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Halifax Regional Council
May 20, 2003

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:


George McLellan, Chief Administrative Officer

DATE: May 14th, 2003

SUBJECT: **Award RFP 01-119 for an Integrated Computer-Aided Dispatch and
Records Management Solution**

ORIGIN

Approved Capital Budget Account CIP00763 for Integrated Computer-Aided Dispatch 2001/2002 and Records Management 2002/2003.

RECOMMENDATION

It is recommended that RFP 01-119 - **Integrated Computer-Aided Dispatch and Records Management Solution** - be awarded to the highest ranking evaluated proposal, Versaterm Inc. for a cost of \$4,220,000 including net taxes from Capital Account CIP00763, with funding authorized as per the Budget Implications section of this report.

BACKGROUND

In keeping with Council's mission to ensure that HRM Programs and Services contribute to the quality of life in the community and in support of the Corporate Scorecard Themes of Safe Communities, and Excellence in Service Delivery, staff have undertaken a number of related projects. These projects will form an important foundation piece for the **Integrated City** and include :

- ▶ **The CAD/RMS (computer Aided dispatch/Records Management) Project**
- ▶ **The Civic Address Project**
- ▶ **The TMR (Trunk Mobile Radio) Project**
- ▶ **The IDTC (Integrated Dispatch Telecommunications) Project**

The completion of this, the CAD/RMS Project will see the implementation of the following:

- ▶ A single integrated CAD providing capacity for combination of all HRM's Police and Fire Services while reducing the risk of running two CAD's as identified by the 1998 SHL Systemhouse Report.
- ▶ A new and functionally rich records management solution for Regional Police Services replacing the current unsupported legacy technology.
- ▶ An upgrade of the current Fire Services records management solution and implementation of it's functionality at the station level.
- ▶ An integrated mobile and global positioning/automated vehicle locator solution for Police Services.
- ▶ A pilot project whereby the value of an integrated mobile and global positioning/automated vehicle locator solution will be assessed by Fire Services.

It is expected that the implementation will be phased, with the implementation of the records management solutions taking precedence, and that of the computer-aided dispatch being coordinated with the Integrated Dispatch Telecommunications Centre (IDTC) Project.

DISCUSSION

Proposals were received from the following:

Versaterm Inc.
Tiburon Inc.
X-Wave, An Aliant Company
Printrak, a Motorola Company

The objective of the initial evaluation process was to short list to two vendors for further evaluation through site visits and demonstrations. The evaluation team consisted of personnel from Police Services, Fire Services, Emergency Dispatch Communications, and Information Services. Each proposal was evaluated on the following basis in cooperation with Gartner Group Consulting and utilizing a Gartner Group evaluation methodology:

- ▶ System Functionality
- ▶ System Architecture
- ▶ Vendor Capability
- ▶ Implementation Approach
- ▶ Ability to Execute
- ▶ Support of HRM Strategic Direction

The final scoring was as follows:

Company	Scoring (max. 100)	Ranking
Versaterm Inc.	54	1
Tiburon Inc.	50	2
X-Wave	47	3
Printrak	46	4

The two short listed vendors were then evaluated on their ability to demonstrate their stated functionality, validation of references and a final ranking was assigned based on price.

Company	Total Aggregate Scoring (max. 100)	Ranking
Versaterm Inc.	61	1
Tiburon Inc.	56	2

Attachment "A" provides the total scoring breakdown.

BUDGET IMPLICATIONS

Budget Summary

Project CIP00763 - Integrated Computer-Aided Dispatch and Records Management Solution

Cumulative Unspent Budget	\$6,721,694
Less: Tender 01-119	<u>4,220,000</u>
Uncommitted Budget	\$2,501,694

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

Alternative #1: Council could direct staff to maintain the current CAD and RMS systems. This is not the recommended alternative as it does not reduce the risk associated with operating two separate CAD's for Police and Fire, nor would it support the enhanced investigative requirements identified by Police.

Alternative #2: Council could direct staff to award this contract to a different vendor or to re-visit the evaluation process. This is not the recommended alternative as a comprehensive evaluation process was utilized to ensure that all stakeholder requirements were identified and weighted appropriately. Additionally, the evaluation process utilized an approved Gartner Group methodology and included extensive on-site product demonstrations and operational site visits.

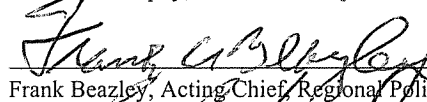
ATTACHMENTS

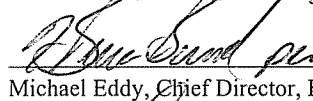
Appendix A - Proposal Evaluation RFP #01-119

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

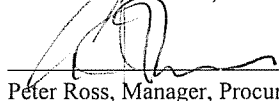
Report Prepared by: Marianne Murphy, CAD/RMS Project Manager

Report Approved by:


Frank Beazley, Acting Chief, Regional Police/490-6500


Michael Eddy, Chief Director, Fire & Emergency Services/490-4238


Geri Kaiser, Director, Shared Services/490-4630


Peter Ross, Manager, Procurement/490-6499

APPENDIX A
PROPOSAL EVALUATION

Evaluation Criteria EXCLUDING Costs: All Submissions

CRITERIA	MAX. SCORE	SUBMISSION			
		VERSATERM	TIBURON	X-WAVE	Printrak
Vendor Capability ‣ Experience & Resources ‣ Customer Support ‣ Warranty & Maintenance ‣ Documentation & Training	14	9	7	8	6
System Functionality	38	21	19	18	19
Ability to Execute	5	3	3	3	3
Implementation Approach ‣ Project Management ‣ Implementation Plan ‣ Data Conversion Plan	10	6	5	4	4
System Architecture ‣ High-Availability ‣ Technical ‣ Ability/Favorability ‣ Adherence to Standards	28	12	14	12	12
HRM Strategic Direction	5	3	2	2	2
Fee Proposal	N/A	N/A	N/A	N/A	N/A
TOTAL	100	54	50	47	46
RANKING		1	2	3	4

Evaluation Criteria INCLUDING Costs: Short Listed Vendors Only

CRITERIA	MAX. SCORE	SUBMISSION	
		VERSATERM	TIBURON
Vendor Capability ‣ Experience & Resources ‣ Customer Support ‣ Warranty & Maintenance ‣ Documentation & Training	12	7	6
System Functionality	32	18	16
Ability to Execute	4	3	3
Implementation Approach ‣ Project Management ‣ Implementation Plan ‣ Data Conversion Plan	8	5	3
System Architecture ‣ High-Availability ‣ Technical ‣ Ability/Favorability ‣ Adherence to Standards	24	10	12
HRM Strategic Direction	5	3	2
Fee Proposal	15	15	14
TOTAL	100	61	56
RANKING		1	2