



# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Scott P. Johnson

**SUBJECT:** SEE BELOW

**DATE:** August 9, 2006

Approved

Date

8/22/06

**COUNCIL DISTRICT:** Citywide

**SUBJECT: REPORT ON PROPOSALS FOR THE PURCHASE OF ELECTRONIC CITATION SYSTEM FOR THE POLICE DEPARTMENT**

## RECOMMENDATION

Adoption of a resolution authorizing the Director of Finance to:

1. Execute an agreement with 3iInfoTech (Edison, NJ) for the installation and initial purchase of an Electronic Citation System including hardware, software, one year maintenance/support, professional services, shipping and taxes, for a total amount not to exceed \$782,320; and
2. Execute change orders not to exceed a contingency amount of \$36,680 to cover increase in initial volume or any unanticipated requirements; and
3. Execute Purchase Orders to purchase additional quantities of handheld devices, printers and software licenses at the same unit contract price over a five year period after the date of the initial award subject to annual appropriations; and
4. Execute four additional one-year options to renew software maintenance subject to annual appropriations.

## OUTCOME

Provide electronic citation capability to Police Officers in the field to automate entire citation process and improve efficiency from citation writing, reporting, processing, storage, retrieval and transmittal to the court system.

## **EXECUTIVE SUMMARY**

The memorandum reports on the proposal evaluation process and recommends award of contract for the installation and purchase of an Electronic Citation System. The recommended system will greatly enhance efficiencies in the criminal citation process through the ability of scanning a driver's license to auto-populate driver information, capturing electronic signature, biometric thumbprint, and photo images, and interfacing data with Santa Clara Superior Court for automatic citation batch-file transfer.

After a thorough and complete evaluation, staff recommends award to 3iInfotech (Edison, NJ) which submitted the most advantageous proposal to the City.

## **BACKGROUND**

Currently, the Police Department hand writes all traffic and criminal citations. The Department generates almost 100,000 citations per year. Each citation issued is subject to review and correction by the originating Police Officer during and after the issuance process. A recent staff inspection report confirmed that approximately 10% of the citations issued contain errors and must be returned to the issuing officer for amendment. Additionally, the data from hand-written criminal citations must be manually entered into a Records Management System by Police support staff and into a Case Management System by County personnel for non-criminal citations. The current manual system is inefficient, labor intensive and prone to human errors and inefficiencies. The Police Department requires an electronic citation system to improve accuracy, speed, and overall efficiency and effectiveness through the following automation features:

- Ability to scan a driver's license and auto-populate driver information
- Capture electronic signature, biometric thumbprint, and photo images
- Drop-down menus with built-in logic on mandatory fields
- Interface with Santa Clara Superior Court automatic citation batch-file transfer
- Storage and retrieval of citation image as required for public or internal reporting

The concept of the Electronic Citation System was reviewed and approved by the Information Technology Planning Board on February 2, 2006.

The funding for this project will be derived from five grants awarded to the Police Department (see description below):

1. Bureau of Justice Assistance Local Law Enforcement Block Grant (LLEBG) 2004-2006 – Local Law Enforcement Block Grant funding is received directly from Federal Bureau of Justice Assistance as a funding allocation. This grant funding is for front-line municipal police services. San Jose received \$314,545 as their share of this grant. Of these funds, \$209,000 has been allocated for electronic citations.



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2. Bureau of Justice Assistance Edward Byrne Memorial Justice Assistance Grant (JAG) 2005 – The JAG award has replaced the LLEBG as the present Federal supplement to front-line law enforcement services. This new grant of \$318,780 was received in August 2005. \$128,000 of this grant has been appropriated for electronic citations.
3. Supplemental Law Enforcement Services Fund (SLESF) 2005/2007 – Supplemental Law Enforcement Services Grant funding is received from the State of California's Citizen's Option for Public Safety (COPS) Program through the County of Santa Clara. Again, these funds are to be used for front-line law enforcement services. The police department has received \$1,363,317 for this grant, \$137,000 of which is dedicated to electronic citations.
4. California Law Enforcement Equipment Program (CLEEP) 2002/2003 – The California Law Enforcement Equipment Program is automatically awarded solely based on local jurisdictions in a non-competitive process. The San Jose Police Department received \$167,068 in 2002/2003 to be used solely for the purchase of case management. \$165,000 has been set aside to assist with the electronic citation project.
5. Urban Area Strategic Initiative (UASI) 2004 – In July of 2003, San Jose was included in the Bay Area wide Urban Area Security Initiative Program, a Federal program by the Department of Homeland Security funding specific core cities and counties. The San Francisco UASI included the City of San Jose as a core city. In 2005, San Jose has been allotted \$300,000 for specific equipment purchases. \$180,000 of this allotment will be provided for electronic citation hardware.

## **ANALYSIS**

### **Outreach**

On April 3, 2006, the RFP was released and advertised on the City's internet "BidLine" and the DemandStar bid notification system. Over 60 companies were notified of the requirement, 45 companies requested the RFP, and a total of seven proposals were received by the May 31, 2006 deadline.

### **Evaluation**

The seven proposals were reviewed for minimum requirements. This initial evaluation was a pass/fail assessment of each proposal to ensure that all required forms and documentation were submitted and that the Proposer possessed the minimum qualifications and expertise to be successful on this project. Two proposals were deemed as non-responsive and disqualified from further review for not including a signed Proposer Form as required by the RFP: 1) Advanced

Public Safety (Deerfield Beach, FL) and 2) Incode (San Diego, CA). Advanced Public Safety protested the disqualification. The City's Chief Purchasing Officer reviewed the protest and upheld the decision because the company did not comply with the instructions of the RFP. The five responsive proposals were evaluated by a cross-functional team of representatives from the Police Department (Bureau of Technical Services, Traffic Enforcement, Office of the Chief of Police – Research and Development, Court Liaison Unit) and Information Technology Department.

Prior to receiving the proposals, all panel members were required to sign confidentiality and conflict of interest agreements. Below is a summary of each phase of the evaluation:

1. **Written Proposal:** Each member of the evaluation team independently evaluated and scored the written proposals. The key evaluation criteria included: experience, relevance of references that were submitted, strategic business direction, and soundness of proposed technical and integration solution.
2. **Hardware Evaluation:** Each Proposer was requested to submit samples of their proposed handheld devices and printers for evaluation. The hardware was evaluated for ergonomic design, overall ease of use, touch screen, and barcode scanner capability. For a week, all 45 members of the Traffic Enforcement Unit, who will be using the devices, were invited to evaluate the hardware and provide written and verbal feedback on their preferences. Two members of the Metro Unit were also invited to evaluate the hardware and provide written feedback.
3. **Oral Presentation/Demonstration:** Proposers were invited for an oral presentation and product demonstration. Proposers were asked to address a set of pre-defined technical questions and to demonstrate writing a citation from start to finish. All of the technical scores from the written proposals, hardware evaluations and oral interviews were summarized and finalized after the completion of the oral presentation/demonstration. The evaluation team met to review the scores, strengths, weaknesses of each company, and finalize technical rankings. Two proposals were disqualified from further consideration because they did not meet all the requirements of the RFP specifically related to wireless communications of fingerprint, criminal wants-warrants and queries on vehicle license plates: Compudyne – Public Safety & Justice, Inc (Pleasanton, CA) and Crossroads Software, Inc. (Brea, CA).
4. **Cost:** Cost proposals were submitted by each company separate from the written proposals, to ensure that cost did not inadvertently influence the technical scores. Cost proposals were asked for site licenses and seat licenses to identify the most cost-effective cost proposal given the limited grant funding available to the City.

Cost proposals were not disclosed to the evaluation team until completion of the technical review of written proposal. Both 3iInfotech's and Raymar's proposals provided two options for



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different hardware models. The cost scores are based on original RFP quantity of 90 units, the option for unlimited site license, and 3 year warranty. The overall score and rank of remaining companies are summarized in the table below:

<b>Rank</b>	<b>Company Name</b>	<b>Handheld Option</b>	<b>Experience/ Technical (70%)</b>	<b>Cost (20%)</b>	<b>Local Small (10%)</b>	<b>Overall Score (100%)</b>	<b>% of High Score</b>
1	3iInfoTech (Edison, NJ)	Intermec CN2B (option 2)	57%	3%	0%	60%	100%
2	3iInfo Tech (Edison NJ)	Intermec CN30 (option 1)	57%	0%	0%	57%	93%
3	Raymar (Sacramento, CA)	Symbol MC70 (option 2)	35%	20%	0%	55%	92%
4	Raymar (Sacramento, CA)	Itronix (option 1)	35%	20%	0%	55%	90%
5	CalAmp (San Diego, CA)	Symbol MC50	42%	0%	0%	42%	69%

In accordance with City Ordinance 27136, a preference for Local and Small Businesses was available for those companies that met the criteria. 3iInfotech requested preference on behalf of their local/small subcontractor but it was denied because only the prime contractor is eligible. Even if the City had granted the Local/Small Business Preference, it would not have changed the award recommendation.

The proposal also included the City's Environmental Preferable Purchasing Policy requirements for technical equipment in meeting the most recent set of U.S. Environmental Protection Agency's and Department of Energy's ENERGY STAR guidelines.

The RFP included a process for Proposers to object to specifications and requirements of the RFP. Staff did not receive any objections. In addition, the RFP also provides for a protest process for disqualified vendors to protest the staff's disqualification decision and for unsuccessful proposers to protest staff's award recommendation. The ten-day protest period commenced on August 7, when the City announced the award recommendation to all proposers, and ended on August 17, 2006. The City's Chief Purchasing Officer received a protest from Raymar alleging that Raymar has an exclusive agreement with Cogent, the subcontractor for fingerprint scanners. Staff received a letter from Cogent stating that Cogent will work with 3iInfoTech to implement the solution. Raymar also contested that it provides a less expensive solution meeting all requirements of the RFP. Based on a comprehensive evaluation process, as outlined above, the Technical Evaluation Team scored Raymar's proposal 36 percentage points lower than 3iInfoTech. Based on these findings, the City's Chief Purchasing Officer upheld the award recommendation.

### Recommendation Summary

Staff recommends 3iInfotech (option 2) because their proposed solution met or exceeded all of the RFP specifications, provided the most detailed and comprehensive proposal, and demonstrated a superior understanding of the City's requirements throughout the proposal and presentation process. 3iInfotech was ranked first by the evaluation team for the following reasons:

Proven experience as an integrator and in-depth knowledge of Public Safety Databases and Criminal Justice Information Systems

- Proven solution that combines TicketWorks with MobileFrame's Configurable Mobile Application software with installations in New York, San Diego and Boston to manage electronic citations
- Detailed project management plan, installation and deployment
- Open system design for easy interface to other systems
- A configurable workflow to match existing field procedures
- Overall ease of use in the field and at the management server
- Rugged, compact, and light-weight field components
- Complete interfaces with the existing Court Applications
- Extensive Reporting Capabilities, including ad hoc queries
- Provides easy configuration and ability for City to create sophisticated mobile applications and workflow without costly custom programming or coding
- Most robust training plan
- Richest featured mobile application solution
- 24/7 technical support
- 3iInfotech successfully demonstrated all of the required functional elements of the City's requirements as specified

In addition, staff conducted reference checks to verify the ability of 3iInfotech to perform the requirements of the RFP. The references included the New York City Police Department, New York State Commission on Lobbying, and New York Department of Sanitation. All references were very positive.

As mentioned previously, the scope of the RFP included an initial implementation for 90 users. However, 3iInfotech's cost proposal of \$1,106,052 based on the more expensive unlimited site license option and three year warranty on both hardware and software, exceeded the Police Department's available budget. In the RFP, "City reserves the right to accept an offer in full, or in part, or to reject all offers". Therefore, this award recommendation is based on a reduced quantity of 50 handheld citation hardware units, seat licenses and one-year hardware/software. As mentioned above, price submissions included the cost for a site licenses and a per unit cost for seat licenses. Additionally, proposer submitted a unit cost for hardware which included the first year warranty. To ascertain the cost of the first year of warranty maintenance, Finance

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requested the information from 3iInfotech. The cost of the first year of software maintenance in the amount of \$9,990 is appropriate for this kind of application.

Below is a breakdown showing the reductions of a 90 user initial implementation plan versus the recommended plan based on 50 users.

	Based on original 90 units site License and 3 year warranty	Based on 50 Units/License and 1 year warranty
Software Licensing	\$193,631	\$68,581
Software warranty	105,000	\$9,990
Hardware	\$273,673	\$224,332
Hardware warranty	\$95,410	included
Professional Services	\$454,960	\$454,960
Shipping	\$5,950	\$5,950
Tax	-	\$18,507
TOTAL	\$1,106,052	\$782,320
5% Contingency		\$36,680
Not to Exceed Contract Amount		\$819,000

Staff also requests approval to purchase additional hardware, software, and extended warranty in the future as new funding becomes available, subject to Council's approval of the appropriation. This will enable the Police Department to complete the project roll-out to all patrol officers over a five year period.

Data Gathering and Analysis

The System will have the ability to query the number, location and type of violations in an effort to direct resources in traffic enforcement. This will further improve the efficiencies as the Police Department can work directly with the Department of Transportation in identifying collision trends and patterns. The ability to gather demographics from the issuance of citations was not included to be part of the Request for Proposal. The initial roll-out of the Electronic Citation System will eventually replace the current paper system of issuing citations, neither of which is intended to gather demographic information on motorists. The program software will however have the capability to gather limited demographic information only where citations or collision reports are involved. The current practice of gathering comprehensive demographic information on all vehicle stops via clearance codes will continue.

**POLICY ALTERNATIVES**

Not applicable.

### **PUBLIC OUTREACH/INTEREST**

This item does not meet any of the criteria below; however, as described above, this requirement was advertised on the City's internet Bid-Line, and the DemandStar solicitation notification system.

**Criteria 1:** Requires Council action on the use of public funds equal to \$1 million or greater; **(Required: Website Posting)**

**Criteria 2:** Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**

**Criteria 3:** Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

### **COORDINATION**

This memorandum has been coordinated with the Police Department, Information Technology Department, City Manager's Budget Office, and the City Attorney's Office.

### **FISCAL/POLICY ALIGNMENT**

This action is consistent with the following General Budget Principles "We must focus on protecting our vital core city services for both the short- and long-term" and "We must continue to streamline, innovate, and simplify our operations so that we can deliver services at a higher quality level, with better flexibility, at a lower cost" and the Strategic Initiative "Make San Jose a Tech-Savvy City; lead the way in using technology to improve daily life."

### **COST SUMMARY/IMPLICATIONS**

The first year of operating and maintenance costs (license and warranty) are estimated to be approximately \$79,000. Future operating and maintenance costs will be subject to Council appropriation of non-personal/equipment funding in the Police Department.

**BUDGET REFERENCE**

Fund #	Appn #	Appn. Name	Total Appn	Amt. for Contract	Proposed 2006-2007 Budget Page*	Last Budget Action (Date, Ord. No.)
414	3402	SLES Grant 2005-07	\$1,363,317	\$137,000	XI-78	N/A
474	3394	JAG 2005-07	\$381,780	\$128,000	XI-25	N/A
415	3310	LLEBG 2004-06	\$222,817	\$209,000	XI-45	N/A
001	3213	2002-2003 CLEEP	\$167,068	\$165,000	IX-12	N/A
001	3306	Urban Area Security Initiative	\$9,512,075	\$180,000	IX-12	N/A

\* The 2006-2007 Adopted Budget was approved by the City Council on June 27, 2006.

**CEQA**

Not a project.

  
SCOTT P. JOHNSON  
Director, Finance

For questions please contact Walter C. Rossmann, Chief Purchasing Officer at (408) 535-7051.

