



# **CITY COUNCIL AGENDA REPORT**

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**MEETING DATE: SEPTEMBER 17, 2013**

**ITEM NUMBER:**

**SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES AND COMPUTER-AIDED DISPATCH / RECORDS MANAGEMENT SYSTEM (CAD/RMS)**

**DATE: SEPTEMBER 12, 2013**

**FROM: CHIEF EXECUTIVE OFFICE**

**PRESENTATION BY: THOMAS R. HATCH, CHIEF EXECUTIVE OFFICER  
RICHARD L. FRANCIS, ASSISTANT CHIEF EXECUTIVE OFFICER**

**FOR FURTHER INFORMATION CONTACT: DANIEL K. BAKER AT (714) 754-5156**

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## **RECOMMENDATION:**

- (1) Staff recommends that the City Council authorize the City CEO to process final payment to Cognify Inc., totaling \$52,274.63 and authorize previous payments of \$34,387.51 made beyond the original professional services agreement of \$49,900; and
- (2) Staff recommends that the City Council authorize the CEO to enter into a professional services agreement with a not-to-exceed amount of \$168,000 with Synoptek to ensure continued project management for the installation of the CAD/RMS for public safety.

## **BACKGROUND:**

In March of 2012, the City entered into a professional services agreement with Cognify Inc. to provide the City with professional computer networking design assistance for a comprehensive upgrade and new design for the City's existing computer network at a base rate of \$99 per hour.

From April 2012 through August 2013, three Cognify employees provided analysis and strategic system planning regarding the City's current and future information system needs, including, but not limited to: network design; e-mail design and system performance and security; systems integration; end user and citizen support; and asset management including upgrades to existing City Servers and the CAD/RMS public safety system.

In June of 2013, Cognify began assisting with the CAD-RMS installation for the police department. Due to this increase in demand, Cognify invoices inadvertently exceeded the contractual obligation with the City. This increase was due in part to Cognify's dual interim assistance with project support for the CAD/RMS project and their continued assistance with City Hall IT support. The correct course of action would have been to seek council authorization before outstanding invoices went beyond the \$50,000 administrative signature authority threshold. On August 29, 2013, the day the error was discovered by the CEO, a stop work order was issued to the consultant.

At this time, it necessary to cure all outstanding invoices with Cognify and seek other local experienced consulting assistance for the CAD/RMS installation. Former Finance and IT Director

Bobby Young and Police Department personnel were consulted to ensure the City received the services provided in the final invoices and they agreed that all work, as portrayed in the final invoices, was performed.

### **ANALYSIS:**

To ensure that the public safety CAD-RMS system deployment continues on schedule, it is strongly recommend by the Police Department that the City enter into a professional services agreement with a not-to-exceed amount of \$168,000 with Synoptek (hourly rate of \$125) to provide continued project management and implementation services for the CAD-RMS installation (see attachment A for proposal and detailed scope of work). Synoptek is currently the project manager for the City of Newport Beach's CAD-RMS system deployment and has over 15 years of system implementation experience, as well in-depth knowledge of the municipal and law enforcement processes and environment. Currently, Synoptek provides information technology services to the following Orange County Cities: Aliso Viejo, Laguna Woods, San Juan Capistrano, Seal Beach, Fullerton, and the City of Newport Beach. In addition, Synoptek scored number one in Costa Mesa's Request for Proposal interviews for IT support services.

It has also been preliminarily agreed upon that Costa Mesa and Newport Beach will share the same project management team to provide seamless project management and greater cost efficiencies as both CAD/RMS systems will utilize the same technology and software. Additionally, the two cities also conducted a joint RFP process for the selection of the CAD/RMS software provider (SunGard)

### **ALTERNATIVES:**

The City Council could decide not to proceed with Synoptek. However, due to the fact there will be no hardware support for the current Motorola CAD/RMS system after January 2014, this option is not recommended. The current timeline with the recently selected SunGard software estimates a "go live" implementation date of February 2014.

### **FISCAL REVIEW:**

Since Federal guidelines state that Narcotic Asset Forfeiture money can only be spent on eligible law enforcement activities, staff determined that approximately 92% of all activities handled by the CAD/RMS system were for law enforcement. Therefore, it is recommended that 92% of the cost for Synoptek (\$154,560) be paid with available Narcotic Asset Forfeiture fund balance and the remaining 8% of the cost (\$13,440) be paid with available Proposition 172 fund balance.

For the final invoice payment of \$52,274.63 to Cognify Inc., FY 2013-2014 salary savings will be utilized.

### **LEGAL REVIEW:**

Staff has verified the services have been performed in the outstanding invoices. Therefore, payment for said services is appropriate.

**CONCLUSION:**

Staff recommends that the City Council authorize the City CEO to process final payment totaling all outstanding invoices authorized by staff for administrative work performed by information technology consultant Cognify Inc. for information technology assistance and CAD/RMS support. Additionally, staff recommends that City Council authorize the City CEO to enter into a professional services agreement with a not-to-exceed amount of \$168,000 with Synoptek to ensure continued project management for the installation of the Computer-Aided Dispatch / Records Management System (CAD/RMS) for public safety.

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ATTACHEMENTS:     A. [Synoptek Proposal and Scope of Work](#)