



STAFF REPORT

DATE: January 18, 2022

TO: Kent Cagle, City Manager

FROM: Willie Resto, Executive Director of Information Technology

SUBJECT: Interagency agreement for the use of NicheRMS365, a law enforcement records management system

BACKGROUND AND FINDINGS:

The Killeen Police Department currently uses the Hexagon I/LEADS Records Management System (RMS). The RMS is over 20 years old, runs on software that contains components that are no longer supported by Microsoft and provides poor functionality to Patrol, the Evidence Section, the Crime Lab and the Traffic Sections.

Replacing the RMS is an immediate and critical need. A new Police Records Management System, Field-Based Reporting, and Jail Management System will provide a consolidated and single-source Police Records System for end-to-end processing, including incidents, arrests, case management, detention/jail, NIBRS reporting and other various components.

The City Information Technology staff along with the Killeen Police Department created a needs analysis, and evaluated software solutions. Evaluations were conducted for the following RMS solutions:

- Tyler Technologies, Inc (New World)
- Motorola (Premier One)
- AXON (Axon Records)
- Central Square (One Solutions)
- Mark 43
- Niche

During the city's evaluation period, several Central Texas police agencies were also evaluating RMS replacements. An interagency solution seemed to be most cost effective and a more feasible direction for Central Texas police agencies. A consortium agency, Central Texas Uniform Reporting Information Network (CENTURION), was developed from these Central Texas police agencies. The CENTURION Consortium created an Interagency Policy Agreement to establish guidelines that were adopted to assist with the functionality of the CENTURION RMS. The Consortium evaluated the same solutions as the City of Killeen staff. As the City of Killeen narrowed the solutions to Mark 43 and Niche, the Consortium did the same. At this point, the City of Killeen joined CENTURION to review and evaluate demonstrations of the Mark 43 and Niche solutions. Both CENTURION and the City of Killeen selected Niche. City of Killeen staff realized the added value of joining the CENTURION Consortium.

The Interagency Policy Agreement designates the RMS to be shared among agencies in an effort to more efficiently obtain, assess and utilize criminal justice information. The agreement names the City of Temple as the host city while Bell County and the City of Killeen are designated as backup sites. This agreement has been reviewed and approved by the Killeen Police Department and should be signed by the Mayor, City Manager and the Chief of Police.

Niche Technology will provide services and software for all development, implementation, training, maintenance, and support related to implementing the Police Department Records Management System. Niche Technology will be available for continuous, on-going maintenance and support.

The RMS replacement is the single largest project the Killeen Police Department has undertaken in several years. Systems may be replaced, business processes will be redesigned, policies and procedures will be updated, and job roles and functions will subsequently change. From people to process, changes need to be carefully managed to ensure Police staff are prepared and possess equipment, information, and skills to successfully perform their job.

The proposed timeline is as follows:

- January 2022 - Temple Police Department begins contract negotiations with NicheRMS
- March 2022 - Temple Police Department completes contract negotiations contract signed between City of Temple and NicheRMS
- March 2022 - April 2023 - Projected timeline
 - The 14 - 18 month timeline
 - Project initiation and planning (45 days)
 - Knowledge transfer and business process analysis (9 months)
 - Application configuration (7 months)
 - Hardware configuration (3.5 months)
 - Cutover preparation (5.5 months)

The one-time license cost is \$355,113.25 and the Backup host cost is \$25,925. With the adoption of the new system, additional procurement will include hardware such as smart phones, in-car printers, fingerprint scanners and network costs. Data conversion and additional data storage will also be necessary for the project.

THE ALTERNATIVES CONSIDERED:

1. Authorize the Interagency Agreement.
2. Do not authorize the Interagency Agreement.

Which alternative is recommended? Why?

Alternative one is recommended, allowing the execution of the interagency policy agreement with the City of Temple and authorize the purchase of a coordinated law enforcement records management system.

CONFORMITY TO CITY POLICY:

The City's Purchasing Manual recognizes the City Council's ability to approve interagency agreements authorized by the Texas Government Code, Chapter 791 Interlocal Cooperation Contracts

FINANCIAL IMPACT:

What is the amount of the expenditure in the current fiscal year? For future years?

The estimated cost for FY22 for this records management system is \$381,038.25. Annual maintenance costs for FY23 - FY32 will be \$96,947.65.

Is this a one-time or recurring expenditure?

This is a one-time expenditure for the system with a recurring annual expenditure for maintenance.

Is this expenditure budgeted?

Funds are available in the Governmental CIP account 349-8927-493.61-40.

If not, where will the money come from?

N/A

Is there a sufficient amount in the budgeted line-item for this expenditure?

Yes

RECOMMENDATION:

Staff recommends that the City Council approve the interagency agreement with multiple agencies, including the City of Temple as the lead agency, in the amount of \$381,038.25 and that the City Manager, or designee, to execute any and all change orders within amounts set by state and local law.

DEPARTMENTAL CLEARANCES:

Police
Finance
Legal

ATTACHED SUPPORTING DOCUMENTS:

Interagency Agreement
Addendum
Assessment Report
Cost Calculations