Pawn Shop
  - Sex Offender Registry
- Jail Management system
- Mobile Data Computer
  - Mobile Dispatch
  - Field Reports
  - State Interface
  - E-Citations
- Courts Management System Interface

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- Duplicate processes and databases exist throughout the current Public Safety Suite.
- Research and reporting is challenging in the current environment and often requires manual processes.
- Separate systems exist that have varying levels of integration with the Public Safety Suite. We have purchased separate systems to make up for the lack of functionality within the ERP system.

# Existing Public Safety Suite

Implemented in 1996

Based on an IBM AS400 Platform

Difficulty retrieving data for research and reporting

Limited availability of I.T. professionals knowledgeable with AS400

Currently use an outside contractor to perform system updates and fixes.

# Existing Public Safety Data

- All Existing Data for the follow to be converted:
  - Offense Reports
  - Arrest Reports
  - Collision Reports
  - Field Interview Reports
- Seven years of Computer Aided Dispatch data converted.

# How do we replace our current ERP system?

- First Step - Develop a RFP for an ERP Consultant
- Council Awarded ERP Consulting Agreement to BerryDunn in December 2017

Public Safety RFP	
Computer Aided Dispatch	
Law Enforcement Records Management	
Arrest & Booking, Lineup/Mugshots	
Case Processing, Accident Processing	
Crime Analysis/Investigations, Vehicles,	
People, Businesses, Personnel Mgmt.,	
Firearms, K-9, Incident Mgmt., GIS	
Field Investigation, Be On the Lookout BOLO	
Alarms, Bicycle & Equipment Tracking	
Jail Management & Property Mgmt.	
Court Case Management, Mobile Capabilities	

# How do we replace our current ERP system?

- In March 2018, BerryDunn facilitated a Project Kick-off Meeting with the Public Safety Project Team.
- Following the kick-off Meeting, we had four days of “Needs Assessment” on-site meetings between BerryDunn and our Subject Matter Expert City Employees.
- In June 2018, We had three days of “Joint Requirement Planning Sessions” between BerryDunn and Public Safety team. A review of the functional requirements that would be included in the Public Safety RFP.

# Vendor Selection

- Two Vendors submitted RFP response. CentralSquare does not provide Courts Management products.
- The CentralSquare product was found to be the best, future needs leaning and most advantageous response.
- Tyler (InCode) Courts Management System was found to be the best and most advantageous response for a Courts System.
- CentralSquare has previously interfaced with Tyler(InCode) on past projects.

# Vendor Selection

- CentralSquare product allows for user defined module allowing more flexibility in future data requirements.
- One single database across all proposed products.
- CentralSquare acquires the proposed servers needed for the project, formats, loads there software as part of the project cost. This includes a separate training and testing server.
- CentralSquare manages the server 24/7 and handles all software updates.
- CentralSquare provides an offsite, disaster recovery of all software and data.

# Scoring Results from all Three Rounds of Scoring

	Round 1	Round 2	Round 3 (References)	Round 3 (Costs)	Total	
Vendor	100 Possible Points	30 Possible Points	30 Possible Points	40 Possible Points	200 Possible Points	
CentralSquare	71.9	27.4	27.3	40	166.7	CAD-RMS Vendor
Journal	29.5	19.9	15.1	40	104.5	
Pioneer	27.1	-	-	-	27.1	
Tyler	58.3	14.1	25.4	38.5	136.3	Court Vendor

The table below Displays the Level of Fit (%) for all vendors based on requirements that they stated were standard functionality included in the current software release (S). This table displays the Level of Fit for Critical and Desired Requirements, as well as a Total Level of Fit.

Level of Fit for Critical and Desired Requirements (%)						
No.	Functional Area	Critical	CentralSquare	Journal	Pioneer	Tyler
1	General and Technical	Critical	79.67%	80.67%	69.67%	78.67%
		Desired	0.00%	100.00%	100.00%	0.00%
		Total	79.40%	80.73%	69.77%	78.41%
2	Computer-Aided Dispatch	Critical	92.23%			87.79%
		Desired	94.44%			80.56%
		Total	92.32%			87.51%
3	Law Enforcement Records Management	Critical	96.76%			91.50%
		Desired	88.79%			87.85%
		Total	96.19%			91.24%
4	Jail Management	Critical	97.47%			85.97%
		Desired	90.00%			76.67%
		Total	96.99%			85.38%
5	Court Case Management	Critical		99.52%	98.07%	97.58%
		Desired		100.00%	100.00%	88.89%
		Total		99.56%	98.22%	96.89%
6	Mobile Capabilities	Critical	93.92%			89.19%
		Desired	100.00%			80.00%
		Total	94.30%			88.61%

Full implementation is estimated to take at least eighteen (18) months and will be completed in seven phases.

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
1	Administration	9/8/20	9/13/21
2	CAD and Mobile CAD	9/14/20	9/13/21
3	Mapping and Mobile Mapping	10/5/20	9/13/21
4	AVL and Mobile AVL	10/12/20	9/13/21
5	Records and Mobile Records	9/16/20	9/13/21
6	Jail	9/21/20	9/13/21
7	Reporting	12/1/20	9/13/21

# System Security

- CentralSquare/Zuercher has never experienced a data breach.
- External connectivity to the system by users is accomplished via NetMotion which manages secure mobile connectivity. NetMotion is an FBI approved mobile device security platform.
- CentralSquare/Zuercher is a certified Criminal Justice Information Service (CJIS) vendor as mandated by the FBI for handling of Law Enforcement criminal justice information.
- The CentralSquare/Zuercher system does not accept or receive credit card information.
- The CentralSquare/Zuercher tech support connection to the system is managed via a secure Virtual Private Network (VPN) service. Local designated City of Broken Arrow personnel will be notified electronically each time tech support accesses the system.
- CentralSquare shall on an annual basis have a certified public accounting firm perform an annual SOC 2, Type II audit of CentralSquare's operations and Information Security Program with the security and availability components of the American Institute of CPAs Trust Services Criteria.

Break-Down of Best and Final Offer for this Project*	
DESCRIPTION	One Time Fees
CentralSquare Public Safety Suite Pro	
Software/Servers	\$629,240.00*
Subscriptions	\$33,997.00
Peripheral Hardware	\$7,081.00
Contract Total:	\$670,328.00
Optional Software & Related Services	\$294,771.00
CentralSquare Total Cost	\$965,099.00
Recurring(Subscriptions & Maintenance)	\$182,528.00**

\* This is after a software discount of \$222,634.00.

\*\* Ten year lock on Subscriptions and Maintenance with no more than 5% increase annually.

Calculation of Points for Cost Component		
Ten Years		
	Name:	CentralSquare
	Proposed Cost:	\$2,404,081.04
	Points Awarded	40.00
	Name:	Tyler
	Proposed Cost:	\$3,685,446.00
	Points Awarded	38.05

# Pending Negotiations

Tyler/Brazos eCitation Products

Tyler/InCode Court Management Systems

Questions?