TOWN OF MORAGA STAFF REPORT

To: Honorable Mayor and Councilmembers

From: Robert Priebe, Chief of Police

Subject: Consider Resolution ___ - 2015 Authorizing the Town Manager to Purchase Required Hardware, Software, Training and IT Services Necessary to Upgrade the Moraga Police Department Records Management System with Executive Information Services, Inc. and Silicon Connections, in an Amount Not to Exceed $51,200

Request

Staff requests Council consider and adopt the attached resolution authorizing the Town Manager to purchase required hardware, software, training, and IT services necessary to upgrade the Moraga Police Department (MPD) records management system (RMS) with Executive Information Systems, Inc. (EIS) and Silicon Connections, in an amount not to exceed $51,200.

Background

The current RMS employed by the MPD was purchased and installed in 2002. Since that time, the RMS has served the department's needs well and supports the continued use of this particular system. However, the system has never been upgraded and the vendor, EIS, has not supported MPD's system for several years. MPD must upgrade the current RMS with EIS to ensure continuation of creating required police reports and records, retention of reports and records and the ability to recover data from the system.

The existing RMS was installed by the Town's current IT provider, Silicon Connections, in 2002 and they have worked with EIS over the years to keep the system functioning and are prepared to purchase, install, and integrate the requested upgrade.

Discussion

MPD has encountered an increasing number of problems associated with the limitations and non-support of the current EIS RMS and must either upgrade the current system or consider purchasing a new system from another vendor. The eventual requirement to
upgrade the EIS RMS has been anticipated for the last few years, but delayed for financial considerations.

Upgrading the current RMS with the same vendor (EIS) will provide continuation of service with minimal time and effort required to train MPD personnel, as compared to purchasing a new RMS from another vendor. As a reference to the cost differential involved with purchasing a new system, MPD’s current provider, EIS, estimated the cost for their RMS to a similar sized agency would cost that agency approximately $250,000 and require about one year to become fully operational.

All MPD personnel are familiar with the current EIS RMS, which will make training on the upgraded system easier, less time consuming, and minimize problems associated with implementing a new, unfamiliar system. If another vendor was used and a new system implemented, the transition would be more demanding, require more training time, and have a higher probability of associated problems with several new users on a new system, especially when the users are familiar with, and used to, another system. This occurred when MPD transitioned to the “new” EIS RMS in 2002.

The upgrade of the EIS RMS is proprietary, and cannot be performed by other vendors. Staff finds this condition falls within the “sole source” provision of the purchasing requirements and exempt from the requirement to acquire three bids.

As part of the requested EIS RMS upgrade, staff is including two new functions that will improve police operations: 1) a property management function to provide barcode capability to track property and evidence, which will improve the current method used and minimize liability exposure for improper retention and tracking, and 2) a mobile interface which will allow officers to write reports in their patrol vehicles. This function will greatly increase the amount of hours per shift an officer is in the field, negating the need to return to the station for report writing.

The Town’s IT provider, Silicon Connections, is also familiar with the EIS RMS and is prepared to purchase and install the required hardware and help make the transition as seamless as possible.

**Fiscal Impact**

The proposed cost for the upgrade including IT services is $51,185.03. The attached pricing proposal for the requested upgrade from EIS is $34,180, which includes costs associated with required software, EIS management services, and on-site training for all MPD personnel. An additional $17,005.03 is required by Silicon Connections to purchase and install computer hardware required for the upgrade.

The funding source is from an estimated $80,000 in MPD salary savings generated this fiscal year through February, as estimated by the Administrative Services Director.

**Alternatives**
1. Adopt the attached resolution authorizing the Town Manager to purchase the required hardware, software and IT services for the proposed upgrade with EIS for an amount not to exceed $51,200.

2. Delay the proposed upgrade with EIS.

3. Direct staff to research other RMS systems and return to Council with recommendations.

**Recommendation**

Staff recommends Council adopt the attached resolution authorizing the Town Manager to purchase required hardware, software, training, and IT services necessary to upgrade the Moraga Police Department records management system with Executive Information Systems, Inc. and Silicon Connections, in an amount not to exceed $51,200.

**Report reviewed by:** Jill Keimach, Town Manager

**Attachments:**

A. Resolution Authorizing the Town Manager to Purchase Required Hardware, Software, Training, and IT Services Necessary to Upgrade the Moraga Police Department Records Management System with Executive Information Systems, Inc. and Silicon Connections, in an Amount Not to Exceed $51,200

B. Executive Information Systems, Inc. Pricing Proposal

C. Upgrade Costs from Silicon Connections
Resolution ____ - 2015 Authorizing the Town Manager to Purchase Hardware, Software, Training and IT Services Necessary to Upgrade the Moraga Police Department Records Management System with Executive Information Services, Inc. and Silicon Connections, in an Amount Not to Exceed $51,200
BEFORE THE TOWN COUNCIL OF THE TOWN OF MORAGA

In the Matter of:

Authorizing the Town Manager to
Purchase Hardware, Software, Training
and IT Services Necessary to Upgrade
the Moraga Police Department Records
Management System with Executive
Information Services, Inc. and Silicon
Connections, in an Amount Not to
Exceed $51,200

Resolution No. ___ - 2015

WHEREAS, the Moraga Police Department is required to produce police reports, documents, store data, and track property and evidence; and

WHEREAS, in 2002 the Moraga Police Department contracted with Executive Information Services, Inc. for a Records Management System; and

WHEREAS, the current Records Management System is no longer supported by Executive Information Systems; and

WHEREAS, the Moraga Police Department desires to upgrade the current Records Management System to provide continuation of service and improved functionality with minimal disruption; and

WHEREAS, funding for the requested upgrade is available from existing Moraga Police Department salary savings; and

WHEREAS, the requested upgrade with Executive Information Systems, Inc. is proprietary and therefore a sole source provider of the requested product and service; and

WHEREAS, Silicon Connections provides IT services for the Town of Moraga and has provided itemized costs to purchase, install, and integrate the computer hardware required for the requested upgrade.

NOW, THEREFORE, BE IT RESOLVED by the Town Council of the Town of Moraga that the Town Manager is hereby authorized to purchase hardware, software, training and IT services necessary to upgrade the Moraga Police Department Records Management System with Executive Information Services, Inc. and Silicon Connections, in an amount not to exceed $51,200.
PASSED AND ADOPTED by the Town Council of the Town of Moraga at a regular meeting held on April 8, 2015 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

____________________________
Roger N. Wykle, Mayor

Attest:

____________________________
Marty C. McInturf, Town Clerk

Resolution No. XX-2015

April 8, 2015
ATTACHMENT B

Executive Information Systems, Inc. Pricing Proposal
### PS.NET CAD & RMS Upgrade Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Investment</th>
<th>Annual Support</th>
<th>Cost Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMS Upgrade Software</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>RMS IFR - In-Field Reporting</td>
<td>$8,500.00</td>
<td>$8,500.00</td>
<td>$1,275.00</td>
</tr>
<tr>
<td>Project Management and Coordination Services</td>
<td>$3,000.00</td>
<td>$3,000.00</td>
<td></td>
</tr>
<tr>
<td>Technical Services</td>
<td>$8,430.00</td>
<td>$8,430.00</td>
<td></td>
</tr>
<tr>
<td>Data Migration Services</td>
<td>$4,800.00</td>
<td>$4,800.00</td>
<td></td>
</tr>
<tr>
<td>Travel and Per Diem</td>
<td>$4,650.00</td>
<td>$4,650.00</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>$4,800.00</td>
<td>$4,800.00</td>
<td></td>
</tr>
</tbody>
</table>

**Subtotal**  
$0.00  
$34,180.00  
$1,275.00

**CA Taxes***  
$34,180.00  
NOT INCLUDED

**BASE PROJECT SUB-TOTAL**  
$34,180.00  
$1,275.00

### Payment Terms

- **Total due—Contract Signing (30%)**: $10,254
- **Total due—Installation (70%)**: $23,926

Additional Annually Recurring Support and Maintenance:

This is a quotation on the goods named, subject to the terms and conditions attached. Agency acknowledges receipt of and agreement with the system hardware requirements related to the EIS PS.NET suite of products for all agency provided hardware related to this agreement. To accept this quotation, sign here and return:

__________________________________________  
Moraga Police Authorized  
Title

__________________________________________  
Date

__________________________________________  
Executive Information Services Authorized Signature, Title & Date
EIS will provide the following components and services:

1. **Project Management** – Planning, Coordination, Implementation Management. EIS will develop an implementation plan following the project initiation meeting.

2. **Installation Services** including services provided by EIS installation staff required to install, configure and prepare the provided EIS software for daily use. Installation services related to Third party software is not included unless specifically specified within this proposal.

3. **Data Migration Services** including services provided by EIS technical staff required to migrate the existing EIS system data from the legacy platform for use within the new system. Data Migration services related to Third party software is not included unless specifically specified within this proposal.

4. **Training** as mutually agreed by agency and EIS. EIS will provide a recommended training plan.

5. **Software** – EIS system software.

6. **Support Services**. This software upgrade is provided under the existing support services agreement with the agency. Agencies not maintaining a current support agreement with EIS are not eligible for system upgrades.

Agency will provide the following:

1. Adequate training location with agreed upon number of training workstations to accommodate the number of personnel within the EIS time frame allocated for training.

2. Training location must be free from distractions and scheduling of staff will be uninterrupted for the duration of the training.

3. Remote access to agency network for installation and support.

4. On-Site work space to accommodate 4-5 EIS personnel while on-site, to include: 100V power, internet access, network access, printer access.

5. Agency dedicated project manager dedicated to the project during planning and installation phases.

6. Agency IT support.

7. All required hardware conforming to EIS hardware specifications, unless specifically noted in this proposal, including servers, workstation hardware and peripheral support equipment, etc.

8. All required third party software conforming to EIS software specifications, unless specifically noted in this proposal, including operating systems, database licensing, peripheral support software, etc.
PRICING PROPOSAL

Agency: Moraga Police Department
Address: 329 Rheem Blvd
Contact: Cheryl Teixeira (teixeira@moraga.ca.us)
Telephone: 925-888-7053
Proposal Number: 140234 Rev 1
Proposal Creation Date: April 1, 2015
Proposal Expiration Date: July 1, 2015
Prepared By: A. Missler

PRICING TERMS AND CONDITIONS

- Payment terms are net 30.
- This pricing proposal is valid for 90 days, or as indicated in the proposal expiration date included on the proposal document, unless an extension is granted by EIS.
- System price is based on a payment schedule of 30% upon contract execution, balance of contract price upon completion of delivery and installation of components.
- All prices are FOB Destination. Sale prices quoted are exclusive of any state, local, use, or other applicable taxes. Hardware prices do not include shipping charges which will be added to the invoice.
- Installation includes application software installation on user supplied computing platform, all table configuration, end-user training, network configuration, and similar activity. Installation also includes general network design consulting, network configuration, and installation and/or configuration of operating system software; including the Windows operating system and Microsoft SQL Server database management system. Agency is responsible for insuring that personnel are available and free of regular duty assignments during scheduled training periods. Training will require approximately 8 hours per person.
- Software pricing quoted is for a fully paid license for specified use on a networked computing system within the contract agency and is supplied subject to execution of a separate licensing and non-disclosure agreement which prohibits distribution, re-sale, or other disclosure outside of contracting agency. Full site licensing is included for the agency and there are no restrictions on the number of deployed workstations or users of the system within the agency.

HARDWARE

The proposed system software does REQUIRE an elevated level of system hardware to support system operations, which include specific workstation and server hardware minimum configurations.

No hardware is provided in this proposal. All hardware, operating systems, database management systems, communication circuits, and network components are the responsibility of the Agency. The Agency acknowledges that it has been provided with a document outlining the required hardware upgrades for the RMS2 upgrade. This includes but is not limited to Server requirements, wide aspect monitor requirements, new barcode printers and scanners, and any workstation upgrades to meet the minimum required specifications. It is the responsibility of the agency to procure, install, and test all required hardware prior to the installation of the EIS systems.
**PS.NET System Components**

### PS.NET M2 Message Switch

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>License Fee</th>
<th>Quantity</th>
<th>TOTAL</th>
<th>Support - Std</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATX</td>
<td>PS.NET M2 Switch Core Server Software*</td>
<td>$0.00</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>* Provided as upgrade to existing MatriX switch under support and maintenance agreement</td>
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</table>

**TOTAL**

- **M2 Message Switch**: $0.00
- **Support - Std**: $0.00

### Law Enforcement Records Management System Soft.

#### PS.NET Law Records Software

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>License Fee</th>
<th>Quantity</th>
<th>TOTAL</th>
<th>Support - Std</th>
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</thead>
<tbody>
<tr>
<td>RMSSVB</td>
<td>RMS Application Server Software (Tier B)*</td>
<td>$0.00</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td></td>
<td>* Provided as upgrade to existing RMS under support and maintenance agreement</td>
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</tbody>
</table>

**TOTAL**

- **PS.NET RMS Software**: $0.00
- **Support - Std**: $0.00

#### RMS IFR - In-Field Reporting

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>License Fee</th>
<th>Quantity</th>
<th>TOTAL</th>
<th>Support - Std</th>
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</thead>
<tbody>
<tr>
<td>RMSFRE</td>
<td>RMS Field Reporting - Police (Tier A)*</td>
<td>$8,500.00</td>
<td>1</td>
<td>$8,500.00</td>
<td>$1,275.00</td>
</tr>
</tbody>
</table>

**TOTAL**

- **RMS Field Reporting**: $8,500.00
- **Support - Std**: $1,275.00

### Third Party System Software

#### Database Software

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>License Fee</th>
<th>Quantity</th>
<th>TOTAL</th>
<th>Support - Std</th>
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</thead>
<tbody>
<tr>
<td>SQLSTP</td>
<td>Microsoft SQL Server Standard 2008 R2 or SQL 2012 (Prt Provided by PD)</td>
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### Interface (S)

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>License Fee</th>
<th>Quantity</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Standard Edition</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ARIES ARIES Interface - Data Transfer</td>
<td>Not Proposed</td>
<td></td>
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</tr>
</tbody>
</table>

It is understood that there exists an interface between the EIS RMS installed at Moraga and the ARIES system provided by the County for the purpose of extracting data from the RMS. It is understood that the interface was developed by a third party to directly access the RMS database at the City. EIS did not participate in the design, development or deployment of the interface, and is fully unfamiliar with the operations of the existing interface. The upgraded RMS is based on a new database architecture and as such the existing interface from ARIES will require significant updates following the RMS update. Since EIS has no familiarity with the process the responsibility to provide the required updates to the ARIES interface is fully the responsibility of the originating vendor/third party.

| Third Party System Software | $0.00 |
### PRICING PROPOSAL

**Agency:** Moraga Police Department  
**Address:** 329 Rheem Blvd  
**Address:** Moraga, CA 94556  
**Contact:** Cheryl Teixeira (teixeira@moraga.ca.us)  
**Telephone:** 925-888-7053  
**Proposal Number:** 140234 Rev 1  
**Proposal Creation Date:** April 1, 2015  
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**Prepared By:** A. Missler

### PS.NET System Components

#### Project Services - Installation

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Service Fee</th>
<th>HOURS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SRVH1</td>
<td>Project Management &amp; Coordination Services</td>
<td>$100.00</td>
<td>30</td>
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<tr>
<td>SRV2</td>
<td>System Server Integration and Configuration</td>
<td>$750.00</td>
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<td>$750.00</td>
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<tr>
<td>SRVH2</td>
<td>Technical Services</td>
<td>$120.00</td>
<td>32</td>
<td>$3,840.00</td>
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<tr>
<td>SRVH7</td>
<td>On-Site Installation</td>
<td>$120.00</td>
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<td>$3,840.00</td>
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<tr>
<td>SRVH4</td>
<td>Documentation &amp; Reporting Services</td>
<td>$90.00</td>
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<td>$0.00</td>
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<tr>
<td>SRVH7</td>
<td>Data Migration Services</td>
<td>$150.00</td>
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<td>$4,800.00</td>
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</table>

**Installation Services Total:** $16,230.00

#### Project Services - Training*

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Service Fee</th>
<th># CLASSES</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>SRVH7</td>
<td>RMS Administration Training</td>
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<td>1</td>
<td>$1,200.00</td>
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<tr>
<td>SRVH7</td>
<td>RMS User Training</td>
<td>$1,200.00</td>
<td>3</td>
<td>$3,600.00</td>
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</tbody>
</table>

**Training Services Total:** $4,800.00

* Classes support **12 or fewer** attendees per session.

### Project Expenses

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SRV4</td>
<td>Escrow Fees Initialization. ($350.00 Annual Maint. Fee)</td>
<td>$4,650.00</td>
</tr>
<tr>
<td>SRV5</td>
<td>Travel &amp; Per Diem</td>
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</tr>
</tbody>
</table>

**Training Expenses Total:** $4,650.00

**Installation and Training Total:** $25,680.00
**Project Services - Data Conversion - Estimate**

Any preliminary pricing included in this proposal is merely provided as an estimate of possible cost and to provide your agency with any overview of how EIS conducts data conversion development. Detailed information, including a sample of your data output is required regarding your project and database to determine a firm, fixed cost proposal.

- **SRVH5 Data Conversion **
  - Data Conversion **
  - existing EIS RMS & CAD Data
  - Data Conversion Services provided at standard rate of $120.00/hour USD.

  **Anticipated conversion data from existing system included in upgrade proposal. CA UCR data not fully mappable to new RMS**

**EIS Responsibilities**

a. Conduct the Data Discovery phase of the project by working with Customer subject matter expert(s) to complete a data field mapping.

b. Develop the conversion code.

c. A conversion is moving data from one system to another according to the data field mapping. EIS is not responsible for scrubbing or modifying data from the original system. Any data that does not programatically convert will still be kept in a notes field for historical reference.

d. Provide to the Customer example conversion data in the form of a useable EIS/PS.NET database.

e. Project Manager will assist in the data review with the Customer and define Data Acceptance tests.

f. Redevelop the conversion code as specified by change request during the Review and Sign-Off phase.

**Agency Responsibilities**

a. Provide conversion database(s) to EIS as mutually agreed.

b. Provide subject matter expert(s) who know the data being converted. The subject matter expert(s) will work with EIS during the Data Discovery and Review and Sign-Off phases.

c. Review the example conversion data and provide change requests or sign-off within ten (10) business days.

d. After completion, any changes to the data must be made by manual data entry by the Customer or agree to a Change Order.

e. Understand that the Customer owns the data. The data being converted will only be modified to fit the format of the EIS PS.NET system.

f. Provide final Customer conversion database(s) and, if this data conversion is into an existing EIS/PS.NET system, the current PS.NET for the final conversion run.
System Upgrade Notes:
System upgrades to existing system components as indicated. All existing EIS software license will be upgraded under existing support and service agreements.

Installation and training services are required to deploy.

Migration of historic data to new platform.

No external interfaces are proposed.
ATTACHMENT A

Upgrade Costs from Silicon Connections
<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total</th>
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</thead>
<tbody>
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<td>17.005.03</td>
<td>$3,500.00</td>
<td>$1,730.03</td>
<td>$1,730.03</td>
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<tr>
<td>Labor</td>
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</tr>
<tr>
<td>Tax</td>
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<td>Shipping</td>
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<td>Taxable Total</td>
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<td>6,120.00</td>
<td>$6,120.00</td>
<td>$1.00</td>
<td>$6,120.00</td>
</tr>
</tbody>
</table>

Material basis.
Basic hardware setup included in above labor. Labor shall be billed on a time and
if it exceeds 1.5 assistance during installation/conversion outside of the scope of
Labor - Server installation, Barcode Equipment Monitors

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Server, Database and ETS Version Upgrade

Budgetary Figures 3/19/2015

Town of Moraga Police Department ETS Server Software Upgrade