



TO: Jim Scholl, City Manager

FROM: Patti McLauchlin, Information Technology Director

DATE: 10/7/2015

SUBJECT: SunGard Public Safety Software Migration to One Solution Software

ACTION:

This is a request to upgrade and migrate all existing Key West Police Department software applications to SunGard's One Solution platform.

BACKGROUND:

The City of Key West Police Department currently uses the SunGard Public Safety Software Applications that reside on a AS/400 hardware platform. The City has contracted with SunGard Public Safety software systems for many years for upgrades, maintenance and support services. The Computer Aided Dispatch Software (CAD) allows for emergency and non-emergency dispatching of calls to the officers in the field.

The Records Management Software (RMS) provides access to the local databases that house the criminal records generated by the department. The Records Management Software maintains the security of these databases and provides entry and update access as well as search and review access to the appropriate personnel. The Mobile Field Reporting application provides officers in the field the ability to electronically submit their incident reports to the Records Management Software (RMS) from their mobile computers without having to use paper reports or come to an in-house computer to enter them. The Police Department relies heavily on these systems and additional software applications for entering and maintaining criminal records and managing investigations.

The current software and hardware technology has more than reached its life expectancy. There are a number of weaknesses, including: limited management reporting capabilities, inability to evolve software system to hardware with open architecture, limited ability to integrate searchable database, limited or no e-access for citizens.

The proposed SunGard Public Safety Software (OneSolution) streamlines communications, encourages collaboration and reduces operational costs. Representing all critical components of the public safety enterprise, the suites within OneSolution have been designed to work together seamlessly or as stand-alone products. After evaluation of One Solution by the Key West Police Department Information Services Division, Command Staff recommends the migration from SunGard Public Safety Software to SunGard One Solution. The following applications are part of the suite proposed to the Key West Police Department.

Computer Aided Dispatch (CAD) – Manage and dispatch emergency calls in a fast and reliable way.

Records Management System (RMS) – Collect, store and access critical information gathered during the course of any incident or investigation.

Freedom – Powerful public safety app that extends core CAD and RMS functionality to authorized smartphones and tablets.

Mobile Computing - Provides a simple, easy-to-use flexible field tool for personnel on-the-go.

Web Applications - Harness the power of the internet for citizen engagement and multi-jurisdictional collaboration.

OPTIONS:

1.) Continue utilizing SunGard Public Safety system.

- Staff does not recommend this option
- The current I-Series platform is not a windows based platform.
- The current As400 I- Series has reached its life expectancy. There would be a cost to purchase a new I-Series.

2.) Migrate to One Solution Software.

Staff recommends migrating to the OneSolution for the following reasons:

- Technology Upgrade – moving from an I-Series solution written in RPG Programming language to current Windows Technology. This should allow the Key West Police Department to be well prepared for many years.
- Key West IT Staff will be more able to provide infrastructure assistance with newer technology and tools that OneSolution leverages – both from a hardware (Virtual Environment) and software (SQL).
- Ability to upgrade end users in City remotely or via Click Once technology thus eliminating extra work for Support Staff.
- While the legacy software is still being updated and supported, the architecture that the product was built around was not easily adaptable. OneSolution is built with “open architecture” in mind.
- Drastically decreases ongoing annual maintenance costs for Key West Police Department
- Same vendor performing conversion of your SunGard Public Sector NaviLine software into OneSolution.
- Has many built-in items that legacy products would have charged or needed to be customized (i.e., Mobiles, Excel Exporting, Attachments, etc.).

- End User experience can be customized. Windows can be re-sized. Multiple browsers open, etc. Users can gain efficiencies by determining what they want or need and then saving that profile (or multiple profiles).
- Users can access non-SunGard applications, web-sites, etc. from within OneSolution Desktop.
- Users can choose to “see” their data in different formats; grids, geo-spatially, or other settings.
- Security is tied to Active Directory (in addition to your OneSolution database security settings). Pushing out individual user rights or group rights should be more user friendly.
- Integrate the existing solutions with OneSolution
- Individual customization
- Portal for citizens

FINANCIAL IMPACT:

Staff researched various software vendors and held demos with the following vendors:

SunGard One Solution
New World Software Systems

SunGard OneSolution

The cost to migrate existing applications to One Solution Software is - \$587,730.00
Current funding of \$680,000.00 is sufficient for the migration conversion and the training cost of the project.

*Travel Expenses are not included, but budgeted.

RECOMMENDATION:

Our findings from research and demos of the two vendors was that SunGard was the only vendor that could provide all the required software modules. Based on our requirements this eliminated New World as a comparable vendor for competitive bidding. It is in the best interest of the city to stay with Sungard and migrate the existing application to the latest available version.

The Onesolution Public Safety application suite can only be purchased from SunGard Public Sector, therefore Sole source procurement applies.

Staff recommends that the City of Key West migrate all existing applications to the OneSolution platform pursuant to Key West, FL Code of Ordinances:

Sec. 2-844. - Brand name specifications.

- Use.* Since use of a brand name specification is restrictive of product competition, it may be used only when the purchasing agent makes a written determination that only the identified brand name item will satisfy the city's needs.
- Competition.* The purchasing agent shall seek to identify sources from which the designated brand name item can be obtained and shall solicit such sources to achieve whatever degree of

price competition is practicable. If only one source can supply the requirement, the procurement shall be made under the sole source procurement provisions of section 2-797.

Sec. 2-797. - Exemptions.

The following are exempt from the requirements of formal competitive procurement:

(1) *Sole source procurement.* Sole source procurement in accordance with the following:

a. All specifications shall be drafted so as to promote overall economy for the purposes intended, to encourage competition in satisfying the city's need, and shall not be unduly restrictive. Brand name specifications are restrictive of competition and shall be used only as specifically provided in section 2-844.

b. A contract may be awarded without competition when the department head makes a written determination and the purchasing agent verifies that, after conducting a good faith review of available sources, there is only one source for the required commodity or contractual service. The city manager shall conduct negotiations as appropriate as to price, delivery and terms. A record of sole source procurement shall be maintained as a public record and shall list each contractor's name, amount and type of each contract; a list of the commodity or contractual service procured under each contract; and the identification number of each contract file.

c. All sole source procurement where the cost of the commodities or contractual services exceeds \$20,000.00 shall be authorized by the city commission.